

Project Design Phase

Problem – Solution Fit Template

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

Problem – Solution Fit

The **Problem–Solution Fit** highlights how effectively the *User, Group, and Role Management Automation* project resolves key challenges in organizational access management.

The existing manual process for creating users, assigning roles, and managing groups is **time-consuming, error-prone, and lacks visibility**, often resulting in inconsistent access, delayed approvals, and compliance risks.

The implemented **ServiceNow-based automated system** streamlines this entire process by introducing **workflow-driven approvals, access control policies, and real-time notifications**. Dynamic forms guide administrators and managers in providing accurate information, while automated workflows ensure that approvals are processed quickly and securely.

This solution enhances **efficiency, security, and transparency** by reducing manual effort, maintaining audit-ready logs, and ensuring that every user receives the correct level of access. Ultimately, it provides a **faster, safer, and more reliable access management experience** for both administrators and end users.

Purpose:

- Solve the complex and time-consuming process of user, group, and role management through an automated and workflow-driven ServiceNow system.

- Ensure faster and more secure access provisioning by integrating role-based approvals and access control mechanisms.

- ❑ Improve coordination between administrators, managers, and compliance teams through real-time notifications and audit tracking.
- ❑ Enhance organizational security and compliance by maintaining consistent role assignments and detailed access logs.
- ❑ Streamline the entire user management lifecycle to make it efficient, transparent, and scalable across enterprise environments.



The project “**Optimizing User, Group, and Role Management with Access Control and Workflows**” addresses a major challenge in enterprise access management. Traditional methods rely on manual role assignments and email-based approvals, which are prone to delays, inconsistencies, and security risks.

By implementing an **automated workflow-based access control system in ServiceNow**, the project enables administrators and managers to create, modify, and approve user access requests quickly and accurately. Dynamic forms guide users to provide correct details, while automated approvals and access control rules ensure that permissions are granted securely and consistently.

This approach significantly improves **efficiency, accuracy, and visibility** across the access management process. It also strengthens governance by maintaining audit-ready records, enforcing security policies, and ensuring compliance with organizational standards. With this implementation, the project establishes a strong foundation for **secure, scalable, and well-governed user and role management** in the enterprise environment.