Project Design

Phase Problem – Solution Fit Template

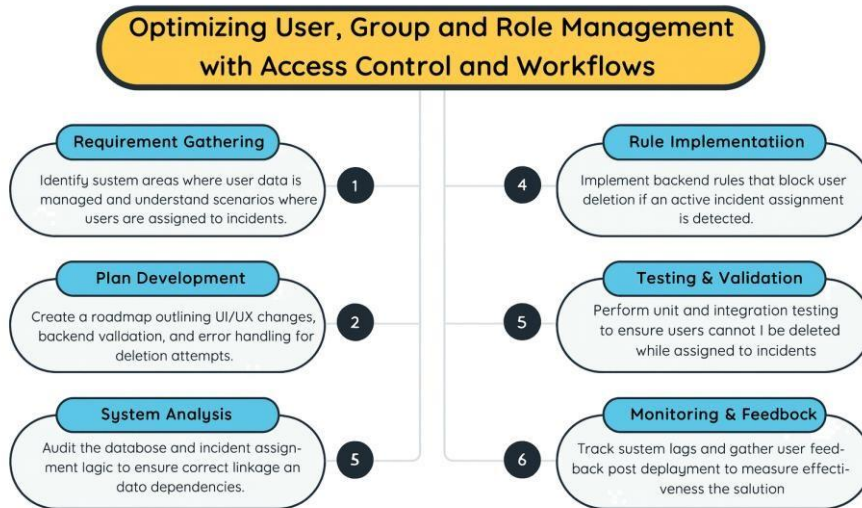| Date	2 November 2025
Team ID	NM2025TMID06473
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum marks	4 marks

Problem – Solution Fit Template:

      The problem faced by the team was unclear roles, poor task tracking, and no proper access control in project management. The solution developed in ServiceNow defined clear **users, groups, and roles** with **access control lists (ACLs)** and **automated workflows**. This ensured secure access, smooth task assignments, and approval automation. Thus, the system effectively solved the problem by improving accountability, security, and project efficiency.

Purpose:

❏ To establish a clear and secure system for managing users, groups, and roles within the ServiceNow platform.

❏ To enhance workflow efficiency through automated task assignment and approval processes.

❏ To ensure accountability and data protection by implementing proper access control (ACLs).

❏ To improve project collaboration by defining structured responsibilities for each team member.

❏ To simplify project tracking and communication, leading to faster completion and better team coordination.

Template:

References:

1. https://www.ideahackers.network/problem-solution-fit-canvas/

2. https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe

    The project **"Optimizing User, Group, and Role Management with Access Control and Workflows"** focuses on enhancing security, accountability, and workflow efficiency within project management systems. By clearly defining user roles, group memberships, and access permissions, the system ensures that each team member operates within their designated scope, reducing confusion and unauthorized access. Through the implementation of **Access Control Lists (ACLs)** and **automated workflows** in ServiceNow, tasks are seamlessly assigned, monitored, and approved—promoting transparency and efficiency throughout the project lifecycle. This structured approach not only streamlines collaboration between project managers and team members but also strengthens data protection and compliance.