

Project Planning Phase

Date	02 November 2025
Team ID	NM2025TMID02476
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum marks	5 Marks

Project Modules

S.No	Module Name	Description
1.	User Role Management	Automates the process of assigning and updating user roles based on department and responsibilities.
2.	Group Optimization	Detects redundant or inactive groups and recommends merges or deletions.
3.	Workflow Automation	Streamlines approval and task assignment processes through ServiceNow Flow Designer.
4.	Audit & Compliance Tracking	Logs all changes in roles and workflows for transparency and governance.
5.	Dashboard & Reporting	Provides real-time analytics on role usage, workflow performance, and optimization success.

Work Breakdown Structure

Phase	Activity	Deliverable
Phase 1: Requirement Gathering	Identify existing challenges in user and workflow management.	Requirement Specification Document.
Phase 2: Design	Prepare Flow Charts, DFDs and Database Schema.	Design Documentation.

Phase 3: Development	Implement role automation, group management and workflow optimization in ServiceNow.	Working Modules.
Phase 4: Testing	Perform functionality, performance and security testing using ATF.	Test Report.
Phase 5: Deployment	Deploy final ServiceNow application and configure live environment.	Deployed Solution.
Phase 6: Maintenance & Review	Monitor system usage and optimize based on analytics.	Updated Reports.

Risk Management plan

Possible Risks	Impact	Mitigation Strategy
Incorrect role mapping	High	Conduct validation checks before final assignment.
Workflow execution delays	Medium	Optimize flow logic and limit unnecessary approvals.
Data duplication	Medium	Use unique identifiers and database validation.
Security vulnerabilities	High	Apply strict ACLs and regular audit logs.
Integration failure	Low	Test APIs and connection parameters during development.