

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	02 November 2025
Team ID	NM2025TMID05884
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Functional Requirements:

The following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Creation	Create new users such as Project Manager (Alice) and Team Member (Bob) in ServiceNow under System Security → Users .
		Fill all necessary details (name, email, user ID, password) and click Submit .
FR-2	Group Creation	Create a new group for project management under System Security → Groups .
		Add relevant users to this group to ensure team-based task management.
FR-3	Role Definition	Create roles like <i>Project Manager</i> and <i>Team Member</i> under System Security → Roles .
		Define their access permissions for task tables and project modules.
FR-4	Role Assignment	Assign appropriate roles to each user. - Alice → Project Manager + Table Roles (<i>u_project_table</i> , <i>u_task_table</i>). - Bob → Team Member + Task Table Role.
		Save and update the user records.

Non-functional Requirements:

The following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The ServiceNow interface for creating users, groups, and roles should be intuitive and easy to navigate for administrators and team members.
NFR-2	Security	Only authorized users with assigned roles (Project Manager, Team Member) should have access to specific tables and fields through ACLs.
NFR-3	Reliability	All workflows, ACLs, and role assignments should function consistently without system errors or access failures.
NFR-4	Performance	The system should process user role assignments, ACL validations, and workflow triggers efficiently with minimal delay.
NFR-5	Availability	The ServiceNow application should remain operational and accessible during standard business hours to ensure continuous project operations.
NFR-6	Scalability	The configuration should support adding more users, roles, and workflows in the future without performance degradation.
NFR-7	Maintainability	The solution should be easy to update, modify, or extend — including ACL updates, role changes, and flow enhancements.
NFR-8	Auditability	All user, role, and workflow configuration changes should be automatically recorded in system logs for tracking and governance.