Phase 2: Project Planning

DATE	2 NOVEMBER 2025
TEAM ID	NM2025TMID04324
PROJECT NAME	Optimizing User, Group and Role Management with Access Control and Workflows

2.1 Project Plan Overview:

   The project plan defines the structured steps required to build the "User, Group, and Role Management System with Access Control and Workflows using ServiceNow."It outlines environment setup, table creation, workflow configuration, scripting logic, and testing to ensure optimized access management and automation.

2.2 Work Breakdown Structure (WBS):

Level	Task Category	Activities
1.1	Requirement Understanding	Understanding Identify user management needs and access control requirements
1.2	Environment Setup	Create ServiceNow PDI, verify Zurich Patch-2, and log in
1.3	Table Creation	Create User, Group, and Role tables
1.4	Form Design	design related forms
1.5	Script Logic	Implement Business Rules and Script Includes for automation
1.6	Testing	Validate access workflows and security rules
1.7	Documentation	Capture reports, screenshots, and GitHub uploads

2.3 Project Timeline (Gantt-Style Table):

Phase	Task	Duration	Status
Planning	Research & Requirement Study	1 Day	Completed
Setup	PDI Creation & Instance Login	1 Day	Completed
Development	Create Tables, Forms & ACLs	2 Day	Completed
Development	Create Business Rule	1 Day	Completed
Testing	Validate Access Controls & Roles	2 Day	Completed
Documentation	Prepare Reports & Screenshots	2 Day	Completed
Deployment	Push Code & Docs to GitHub	1 Day	Completed

2.4 Roles & Responsibilities:

Role	Responsibility
Developer (Sudha M)	Create tables, forms, ACLs, and workflows
Tester (Swetha C)	Validate user, group, and role functionality
Documentation Owner (Kartheeswari M)	Prepare reports, gather screenshots
GitHub Manager (Leya Thomas C)	Maintain repository and push deliverables

2.5 Tools & Technology Planning:

Category	Tool
Platform	ServiceNow (Zurich Patch-2)
IDE	ServiceNow Studio & Flow Designer
Scripting	JavaScript (Business Rules, Script Includes)
Documentation	MS Word / WPS Office / PDF
Version Control	GitHub
Testing	Manual Testing with Sample Data

2.6 Risk Management Plan:

Risk	Impact	Probability	Mitigation
PDI instance expires	Loss of project data	Medium	Refresh instance regularly
Workflow errors	ncomplete access approvals	High	Debug via Flow Designer logs
ACL misconfiguration	Unauthorized access	High	Double-check Access Controls
GitHub sync issues	Upload delay	Low	Keep local backups
Time delay	Late submission	Medium	Track daily progress

2.7 Project Deliverables:

Deliverable	Description
ServiceNow Application	Includes User, Group, Role management modules with workflows
Project Report	6-Phase project documentation
Screenshots Proof	Evidence of configurations and workflows
GitHub Link	Evidence of configurations and workflows
Demo	Working presentation of automated access control system