

Project Design Phase

Problem – Solution Fit

Date: 01 November 2025

Team ID: NM2025TMID03400

Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

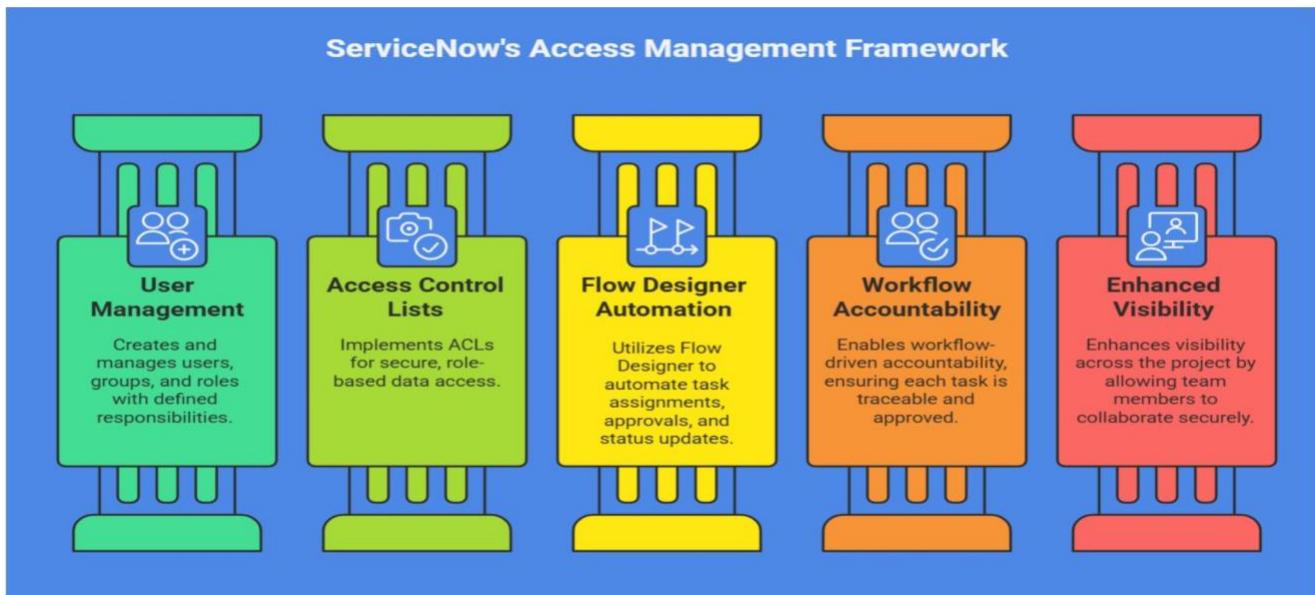
Maximum Marks: 2 Marks

Problem – Solution:

The **Problem–Solution Fit** focuses on aligning the identified issue of inefficient user, group, and role management within small to mid-sized teams with an effective ServiceNow-based solution. It ensures the design of a secure, automated, and role-driven workflow that improves collaboration, access management, and data control across the project lifecycle.

Purpose:

- To define and automate user, group, and role management processes for project teams.
- To establish rule-based access control ensuring that each user has appropriate permissions.
- To integrate workflow-driven approval systems that improve task accountability and project transparency.
- To eliminate confusion caused by manual access control and unstructured task assignments.
- To enhance system security by enforcing role-specific access and reducing unauthorized operations.
- To enable seamless collaboration through well-defined project roles and automated status tracking.



The Optimizing User, Group, and Role Management with Access Control and Workflows project provides a scalable, secure, and automated approach to managing project operations. By introducing structured workflows and access policies in ServiceNow, the solution streamlines project collaboration, minimizes human error, and

strengthens data governance — ultimately fostering a more productive and transparent work environment.