

Ideation Phase

Define the Problem Statements

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| Date | 30 October 2025 |
| Team ID | 3DF263616B7C86C8BBD44B013523023B |
| Project Name | Optimizing User, Group, and Role Management with Access Control and Workflows |
| Maximum Marks | 2 Marks |

Customer Problem Statement Template:

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|--|--|--|--|---|
| I am | I'm trying to | But | Because | Which makes me feel |
| A ServiceNow administrator responsible for managing users, groups, and roles | Simplify and automate user and role assignment across multiple departments | I have to manually assign roles and manage group memberships for every new or updated user | There is no streamlined workflow or automated rule for assigning access based on predefined conditions | Overwhelmed, time-consuming, and prone to human error |

Problem Statement Table:

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|--|--|--|--|--|
| PS-1 | A ServiceNow administrator responsible for managing users, groups, and roles | Simplify and automate user and role assignment across multiple departments | I have to manually assign roles and manage group memberships for every new or updated user | There is no streamlined workflow or automated rule for assigning access based on predefined conditions | Overwhelmed, time-consuming, and prone to human error |
| PS-2 | An IT manager who needs to ensure secure and role-based access within the organization | Implement proper access controls and approval workflows for sensitive data and actions | Access permissions are not consistently managed, and approvals are handled manually. | The absence of an automated access control system increases security risks and delays operations | Concerned about data security and lack of operational efficiency |

