

# Requirement Analysis Document: Optimizing User, Group, and Role Management with Access Control and Workflows in ServiceNow

## 1. Introduction

The requirement analysis phase is a crucial step in ensuring that the optimization of user, group, and role management within ServiceNow is aligned with organizational goals, security standards, and compliance requirements. This phase identifies the specific business, functional, and technical needs that must be addressed to improve access control mechanisms and automate workflows effectively. It forms the blueprint for design, configuration, and implementation activities in later phases.

The focus of this phase is to understand existing challenges, gather inputs from stakeholders, and translate them into clear and actionable requirements that ServiceNow can support through configuration, scripting, and workflow design.

## 2. Objectives of the Requirement Analysis

The key objectives of the requirement analysis phase are to: Identify and document the functional and non-functional requirements related to user, group, and role management. Understand current ServiceNow access control configurations and workflows. Define gaps between current capabilities and desired target state. Capture compliance, audit, and governance requirements. Establish acceptance criteria and measurable performance indicators for success.

This analysis ensures that the final solution provides secure, scalable, and efficient management of users and roles while minimizing manual effort.

## 3. Current System Assessment

A thorough assessment of the current ServiceNow setup is conducted to identify inefficiencies and opportunities for improvement. Key aspects reviewed include: **User Management:** How users are created, maintained, and deactivated; identification of duplicate or inactive accounts. **Group Management:** The structure, ownership, and use of groups for task assignment and access delegation. **Role Management:** The number of roles, their dependencies, overlapping privileges, and adherence to the principle of least privilege. **Access Control:** Configuration of Access Control Lists (ACLs), conditions, and scripts to ensure secure data access. **Workflow Management:** Automation of onboarding, offboarding, and access request processes using Flow Designer or other ServiceNow tools.

The findings from this assessment are documented in a current-state analysis report, which becomes the baseline for defining future requirements.

## 4. Functional Requirements

Functional requirements define what the optimized system should do to meet business and technical needs. These include: Enable automated user provisioning and deprovisioning integrated with HR systems. Define group ownership and dynamic group membership rules. Implement role-based access control (RBAC) aligned with organizational hierarchy. Automate approval workflows for access and role assignment requests. Enable periodic access certification and audit reviews. Provide dashboards and reports for monitoring access activities. Integrate ServiceNow with external identity management systems (e.g., Azure AD, Okta).

## 5. Non-Functional Requirements

Non-functional requirements ensure that the system performs effectively and remains compliant. These include: **Performance:** Workflows should execute within acceptable time limits without affecting system performance. **Scalability:** The solution must handle growth in users, roles, and workflows as the organization expands. **Security:** Strict adherence to security standards, ensuring that sensitive data is only accessible to authorized users. **Compliance:** Alignment with internal policies, data protection regulations, and audit requirements. **Usability:** User interfaces for administrators and end-users must be intuitive and easy to navigate. **Maintainability:** Configuration and customizations should follow ServiceNow best practices to simplify future upgrades.

## 6. Gap Analysis

A gap analysis is performed by comparing the current state with the desired future state. The gaps identified include redundant roles, manual workflows, lack of access visibility, inconsistent approval hierarchies, and missing audit controls. The analysis helps prioritize key focus areas for remediation such as implementing automated access reviews and restructuring role hierarchies.

## 7. Stakeholder Requirements

Stakeholders play a critical role in defining requirements. Key stakeholders include: **IT Administrators:** Need tools for efficient user management and reporting. **Compliance Officers:** Require detailed access logs and automated audit trails. **HR Teams:** Need integration between employee lifecycle events and ServiceNow access workflows. **Managers and Approvers:** Expect streamlined access request and approval processes.

Regular workshops, interviews, and surveys are conducted to capture stakeholder expectations and validate requirements.

## 8. Tools and Techniques for Requirement Gathering

Various techniques are used to gather and validate requirements effectively, including: Stakeholder interviews and focus group discussions. Process mapping and workflow analysis. Review of compliance and audit reports. Analysis of ServiceNow performance metrics and access logs. Use of ServiceNow requirement management module for documentation and tracking.

## 9. Deliverables of the Requirement Analysis Phase

The outcome of this phase includes several key deliverables: Requirement Specification Document (RSD) detailing functional and non-functional needs. Current-State and Gap Analysis Report. Stakeholder Mapping and Approval Matrix. Risk and Impact Assessment Report. Baseline KPIs for future measurement of optimization success.

## 10. Conclusion

The requirement analysis phase provides a clear and structured understanding of what needs to be achieved for successful optimization of user, group, and role management in ServiceNow. By capturing business, functional, and compliance requirements, organizations lay a strong foundation for secure and efficient access management. The outputs of this phase ensure that subsequent design and implementation activities align with organizational objectives, compliance mandates, and long-term scalability goals.