

SOLUTION REQUIREMENT

DATE	
PROJECT ID	LTVIP2025TMID30602
Project Name	Optimising user, group and role management with access control list and Workflows

Functional requirement:

FR no	Functional requirement	Sub requirements
FR1	Users	Create individual users with user id, first name, last name and email.
FR2	Group	Create group in Servicenow and give the group name
FR3	Roles	Create new individualroles in Service now.
FR4	Table	create a new table giveLabel and Check the boxes Create module & Create mobile module and give name Under new menu name ,Under table columns give the columns
FR5	Assign users to group	Assign Users To the created Group.
FR6	Assign roles to users	Assign roles to the already created individual users.
FR7	Application access	Assign Table Access(give roles to the table) To Application
FR8	Access control list	Create five ACL's to the fields(Assigned to,task id,task name, due date, status) and give edit Access to the comment and status fields.
FR9	Flow	Create A Flow To Assign Operations Ticket To Group.

NON FUNCTIONAL REQUIREMENTS

NFR no	NON FUNCTIONAL REQUIREMENTS	DESCRIPTION
NRF1	Performance	Ensure that operations like creating, modifying, or deleting user groups and roles, as well as assigning users to groups, are performed within acceptable response times, even with a large number of users and roles.
NRF2	Security	Implement robustmechanisms for verifying user identities and controlling access to different functionalities and data based on assigned roles.

NRF3	Maintainability	Design the system with a modular architecture that allows for easy updates and modifications to user group and role management functionalities.
NRF4	Workflow configuration	Make the process of defining and modifying workflows as straightforward as possible, with clear visual representations and easy-to-understand configuration options.