

# Optimizing User, Group, and Role Management with Access Control and Workflows in service now

## PROBLEM - SOLUTION :

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Team ID	NM2025TMID07577
Project name	Optimizing User, Group, and Role Management with Access Control and Workflows in service now
Maximum marks	2 marks

## Problem Identification (Based on Empathy Mapping)

The current UGRM system suffers from three core categories of problems: Inefficiency, Insecurity/Compliance Risk, and Poor User Experience.

Problem Area	Specific Symptoms (Pain Points)	Impact
Manual Overload & Data Quality	Administrators spend significant time manually updating group memberships, correcting user data sync issues, and handling exceptions.	High operational cost; slow fulfillment times for legitimate requests; high potential for human error.

Access Sprawl & Security Debt	Users have direct role assignments or hold roles/memberships in groups they no longer need (stale access). ACLs are overly complex or custom-scripted.	Increased security risk and compliance failure due to a violation of least privilege; difficulty in auditing actual access levels.
Slow & Opaque Request Process	End-Users experience significant delays for new access, often without knowing the status or the reason for any delay/denial.	Low user satisfaction; pressure on Admins to bypass governance for speed; decreased productivity.

## Solution Implementation (The Fix)

The solutions directly map to the identified problems, focusing on Automation, Standardization, and Governance.

### 1. Solving Manual Overload & Data Quality

- Solution: Implement Workflow-Driven Lifecycle Management.
  - Action: Build and enforce automated workflows triggered by HR events (e.g., Hire, Transfer, Termination) to manage User creation/deactivation and associated Group/Role assignments/removals immediately.
  - Action: Standardize Group Creation by using required classification fields (Functional, Support, Business) and enforce role assignment only to groups, not individuals.

### 2. Solving Access Sprawl & Security Debt

- Solution: Enforce Role Standardization and ACL Simplification.
  - Action: Conduct a Role Rationalization Project to eliminate redundant roles and map all required access to standardized OOTB or newly approved custom roles.
  - Action: De-couple direct user-to-role assignments and migrate access to the new group structure.
  - Action: Audit and refactor ACLs to rely on Role-based conditions over complex scripting, ensuring faster evaluation times under load.

### 3. Solving Slow & Opaque Request Process

- Solution: Centralize Access Provisioning via Service Catalog and Automation.
  - Action: Create a single Access Request Catalog Item that triggers a sophisticated workflow. This workflow intelligently routes approvals based on the requested Role/Group's risk profile.
  - Action: Integrate the fulfillment step with the automated update scripts, ensuring fulfillment is near-instantaneous upon final approval.
  - Action: Leverage the Service Portal or Virtual Agent to provide real-time status updates to the requester, eliminating follow-up inquiries.

This Problem-Solution map provides a clear roadmap where each implemented Solution directly mitigates a known Problem, ensuring that the subsequent Performance Testing phase validates the stability of these new, automated processes.