# Role Maintenance Tips – Freshservice & ITIL Best Practices

Ongoing role maintenance ensures that access controls in Freshservice remain aligned with team responsibilities, minimizing risk and supporting ITIL’s principles of Access Management, Governance, and Continual Improvement.

## Best Practices for Role Maintenance

* Review Quarterly: Ensure roles still align with team responsibilities and access needs.
* Use Naming Conventions: Label custom roles descriptively (e.g., “Network Change Reviewer”).
* Avoid Admin Overuse: Limit full Admin access to a small group of trusted users.
* Map Roles to Org Chart: Utilize the HR hierarchy to define who requires what level of Freshservice visibility.

## ITIL Alignment

• Access Management: Role reviews ensure that access is granted only when necessary, thereby reducing exposure to security risks.  
• Governance and Risk Management: Limiting admin privileges supports tighter controls and audit preparedness.  
• Continual Improvement: Reviewing role assignments helps organizations adapt permissions to organizational or procedural changes.