

Project Design Phase

Problem-Solution Fit Template

Date	31 October 2025
Team ID	26F183223D3726BBDE54BD8DC6085AFC
Project Name	Optimize User, Group, and Role Management with Access Control and Workflow
Maximum Marks	2 marks

Problem-Solution Fit Template:

In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion in task assignments and progress tracking. This results in reduced productivity, overlapping responsibilities, and a lack of data security.

Solution:

To overcome this, a ServiceNow-based solution is designed to optimize user, group, and role management by implementing access control mechanisms and automated workflows. This approach defines proper user roles, manages permissions efficiently, and creates an approval-based workflow ensuring that every project task is handled by authorized personnel.

Purpose:

- To define and manage users, groups, and roles for better task distribution.
- To implement access control for securing project-related data.
- To design structured workflows that enhance accountability and collaboration.
- To ensure that only authorized users can view or edit specific record
- To automate task assignment and approval processes using Flow Designer.

Templates:

1. User Creation:

- Open ServiceNow → All → Users (System Security)
- Click New, fill in details, and submit.

- Repeat the process to create multiple users (e.g., Alice – Project Manager, Bob – Team Member).

2. Group Creation:

- Navigate to System Security → Groups
- Create new groups to organize users by function or department.

3. Role Creation:

- Go to System Security → Roles
- Create specific roles such as Project Manager and Team Member with defined access rights.

4. Assign Users to Groups and Roles:

- Assign Alice to Project Manager role and Bob to Team Member role.
- Use “Edit” options to assign relevant table roles and save changes.
- Impersonate users to verify access levels.

Reference:

This project demonstrates a structured approach to managing users, roles, and groups in ServiceNow with integrated access control and workflows. By defining responsibilities clearly, automating task assignments, and implementing approval processes, the system improves transparency, accountability, and operational efficiency. Overall, it ensures secure and smooth collaboration between project members, leading to successful project completion.

