

Ideation Phase

Define the Problem Statements

Date	07-11-2025
Team ID	NM2025TMID09164
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Problem Statement:

In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.

I am	Servicenow system administrator
I'm trying to	optimize user, group, and role management with proper access control
but	the process is time consuming and confusing
because	there is no structured workflow or defined access policy in place
which makes me feel	inefficient and frustrated

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A project Manager	Manage Users, roles, and project tasks efficiently	There's no proper access control or defined workflow	roles and permissions are not automated or clearly structured	frustrated and concerned about task delays
PS-2	A team Member	complete assigned tasks and update progress easily	the system doesn't notify or track my work properly	there is no workflow tracking or progress update mechanism	confused and demotivated

Problem Statement PS 1:

As a Project Manager, I am trying to assign and monitor project tasks, but the current system lacks clear role definitions, access controls, and a structured workflow. This makes it difficult to ensure accountability, track progress, and manage team responsibilities effectively. I need a more organized role-based access structure and workflow to streamline task management and improve project visibility.

Problem Statement PS 2:

As a Team Member, I am trying to view and update my assigned tasks, but the system does not clearly define my permissions or responsibilities. This leads to confusion about which tasks I own and how to report progress. I need a well-defined access structure and clear task visibility to perform my role efficiently and maintain accountability throughout the project lifecycle.