Ideation Phase
Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID01508
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template:

Problem Statement:

In a small project management team using ServiceNow, Alice (Project Manager) and Bob (Team Member) struggle to manage tasks efficiently due to the absence of well-defined user roles, access controls, and automated workflows. Currently, tasks are assigned and tracked manually, leading to confusion in responsibilities, delayed approvals, and limited visibility into project progress.Without structured role management, team accountability decreases, and data security becomes a concern as users lack proper permissions. This situation creates frustration for Alice, who finds it difficult to ensure project oversight, and for Bob, who feels restricted in updating and reporting his assigned tasks.To overcome these challenges, there is a need for a role-based access control system integrated with automated workflows and approval mechanisms to improve efficiency, transparency, and collaboration across the project lifecycle.

Problem Statement	I am	I'm trying to	But	Because	Which makes me feel
PS–1	Alice (Project Manager)	manage team tasks and monitor project progress efficiently	the system lacks proper role-based access and workflow automation	team members can't update tasks clearly and approvals are delayed	frustrated and unable to ensure accountability
PS–2	Bob (Team Member)	update task status and share feedback on project activities	I have limited or unclear access permissions	there is no structured role definition or access control	confused about what I can do and dependent on others for updates