🗓️ Project Metadata

Item	Details
Date	02 November 2025
Team ID	NM2025TMID00980
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

📌 Customer Problem Statement Template

Organizations using ServiceNow often struggle with managing users, groups, and roles efficiently—especially when access control and workflow automation are involved. Without a structured system, administrators may assign incorrect roles, overlook group memberships, or fail to enforce access restrictions, leading to security risks and operational delays.

There is a need for a streamlined solution that automates user provisioning, enforces role-based access control (RBAC), and integrates workflows to manage changes dynamically. A well-designed system would reduce manual errors, improve compliance, and enhance visibility across the platform.

📋 Problem & Solution Table

Problem	Description	Solution
Role Mismanagement	Users may receive incorrect or excessive permissions due to manual errors	Automate role assignment using workflows and approval logic
Group Inconsistency	Users may be added to wrong groups or left out of necessary ones	Implement dynamic group assignment based on user attributes

Access Control Gaps	Lack of granular ACLs can expose sensitive data to unauthorized users	Configure record- and field-level ACLs based on roles and conditions
Workflow Bottlenecks	Manual provisioning delays task execution and onboarding	Use Flow Designer to automate user/group/role setup
Audit Challenges	Inconsistent access logs hinder compliance and traceability	Maintain audit trails for role changes and access attempts

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🧪 Example Problem Statements

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an Admin	assign roles to new users	the process is slow and error-prone	manual steps and unclear access rules	frustrated and overwhelmed
PS-2	a Team Manager	manage group memberships	users are added incorrectly	there's no automated logic or validation	concerned and inefficient

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☒ Problem Statement PS 1

As an admin, I am trying to assign roles to new users during onboarding, but the process is slow and prone to errors due to manual steps and unclear access rules. This makes me feel frustrated and overwhelmed, especially when managing large teams or urgent requests.

I need a system that automates role assignment based on predefined criteria and ensures that users receive only the permissions they need.

☒ Problem Statement PS 2

As a team manager, I want to manage group memberships efficiently, but users are often added incorrectly or not at all. This leads to access issues and delays in task execution. The lack of automated logic and validation makes the process unreliable.

A dynamic group assignment workflow would reduce errors, improve team coordination, and ensure that users are always in the right groups.