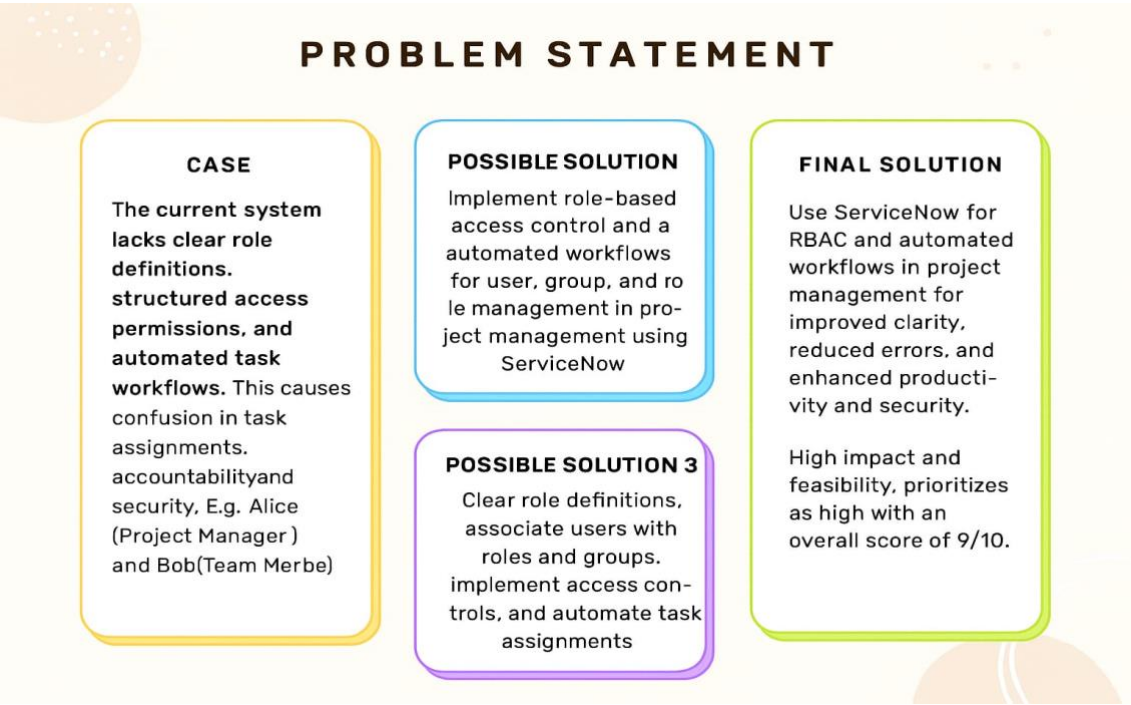
Ideation Phase
Define the Problem Statements

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.



Example

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Project Manager (Alice)	Manage tasks and track progress efficiently.	Lack clarity on task ownership 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 tasks clearly.	Unclear responsibilities and update process.	No clear task guidelines or progress tracking method.	Chaotic, slow, unclear, frustrated Anxious, tense, lost