# Incorporating ITIL Principles into Role Design

Designing roles within Freshservice based on ITIL principles ensures accountability, access control, and alignment with best practices in service management. This approach supports a secure, auditable, and scalable Freshservice environment.

## Key ITIL Principles for Role Design

* Separation of Duties: Align roles so that no one user has full control over request approval, implementation, and closure.
* Least Privilege: Grant only what a role requires to function effectively. For example, don’t allow all agents to modify workflows.
* Change Enablement: Change Managers should have full access to the Change module, but limited access to other modules.
* Access Management: Managers and team leads can be assigned approval privileges tied to user provisioning and deprovisioning workflows.

## ITIL Alignment – Information Security Management

ITIL’s Information Security Management practice emphasizes the importance of clearly defined access permissions and role accountability. By implementing RBAC in Freshservice in accordance with ITIL principles, organizations can prevent unauthorized changes, enhance audit readiness, and enforce the secure delegation of responsibilities.