Ideation Phase Define the Problem Statements

Date	01 Nov 2025		
Team ID	NM2025TMID07925		
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows		
Maximum Marks	2 Marks		

Customer Problem Statement Template:

Problem Statement:

Alice and Bob, a two-person project team using ServiceNow, face ongoing challenges due to undefined roles, weak access controls, and the absence of structured task workflows. This causes role confusion, delayed task execution, and limited project transparency. Without an automated system that aligns permissions with roles and tracks assignments efficiently, the team struggles to stay on top of deliverables. Their ideal solution includes intelligent role management, dynamic workflows, and real-time status visibility, helping them enhance collaboration, accountability, and project outcomes.

PROBLEM STATEMENT

CASE

The current system lacks clear role definitions. structured access permissions, and automated task workflows. This causes confusion in task assignments. accountabilityand security, E.g. Alice (Project Manager) and Bob(Team Merbe)

POSSIBLE SOLUTION

Implement role-based access control and a automated workflows for user, group, and ro le management in project management using ServiceNow

POSSIBLE SOLUTION 3

Clear role definitions, associate users with roles and groups. implement access controls, and automate task assignments

FINAL SOLUTION

Use ServiceNow for RBAC and automated workflows in project management for improved clarity, reduced errors, and enhanced productivity and security.

High impact and feasibility, prioritizes as high with an overall score of 9/10.

Example

Problem	l am	I'm trying to	But	Because	Which makes me feel
Statement (PS)	(Customer)				
PS-1	Project Manager (Alice)	Manage tasks and track progress efficiently.	Lack clarity on task ownershi p and status.	No defined roles, access controls, or structured workflows.	Confused, inefficient, accountable (difficult to track), frustrated
PS-2	Team Member (Bob)	Understand and report assigned task s clearly.	Unclear responsib ilities and update process.	No clear task guidelines or progress tracking met hod.	Chaotic, slow, unclear, frustrated Anxious, tense, lost