

# Planning & Implementation Phase

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**Project Name:** Optimizing User, Group, and Role Management with Access Control and Workflows

## Planning Phase:

In the initial phase, the project aimed to uncover problems within the current project management system, where team roles were not well-defined and access to tasks and data lacked structure. In the given scenario, Alice (the Project Manager) and Bob (the Team Member) frequently encountered difficulties such as role confusion, poor visibility into task status, and unrestricted access to critical project information.

**To address these issues, we defined the following goals:**

- Establish clear user roles and responsibilities.
- Implement secure, role-based access to project data.
- Automate workflows for task assignments, updates, and approvals.

## Tools & Technologies Used:

Platform	ServiceNow Developer Instance
Modules/Features	Users, Groups, and Roles

<b>Tables and Application Scopes</b>	Access Control Lists (ACLs) Flow Designer (for workflow automation)
<b>Development Tools</b>	ServiceNow Studio Instance Administration Panel Role-based Permission System

## **Implementation of the plan:**

Once the challenges and goals were clearly identified, the subsequent step involved designing the system architecture utilizing the ServiceNow platform. This phase focused on planning how to implement the required features and functionalities to address the defined issues effectively.

### **The core components of our proposed solution included:**

- **Users, Groups, and Roles:** Created a structure that separates responsibilities by defining user roles (e.g., Project Manager, Team Member) and assigning users to appropriate groups.
- **Custom Tables:** Designed tables to store data like task assignments, deadlines, and status updates.
- **Access Control Lists (ACLs):** Planned access permissions so that only authorized users can view or modify specific data.