

Ideation Phase

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID01639
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template:

Customers Project management teams face challenges with unclear role definitions and inadequate access controls in ServiceNow. This leads to confusion in task assignments, security vulnerabilities, and inefficient workflow management. Team members often struggle with understanding their permissions and responsibilities, causing delays in project completion and poor accountability tracking.

They need a structured system for user, group, and role management with precise access controls and automated workflows. A comprehensive solution with role-based access, automated approvals, and clear permission boundaries would improve project visibility and operational efficiency. This will enhance team collaboration and ensure proper security measures are in place.

PROBLEM	PROBLEM DESCRIPTION	SOLUTION
Lack of Role Definition	Unclear responsibilities for Project Manager (Alice) 'Team Member Bob).	Define "Project Manager" & "Teamer" roles in SercBwive.
No Access Controls	Team members can see/edit all data, leading to potential errors.	Implement Access Control Lists (ACLs) ACLs for task tables.
Unstructured Workflow	Manual task assignment, tracking, and approval processes.	Create automated workflows using SercBwiwe Flow Designer.
Task Confusion	Difficulty knowing task status, who's who's assigned, and next steps.	No clear record of approvals or (Sssined To, Comments).

Example:

Problem Statement Frustration (PS)	I'm trying to	But	Because	Which makes me feel
PS 1: Project Manager's Frustration	Assign tasks & monitor project progress	System lacks clear role definitions & automated workflows	No structured user management system	Frustrated & inefficient. timelines, creates gaps.
PS 2: Team Member's Confusion	Access & update assigned tasks with clear understanding	System provides unclear permissions & access levels	Access controls are not properly configured	Confused about what to view/modify. Affects productivity, causes errors

Problem Statement PS 1:

As a Project Manager, I am trying to assign tasks and monitor project progress, but the system lacks clear role definitions and automated workflows because there's no structured user management system. This limitation makes me feel frustrated and inefficient, as I cannot properly delegate tasks or track team performance effectively.

It interrupts project timelines and creates communication gaps, especially during critical project phases. I need a better way to define roles, assign permissions, and automate task management processes.

Problem Statement PS 2:

As a Team Member, I want to access and update my assigned tasks with clear understanding of my responsibilities. However, the system provides unclear permissions and access levels because access controls are not properly configured.

This causes confusion about what I can view or modify, which affects my productivity and task completion. A structured role-based system with clear permission boundaries would reduce errors and improve my work efficiency.