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

**1.0 Project Overview**

This project aims to enhance the ServiceNow platform's user, group, and role management capabilities. The goal is to improve efficiency, security, and compliance by implementing an automated and streamlined system for provisioning and de-provisioning user access. We will focus on developing custom workflows and access control rules (ACLs) to ensure that users have the correct permissions based on their job functions and that access is revoked automatically upon a change in status. .

**2.0 Project Goals and Objectives**

* **Goal 1: Automate User Provisioning and De-provisioning**
  + **Objective 1.1:** Develop a workflow that automatically creates a ServiceNow user account and assigns a default set of groups and roles based on HR system data upon new employee onboarding.
  + **Objective 1.2:** Create a workflow to automatically disable user accounts and revoke all access upon an employee's departure.
* **Goal 2: Implement Role-Based Access Control (RBAC)**
  + **Objective 2.1:** Review and rationalize existing roles and groups to reduce redundancy and ensure they align with the principle of least privilege.
  + **Objective 2.2:** Configure ACLs to enforce **granular access control**, ensuring that users can only access data and functions required for their roles.
* **Goal 3: Improve Auditability and Compliance**
  + **Objective 3.1:** Implement a logging system to track all changes to user, group, and role assignments.
  + **Objective 3.2:** Develop custom reports to provide a clear view of user access rights for internal and external audits.

**3.0 Scope of Work**

**3.1 In-Scope**

* Development and implementation of **custom workflows** for user, group, and role management.
* Configuration of new and existing **Access Control Lists (ACLs)**.
* Creation of **custom reporting dashboards** for auditing and monitoring.
* Integration with the existing Human Resources Information System (HRIS) for employee data synchronization.

**3.2 Out-of-Scope**

* Major changes to the core ServiceNow platform outside of user, group, and role management.
* Third-party system integrations not specified in the in-scope section.
* Development of new custom applications unrelated to user access.

**4.0 Key Deliverables**

* **Automated onboarding workflow** for user account creation and access assignment.
* **Automated offboarding workflow** for account deactivation.
* A documented **Role-Based Access Control (RBAC) model**.
* Updated and new **ACL configurations**.
* **Custom reports and dashboards** for access monitoring and auditing.
* **Training materials** for administrators and end-users.

**5.0  Roles**

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