

Optimizing User, Group, And Role Management With Access Control And Workflows

INTRODUCTION

Project overview :

This project focuses on optimising user, group, and role management by implementing a robust access control framework supported by automated workflows. As organizations grow, managing user identities and access becomes increasingly complex, often leading to inefficiencies, security risks, and compliance challenges. The project aims to streamline user onboarding, role assignments, and group memberships by adopting centralized identity and access management (IAM) practices. Role-based and attribute-based access control models will be used to ensure that users have the appropriate level of access based on their responsibilities and attributes.

Automated workflows will handle tasks such as approval processes, access requests, and periodic access reviews, reducing manual intervention and ensuring policy compliance. By improving visibility, control, and automation, this project will enhance security, reduce administrative overhead, and create a scalable foundation for future access governance.

Purpose :

The primary objective of this project is to streamline and optimize user, group, and role management systems within an organization.

By enhancing access control mechanisms and implementing robust workflows, the project aims to improve security, operational efficiency, and compliance with regulatory standards.

IDEATION PHASE

Problem Statement:

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 roledefinitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.

Challenges In The Current System Lacks:

- Lack of Integration
- Data silos between departments or tools
- Poor communication and workflow inefficiencies
- Lack of Transparency
- Difficulty tracking progress or issues
- Limited stakeholder trust and accountability
- Low user adoption
- Increased training and support requirements

REQUIREMENT ANALYSIS

SOLUTION REQUIREMENT:

DATE	
TEAM ID	LTVIP2025TMID30602
PROJECT NAME	Optimizing User, Group, And Role Management With Access Control And Workflows

Functional Requirements:

Following are the functional requirements.

FR no	Functional requirement	Sub requirements
FR1	Users	Create individual users with user ID and first name , last
FR2	Groups	Create group in Servicenow and give the group name.
FR3	Roles	Create new individual roles in Servicenow.
FR4	Tables	create a new table give Label 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,taskid,taskname,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:

The following are the non-functional requirements

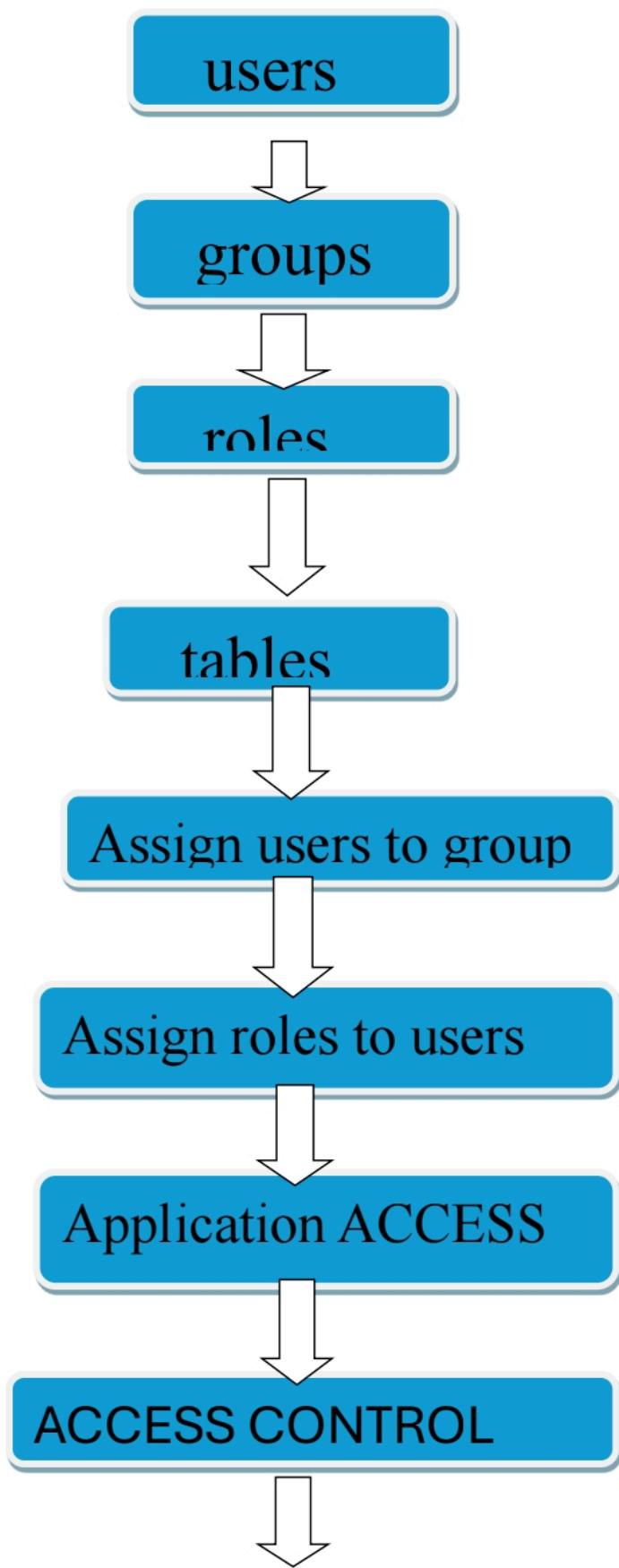
NFR NO	NON-FUNCTIONAL REQUIREMENTS	DESCRIPTION
NFR-1	Performance	Ensure that operations like creating, modifying, or deleting user groups and roles, as well as assigning users to groups, are performed within acceptable response times, even with a large number of users and roles.
NFR-2	Security	Implement robust mechanisms for verifying user identities and controlling access to different functionalities and data based on assigned roles.
NFR-3	Reliability	Aim for high system availability and minimize downtime during user group and role management operations.
NFR-4	Maintainability	Design the system with a modular architecture that allows for easy updates and modifications to user group and role management functionalities.
NFR-5	Scalability	The system should be able to handle a growing number of users, groups, roles, and workflows without performance degradation.
NFR-6	Workflow configuration	Make the process of defining and modifying workflows as straightforward as possible, with clear visual representations and easy-to-understand configuration options.

DATA FLOW DIAGRAM:

A data-flow diagram is a way of representing a flow of data through a process or a system. The DFD also provides information about the outputs and inputs of each entity and the process itself. A data-flow diagram has no control flow — there are no decision rules and no loops.

USES:

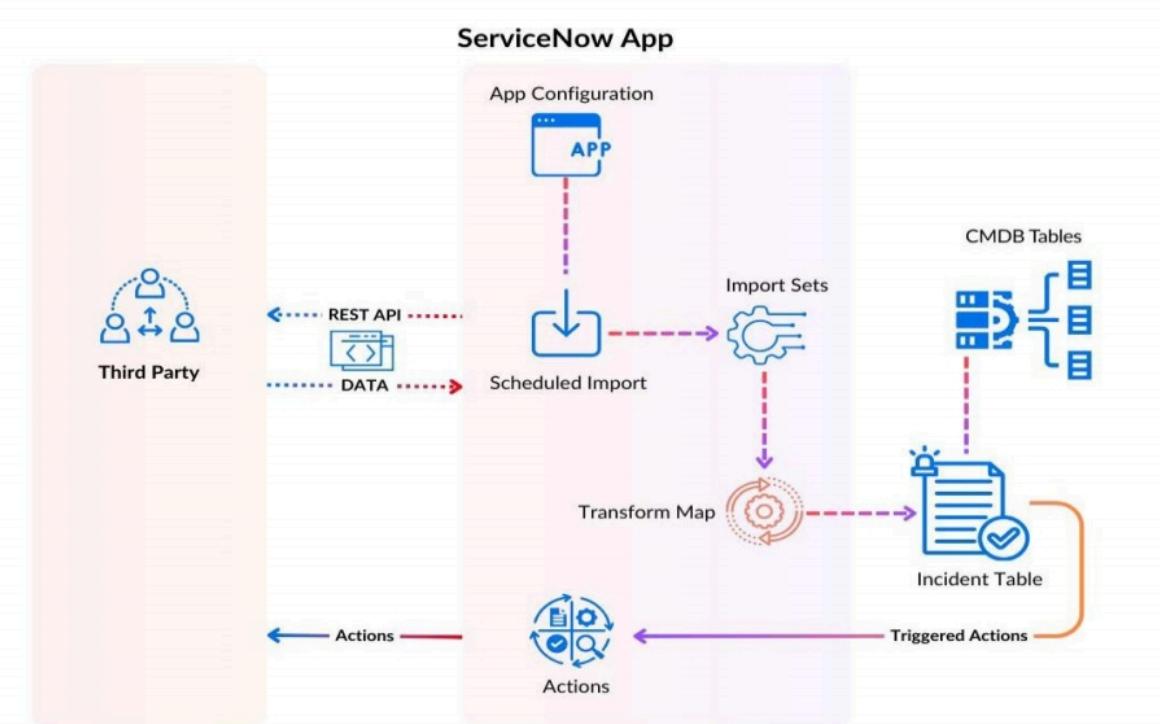
- Visualizes data movement in a system clearly and logically.
- Identifies system inputs, outputs, processes, and data storage elements.
- Helps in system analysis by understanding the flow of information.
- Simplifiecomplexsystemsintounderstandablecomponents



FLOW

TECHNOLOGY STACK:

Architecture of servicenow



- Cloud-Based Platform Entirely hosted in the cloud (SaaS model). Accessible via web browser with no local installation.
- Multi-Tenant Architecture Multiple customers share the same infrastructure. Data is logically separated to ensure privacy and security.
- Application Layer Provides core business applications (e.g., ITSM, HR, CSM). Custom applications can also be developed using App Engine.

- Platform Layer (Now Platform) Core engine that powers workflows, data handling, and app development.

PROJECT DESIGN

Proposed Solution:

Project team shall fill the following information in the proposed solution template

S.NO	PARAMETER	DESCRIPTION
1	Problem statement (problem to be solved)	Current user, group, and role management systems are often inefficient, leading to security vulnerabilities and administrative overhead
2	Idea/solution Description	This project aims to optimize and streamline the management of user groups and roles within an organization by implementing a robust Access Control List (ACL) system integrated with automated workflows. The goal is to improve security, efficiency, and compliance in how access rights are assigned, reviewed, and updated across systems.
3	Novelty/Uniqueness	The novelty of the "Optimising User Group and Role Management with Access Control List and Workflows" lies in its integrated and intelligent approach to access management, which goes beyond traditional static role assignments.
4	Social impact/customer satisfaction	The "Optimising User Group and Role Management with Access Control List and Workflows" has a significant social impact by enhancing organizational security, promoting accountability, and reducing administrative burden, ultimately contributing to safer digital environments.
5	Business model (Revenue Model)	The business model for the "Optimising User Group and Role Management with Access Control List and Workflows" project is primarily based on a Software-as-a-Service (SaaS) subscription model, offering tiered pricing plans based on the number of users, integrations, and feature sets required by organizations.
6	Scalability of the solution	The scalability of the "Optimising User Group and Role Management with Access Control List and Workflows" solution is a core strength, designed to support organizations of varying sizes and complexities.

Optimizing User, Group, And Role Management With Access Control And Workflows

MILESTONE 1: USERS

PURPOSE:The purpose of creating users in the Optimizing User, Group, and Role Management with Access Control and Workflows project is to establish a structured and secure digital identity for each individual within the system. This identity serves as the foundation for assigning appropriate access rights, roles, and group memberships based on job functions and organizational hierarchy.

USE : By creating individual user profiles, the system can accurately assign roles, associate users with relevant groups, and control access to resources based on predefined permissions.

ACTIVITY 1 : Create users

Steps: 1 .Open service now 2 .Click on All >> search for users 3 .Select Users under system security 4 .Click on new 5 .Fill the following details to create a new user

a .user id:alice p, first name: alice,last name : p

Email: alice@ gmail.com 6 .Click on submit

7 . Create one more user bob p

MILESTONE 2: GROUP

PURPOSE:The purpose of creating groups in the Optimizing User, Group, and Role Management with Access Control and Workflows is to streamline access management by organizing users with similar roles. Groups simplify the process of assigning permissions, roles, and workflow responsibilities by enabling bulk management rather than handling users individually.

USE : Groups play a vital role in workflow automation, as tasks like approvals, notifications, or escalations can be routed based on group membership.

ACTIVITY 1: Create group

STEPS : Open service now.

1. Click on All >> search for groups
2. Select groups under system security
3. Click on new
4. Fill the following details to create a new group
5. Click on submit

The screenshot shows the ServiceNow web interface for creating a new group. The title bar says "ServiceNow Developers" and the page title is "project team | Group | Service". The URL in the address bar is "dev316155.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do?sys_id=3D1a74b4a183daee10359a5160ceaad33a%26sysparm_record_target%3Dsys_user_group%26sysparm_record_row...". The main content area has a form with fields: Name (project team), Manager (empty), Description (empty), Group email (empty), and Parent (empty). Below the form are "Update" and "Delete" buttons. At the bottom, there are tabs for "Roles", "Group Members (2)", and "Groups".

MILESTONE 3 : ROLES

PURPOSE : The purpose of creating roles in the Optimizing User, Group, and Role Management with Access Control and Workflows is to define and manage specific sets of permissions that align with users' job functions and responsibilities. Roles serve as a foundational component of role-based access control (RBAC).

USE : Roles act as permission bundles that can be assigned to users or groups, ensuring they receive the exact level of access needed to perform their duties—nothing more, nothing less

ACTIVITY 1 : Create Roles

STEPS: 1. Open service now. 2. Click on All >> search for roles 3. Select roles under system security 4. Click on new 5. Fill the following details to create a new role 6. Click on submit

Create one more role:

7.Create another role with the following details

8.Click on

The screenshot shows a ServiceNow interface for creating a new role. The 'Name' field is populated with 'project.member'. The 'Application' dropdown is set to 'Global'. The 'Contains' tab is selected, showing a message 'No records to display'. At the bottom of the screen, a status bar displays the word 'submit'.

submit

MILESTONE 4 : TABLE

PURPOSE: The purpose of creating tables in the Optimizing User, Group, and Role Management with Access Control and Workflows project is to structure and store data in an organized, scalable, and secure manner. Tables serve as the foundation for managing various entities such as users, groups, roles, permissions, and workflow records.

USE : Tables serve as containers for different types of records, such as user profiles, group definitions, role assignments, and workflow tasks.

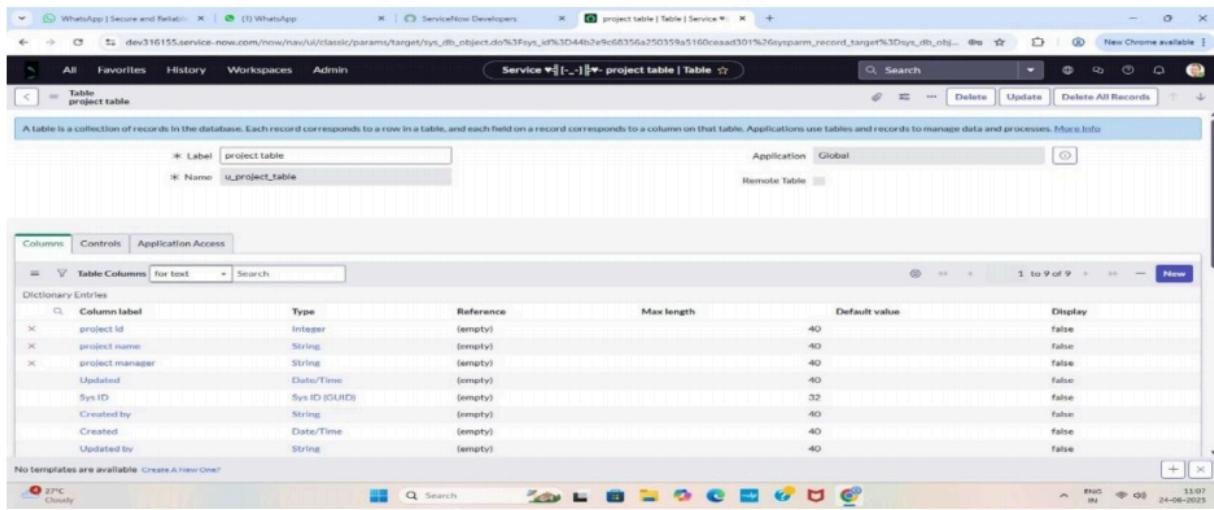
ACTIVITY 1 : Create Table

STEPS: 1.Open service now. 2.Click on All >> search for tables 3.Select tables under system definition 4.Click on new 5.Fill the following details to create a new table Label : project table 6.Check the boxes Create module & Create mobile module 7.Under new menu name : project table 8.Under table columns give the columns

Create one more table:

9. Create another table as:task table 2 and fill with following details.

10. Click on submit.



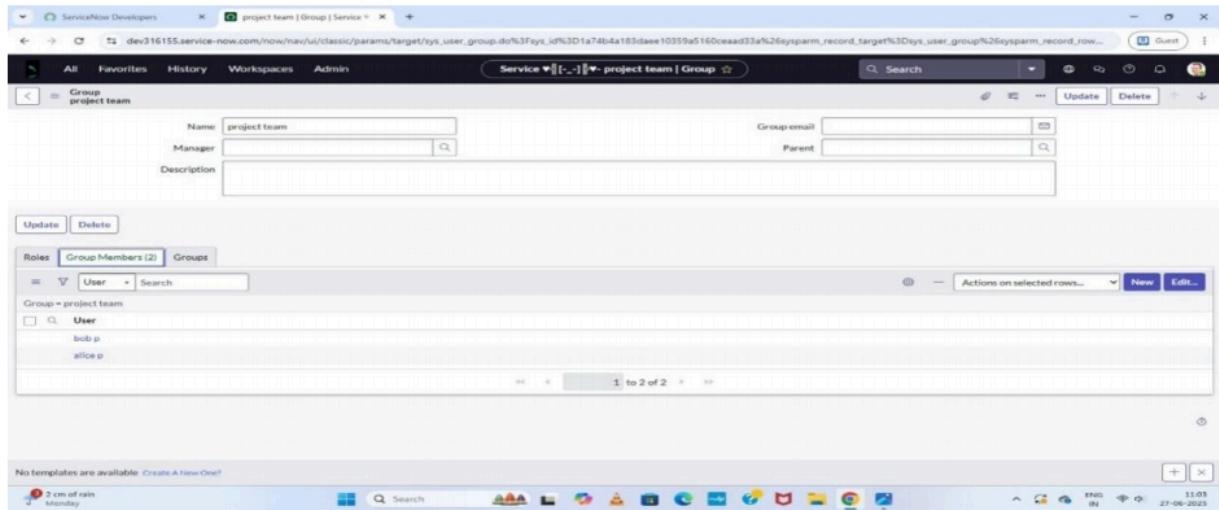
MILESTONE 5 : ASSIGN USERS TO GROUP

PURPOSE :The purpose of assigning users to groups in the Optimizing User, Group, and Role Management with Access Control and Workflows is to simplify and streamline the management of access permissions, roles, and workflow participation. Assigning users to groups also enables more efficient workflow automation, as approvals and task assignments .

USE :The use of assigning users to groups in the Optimizing User, Group, and Role Management with Access Control and Workflows is to enable efficient and consistent management of access rights, roles, and workflow responsibilities.

ACTIVITY 1: ASSIGN USERS TO PROJECT TEAM GROUP

STEPS :Open service now. 1.Click on All >> search for groups 2.Select tables under system definition 3.Select the project team group 4.Under group members 5.Click on edit 6.Select alice p and bob p and save



MILESTONE 6 : ASSIGN ROLES TO USERS

PURPOSE : The purpose of assigning roles to users in the Optimizing User, Group, and Role Management with Access Control and Workflows project is to ensure that each user has the appropriate level of access needed to perform their job responsibilities efficiently and securely.

USE : The use of assigning roles to users is to efficiently manage user access by linking individuals to predefined sets of permissions based on their job functions.

ACTIVITY 1 : ASSIGN ROLES TO ALICE P

STEPS : Open service now Click on All >> search for user 1 .Select tables under system definition 2 .Select the project manager user 3 .Under project manager 4 . Click on edit 5 .

Select project member and save 6 . click on edit add u_project_table role and u_task_table role 7 . click on save and update the form.

Role	State	Inherited	Inheritance Count
project_member	Active	False	
u_task_table_2_user	Active	False	
u_project_table_user	Active	False	

ACTIVITY 2 : ASSIGN ROLES TO BOB USER

STEPS :Open servicenow.Click on All >> search for user

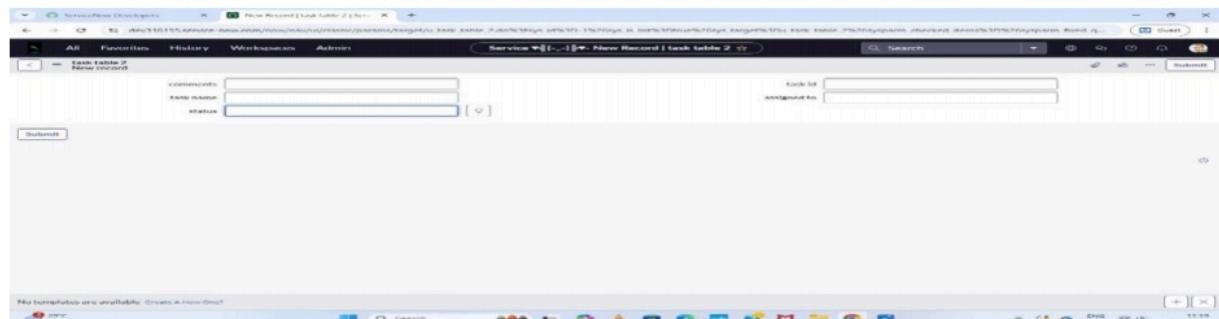
- 1 .Select tables under system definition
- 2 .Select the bob p user
- 3 .Under team member
- 4 .Click on edit
- 5 .Select team member and give table role and save
- 6 .Click on profile icon Impersonate user to bob

Role	State	Inherited	Inheritance Count
u_team_member_user	Active	False	
u_task_table_2_user	Active	False	

- 7 . We can see the task table2.

MILESTONE 7 : APPLICATION ACCESS

PURPOSE : The purpose of creating application access in the Optimizing User, Group, and Role Management with Access Control and Workflows is to ensure that users can securely and efficiently interact with the specific applications they need to perform their functions.



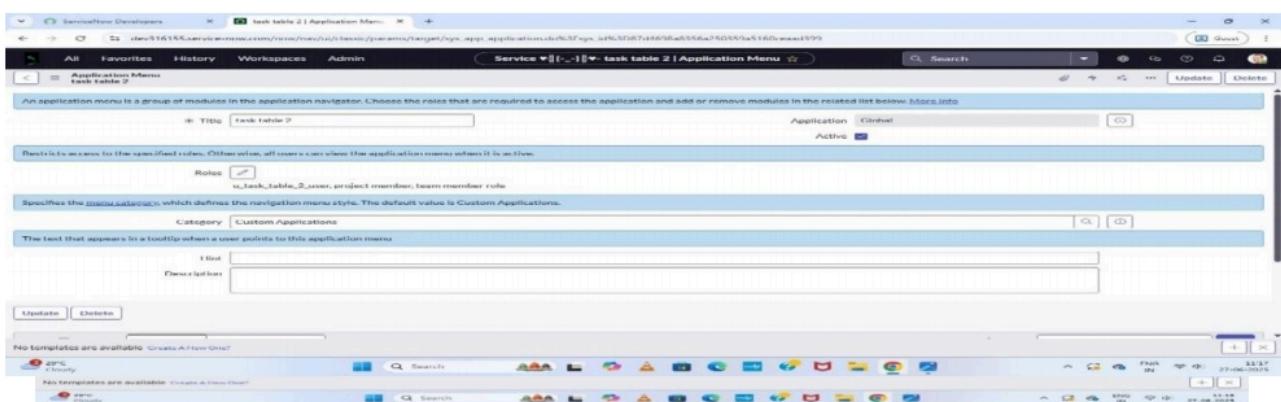
USE : By managing application access through roles and groups, organizations can ensure that only authorized users can view or modify application data and perform critical actions.

ACTIVITY 1: ASSIGN TABLE ACCESS TO APPLICATION

STEPS: 1 .while creating a table it automatically create a application and module for that table

2 . Go to application navigator search for search project table application

3 .Click on edit module Give project member roles to that application



4 .Search for task table2 and click on edit application.

5 .Give the project member and team member role for task table 2 application

MILESTONE 8 : ACCESS CONTROL LIST

PURPOSE: The purpose of creating an Access Control List (ACL) in the Optimizing User Group and Role Management with Access Control and Workflows is to establish a structured and secure method for managing user permissions and resource accessibility. By defining specific rules that determine which users or user groups have access to particular resources or actions within the system, the ACL ensures that sensitive data and functionalities are only accessible to authorized individuals.

USE : the use of an Access Control List (ACL) plays a crucial role in enforcing security policies and managing user permissions effectively. ACLs are used to specify and control which users or groups can access certain system resources, perform specific actions, or interact with particular workflows.

ACTIVITY 1: Create ACLs

STEPS : Open service now. 1 .Click on All >> search for ACL 2 .Select Access Control(ACL) under system security Click on elevate role 3 .Click on new 4 .Fill the following details to create a new ACL

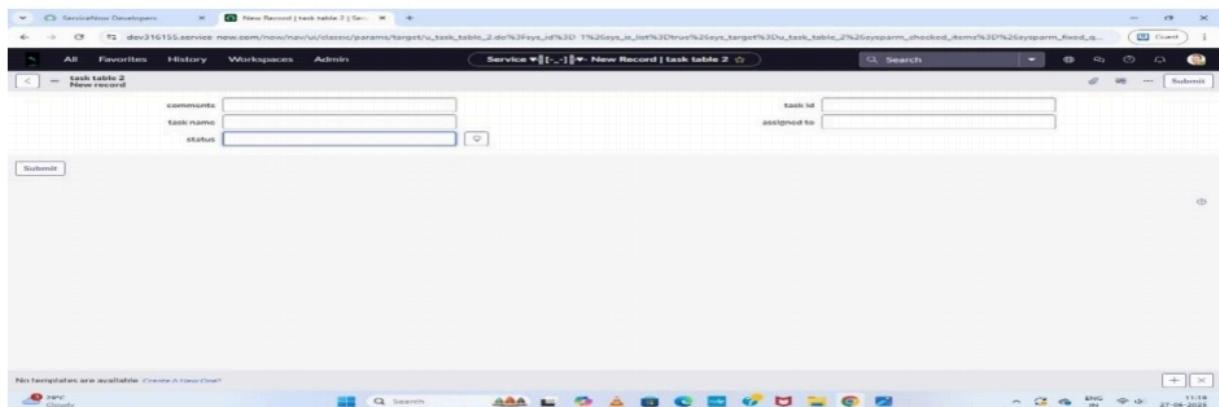
The screenshot shows the ServiceNow Access Control - New Record interface. Key fields visible include:

- Type: record
- Operation: write
- Decision Type: Allow If
- Application: Global
- Active: checked
- Admin overrides: checked
- Protection policy: -- None --
- Name: task table 2 [u_task_table_2]
- Description: (empty)
- Applies To: No. of records matching the condition: 1
Buttons: Add Filter Condition, Add "OR" Clause

A warning message at the top states: "Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL."

5 .Scroll down under requires role

- 6 .Double click on insert a new row
 - 7 .Give task table and team member role
 - 8 .Click on submit
 - 9 .Similarly create 4 acl for the following fields(Assigned to, task id , task name, due date)
 - 10 .Click on profile on top right side
 - 11 .Click on impersonate user
 - 12 .Select bob user
 - 13 .Go to all and select task table2 in the application menu bar
- 14 .Comment and status fields are have the edit access**



MILESTONE 9 : FLOW

PURPOSE: The purpose of creating a flow in the Optimizing User Group and Role Management with Access Control and Workflows project is to automate and streamline the sequence of actions involved in managing user roles, permissions, and access rights. A well-defined flow ensures that tasks such as role assignments, permission approvals, user onboarding, and access revocation follow a consistent and logical process.

USE : Flows are used to define the step-by-step progression of actions, such as user role assignment, approval of access requests, periodic access reviews, and role revocation processes.

ACTIVITY 1: CREATE A FLOW TO ASSIGN OPERATIONS TICKET TO GROUP

STEPS: Open service now. 1 .Click on All >> search for Flow Designer 2 .Click on Flow Designer under Process Automation. 3 .After opening Flow Designer Click on new and select Flow. 4 .Under Flow properties Give Flow Name as “ task table”. 5 .Application should be Global. 6 .Click build flow.

7 .Click on Add a trigger

8 .Select the trigger in that Search for “create record” and select that.

9 .Give the table name as “ task table ”.

10 .Give the Condition as Field : status Operator :is Value : in progress

Field : comments Operator :is Value : feedback

Field : assigned to Operator :is Value : bob

11 .After that click on Done.12 .Click on Add an action.

13 .Select action in that ,search for “ update records”.

14 . In Record field drag the fields from the data navigation from Right Side(Data pill)

15 .Table will be auto assigned after that

16 .Add fields as “status” and value as “completed”

17 .Click on Done.

Now under Actions.

Click on Add an action.

Select action in that ,search for “ ask for approval ”.

In Record field drag the fields from the data navigation from Right side

Table will be auto assigned after that

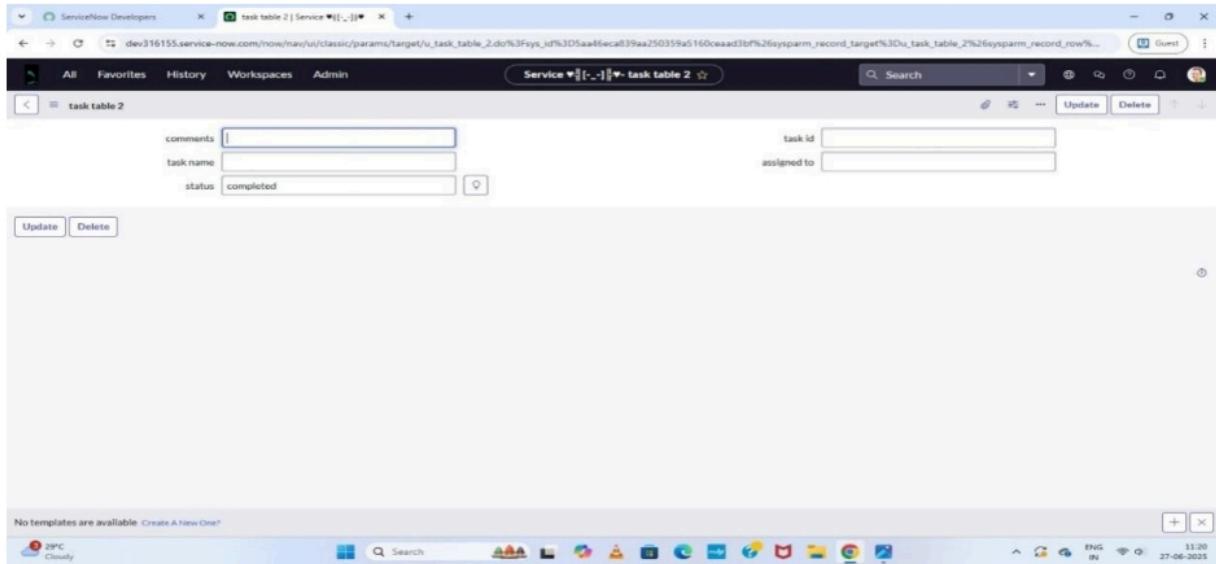
Give the approve field as “ status”

Give approver as alice p

Click on Done.

Go to application navigator search for task table.

It status field is updated to completed



Go to application navigator and search for my approval

Click on my approval under the service desk.

Alice p got approval request then right click on requested then select approved

All	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	Approved	alice p	(empty)	2024-10-22 22:26:19	
<input type="checkbox"/>	Rejected	Fred Luddy	(empty)	2024-09-01 12:19:33	
<input type="checkbox"/>	Requested	Fred Luddy	(empty)	2024-09-01 12:17:03	
<input type="checkbox"/>	Requested	Fred Luddy	(empty)	2024-09-01 12:15:44	
<input type="checkbox"/>	Requested	Howard Johnson	CHG0000096	2024-09-01 06:15:29	
<input type="checkbox"/>	Requested	Ron Kettering	CHG0000096	2024-09-01 06:15:29	
<input type="checkbox"/>	Requested	Luke Wilson	CHG0000096	2024-09-01 06:15:29	
<input type="checkbox"/>	Requested	Christen Mitchell	CHG0000096	2024-09-01 06:15:29	
<input type="checkbox"/>	Requested	Bernard Laboy	CHG0000096	2024-09-01 06:15:29	
<input type="checkbox"/>	Requested	Howard Johnson	CHG0000095	2024-09-01 06:15:25	
<input type="checkbox"/>	Requested	Ron Kettering	CHG0000095	2024-09-01 06:15:25	
<input type="checkbox"/>	Requested	Luke Wilson	CHG0000095	2024-09-01 06:15:25	
<input type="checkbox"/>	Requested	Christen Mitchell	CHG0000095	2024-09-01 06:15:25	
<input type="checkbox"/>	Requested	Bernard Laboy	CHG0000095	2024-09-01 06:15:25	

PROJECT PLANNING & SCHEDULING

Assigned Task to the Group members as shown in below.

The screenshot displays a list of assigned tasks across various categories. Each task row includes dropdown menus for 'Users', 'Groups', 'Roles', and specific actions like 'Create Users', 'Create Groups', 'Create Roles', 'Table', 'Assign users to gr...', 'Assign roles to us...', 'Assign roles to bc...', 'Application acces...', 'Access control lis...', and 'Flow'. To the right of each task is a list of assigned users, with 'Buddepu Krishnaveni' appearing frequently. Each user entry has a green checkmark and a red X button. A large green 'Proceed to Workspa' button is located at the top right. A blue '+ ADD' button is at the bottom left.

Action	User Assigned	Status
Create Users	Buddepu Krishnaveni	✓ ✘
Create Groups	Buddepu Krishnaveni	✓ ✘
Create Roles	Chintanippula Soniya	✓ ✘
Table	Dondapati Jyothsna	✓ ✘
Assign users to gr...	Buddepu Krishnaveni	✓ ✘
Assign roles to us...	Chintanippula Soniya	✓ ✘
Assign roles to bc...	Chintanippula Soniya	✓ ✘
Application acces...	Dondapati Jyothsna	✓ ✘
Create ACL	Gadi Hemalatha	✓ ✘
Create a Flow to /	Gadi Hemalatha	✓ ✘

FUNCTIONAL requirement	USER story	NO of activity	TEAM member
Users	As a system administrator, I want to be able to easily create, modify, and delete user groups and roles, so that I can efficiently manage user access to resources and streamline workflows based on organizational structure.	1	Buddepukrishnaveni
Group	As a system administrator, I want to be able to create and manage groups, assign roles to those groups, and define granular access permissions for each role, so that I can easily onboard new users and manage access to resources based on their responsibilities, streamlining user management and improving security	1	Buddepukrishnaveni
Roles	As a system administrator, I want to be able to easily assign users to groups and roles, so that I can manage access to different parts of the system efficiently and consistently	1	Chintanippulasoniya
Table	focus on enabling efficient management of user access to resources	1	Dondapatijyothsna

Assign users to group	As an administrator, I want to be able to easily assign users to different groups and roles, so that I can manage access control effectively and streamline workflows	1	Buddepukrishnaveni
Assign roles to users	As a system administrator, I want to be able to easily assign predefined roles to users, so that they have the appropriate permissions to access and manage resources within the system according to their job function, and I can manage those assignments efficiently	2	Chintanippulasoniya
Application access	focus on improving the efficiency and accuracy of assigning permissions	1	Dondapatijyothsna
Access control list	Focuses on improving the efficiency and accuracy of granting permissions.	1	GadiHemalatha
Flow	As a system administrator, I want to be able to easily assign users to specific groups and roles, and have those assignments automatically update the accesspermissions within workflows	1	GadiHemalatha

FUNCTIONAL & PERFORMANCE TESTING

MILESTONE 9 : FLOW

PURPOSE: The purpose of creating a flow in the Optimizing User Group and Role Management with Access Control and Workflows project is to automate and streamline the sequence of actions involved in managing user roles, permissions, and access rights. A well-

defined flow ensures that tasks such as role assignments, permission approvals, user onboarding, and access revocation follow a consistent and logical process.

USE : Flows are used to define the step-by-step progression of actions, such as user role assignment, approval of access requests, periodic access reviews, and role revocation processes.

ACTIVITY 1: CREATE A FLOW TO ASSIGN OPERATIONS TICKET TO GROUP

STEPS: Open service now. 1 .Click on All >> search for Flow Designer

2 .Click on Flow Designer under Process Automation.

3 .After opening Flow Designer Click on new and select Flow

. 4 .Under Flow properties Give Flow Name as “ task table”.

5 .Application should be Global.

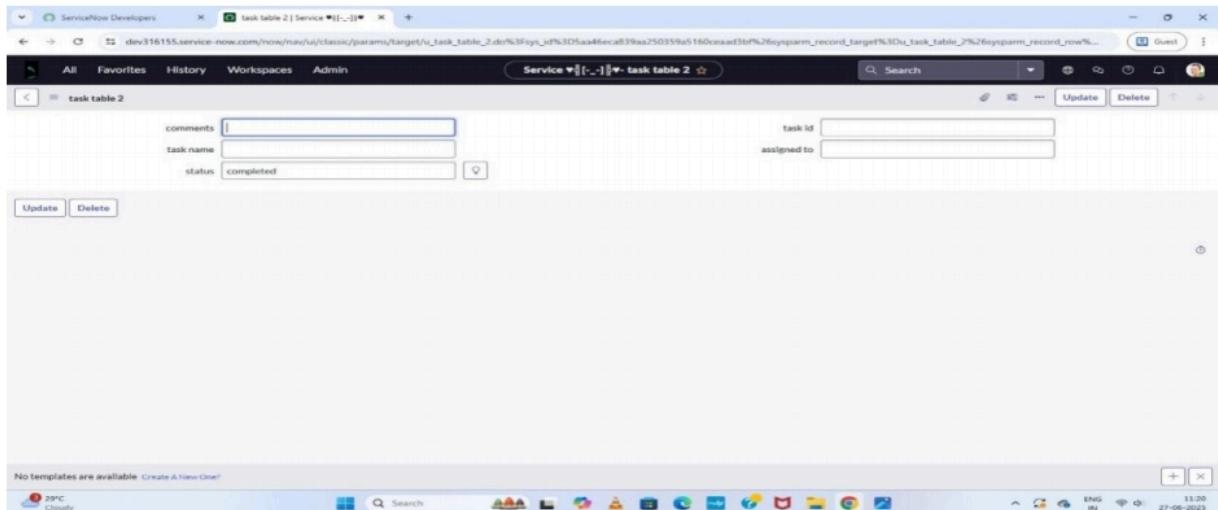
6 .Click build flow.

7 .Click on Add a trigger 8 .Select the trigger in that Search for “create record” and select that. 9 .Give the table name as “ task table ”. 10 .Give the Condition as Field : status Operator :is Value : in progress

Field : comments Operator :is Value : feedback

Field : assigned to Operator :is Value : bob 11 .After that click on Done.
12 . Click on Add an action. 13 .Select action in that ,search for “ update records”. 14 . In Record field drag the fields from the data navigation from Right Side(Data pill) 15 .Table will be auto assigned after that 16 .Add fields as “status” and value as “completed” 17 .Click on Done. Now under Actions. Click on Add an action. Select action in that ,search for “ ask for approval ”. In Record field drag the fields from the data navigation from Right side Table will be auto assigned after that Give the approve field as “ status ” Give approver as alice p Click on Done. Go to application navigator search for task table. It status field is updated to completed

Go to application navigator and search for my approval



Click on my approval under the service desk.

Alice p got approval request then right click on requested then select approved

Approvals					
	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	Search	Search	Search	Search	Search
<input checked="" type="checkbox"/>	Approved	alice p	(empty)	2024-10-22 22:26:19	
●	Rejected	Fred Luddy	(empty)	2024-09-01 12:19:33	
●	Requested	Fred Luddy	(empty)	2024-09-01 12:17:03	
●	Requested	Fred Luddy	(empty)	2024-09-01 12:15:44	
●	Requested	Howard Johnson	CHG0000096	2024-09-01 06:15:29	
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●	Requested	Luke Wilson	CHG0000096	2024-09-01 06:15:29	
●	Requested	Christen Mitchell	CHG0000096	2024-09-01 06:15:29	
●	Requested	Bernard Laboy	CHG0000096	2024-09-01 06:15:29	
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●	Requested	Ron Kettering	CHG0000095	2024-09-01 06:15:25	
●	Requested	Luke Wilson	CHG0000095	2024-09-01 06:15:25	
●	Requested	Christen Mitchell	CHG0000095	2024-09-01 06:15:25	
●	Requested	Bernard Laboy	CHG0000095	2024-09-01 06:15:25	

RESULTS:

The screenshot shows the ServiceNow Developers interface for managing users. The top navigation bar includes 'ServiceNow Developers', 'alice p | User | Service', and a search bar. The main content area displays the 'User' record for 'alice p'. Key fields shown include 'Business phone', 'Mobile phone', and a 'Photo' placeholder. Below these are checkboxes for account status: 'Password needs reset', 'Locked out', 'Active' (which is checked), 'Web service access only', and 'Internal Integration User'. A 'Related Links' section lists 'View linked accounts', 'View Subscriptions', and 'Reset a password'. The 'Entitled Custom Tables' section shows three roles assigned to the user: 'project member', 'u_task_table_2_user', and 'u_project_table_user', all marked as 'Active' and 'Inherited false'. The bottom of the screen shows two taskbars with various icons and system status indicators.

Role	State	Inherited	Inheritance Count
project member	Active	false	
u_task_table_2_user	Active	false	
u_project_table_user	Active	false	

ServiceNow Developers bob p | User | Service [..] X +

dev316155.service-now.com/nav/ui/classic/params/target/sys_user.do?sys_id=3D850e6237830ee610359a5160ceaad384%26sysparm_record_target%3Dsys_user%26sysparm_record_row%3D63%26sys...

All Favorites History Workspaces Admin Service bob p | User

User bob p

Department: []

Date format: System (dd/MM/yyyy)

Business phone: []

Mobile phone: []

Photo: Click to add..

Active:

Locked out:

Password needs reset:

Web service access only:

Internal Integration User:

Related Links

[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Entitled Custom Tables Roles (2) Groups (1) Delegates Subscriptions User Client Certificates

Role	State	Inherited	Inheritance Count
u_team_member_user	Active	false	
u_task_table_2_user	Active	false	

No templates are available. Create A New One?

29°C Cloudy 11:09 ENG IN 27-06-2025

ServiceNow Developers New Record | task table 2 | Service [..] X +

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<input checked="" type="checkbox"/>	Approved	alice p	(empty)	2024-10-22 22:26:19	
<input checked="" type="checkbox"/>	Rejected	Fred Luddy	(empty)	2024-09-01 12:19:33	
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<input checked="" type="checkbox"/>	Requested	Bernard Laboy	CHG0000096	2024-09-01 06:15:29	
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<input checked="" type="checkbox"/>	Requested	Bernard Laboy	CHG0000095	Act2024-09-01 06:15:25	

ADVANTAGES AND DISADVANTAGE

ADVANTAGES :

- Enhanced Security: Ensures only authorized users have access to specific resources, reducing the risk of data breaches.
- Improved Operational Efficiency: Automates role assignments, access approvals, and permission updates, saving time and reducing manual effort.
- Streamlined User Management: Simplifies the process of managing users, roles, and groups, especially in large or complex environments.
- Reduced Human Error: Workflow automation minimizes the risk of mistakes during role or permission assignment.
- Scalability: Easily adapts to growing organizational needs without compromising control or security.

- Better Accountability: Provides detailed logs and workflows that track user access and changes, enhancing transparency.

DISADVANTAGE :

- Initial Setup Complexity: Designing and implementing access control policies, workflows, and role hierarchies can be time-consuming and technically complex.
- High Implementation Cost: The integration of ACLs and workflow systems may require investment in tools, software, and skilled personnel.
- Maintenance Overhead: Keeping roles, groups, and workflows up to date requires ongoing administrative effort, especially in dynamic organizations.
- Risk of Misconfiguration: Incorrectly defined access controls or workflows can lead to unintended access or denial of service to legitimate users.
- Scalability Challenges: While the system is scalable, poorly designed workflows or role structures can become difficult to manage as the organization grows.
- Training Requirements: Users and administrators may require training to understand and operate the system effectively.
- Performance Impact: Complex workflows and frequent access control checks can affect system performance if not optimized properly.

CONCLUSION

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.

The project focused on optimizing user, group, and role management through the implementation of robust access control mechanisms and streamlined workflows has yielded significant improvements in operational efficiency and security. By establishing clear roles and permissions, we ensured that users had the appropriate level of access tailored to their specific needs, thereby minimizing the risk of unauthorized access and enhancing compliance with regulatory standards. The integration of user-friendly workflows has simplified the on boarding and off boarding processes, reducing administrative burdens and enabling teams to focus on their core responsibilities. Overall, the project has not only

increased the agility of user management but also fortified the organization's security posture, establishing a scalable framework that can adapt to future challenges and growth.