Project Design Phase

Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID05884
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Organizations often face challenges managing users, groups, and roles manually. This leads to inconsistent access permissions, security risks, and inefficient approval processes. The lack of centralized control and automated workflows causes data mismatches, delays in access provisioning, and governance issues.
2.	Idea / Solution Description	Develop a ServiceNow-based automated system for managing users, groups, and roles with access control policies and approval workflows. The solution ensures secure, role-based access assignment, automated user creation, group linking, and real-time approval tracking through Flow Designer and Access Control Lists (ACLs).
3.	Novelty / Uniqueness	The project uses ServiceNow's built-in features such as Flow Designer, Access Control Rules, and Dynamic Role Assignment without relying on third-party plugins. It introduces automated governance, real-time audit logs, and dynamic workflows that maintain data integrity and compliance across departments.
4.	Social Impact / Customer Satisfaction	The system enhances security, reduces unauthorized access, and improves IT efficiency. Employees gain faster onboarding with accurate access rights, while administrators experience simplified governance. This transparency builds trust and satisfaction among users and IT teams alike.
5.	Business Model (Revenue Model)	Although not a direct revenue source, the solution delivers measurable business value through reduced administrative effort, faster approvals, fewer access errors, and improved compliance — resulting in significant operational cost savings for the organization.

S.No.	Parameter	Description
6.	Scalability of the Solution	The solution can easily scale to support enterprise-wide role and access management. It can integrate with HR, ITSM, and Security Operations modules to enable end-to-end automation of user onboarding, access provisioning, and compliance reporting across multiple business units.

Conclusion

The project "Optimizing User, Group, and Role Management with Access Control and Workflows" delivers an effective solution for secure and automated access management in ServiceNow. By using Flow Designer, Access Control Lists (ACLs), and approval workflows, it ensures accurate role assignments and data integrity. The solution reduces manual effort, prevents unauthorized access, and speeds up onboarding. It enhances governance through automation and transparency, improving IT efficiency. Overall, the project establishes a scalable, compliant, and efficient framework for enterprise access management in ServiceNow.

Reference: Infographic created using MidJourney.

Solution Description:

To streamline and automate the management of users, groups, and roles within ServiceNow, a structured Access Control and Workflow-based system is developed. This solution enables administrators to create, modify, and manage user profiles efficiently, assign roles dynamically based on department or user type, and maintain secure access through well-defined ACLs (Access Control Lists).

The system uses Flow Designer workflows to automate approval processes for role or access requests, ensuring timely and compliant provisioning. UI Policies and Client Scripts are

implemented to control field visibility and enforce data accuracy during form submissions. Group linking and access assignment are fully automated, reducing manual intervention and security risks.

All configuration and customization changes are tracked using Update Sets to maintain governance, documentation, and version control across instances. This comprehensive approach ensures data integrity, faster onboarding, and improved operational efficiency while maintaining strict compliance with organizational access policies.

The solution ultimately enhances security, reduces administrative workload, and provides complete transparency and audit readiness for enterprise access management.