

Define Problem Statement

Date	01 Nov. 25
Team Id	NM2025TMID05247
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Problem Statement:

In the current project management workflow, both Alice (Project Manager) and Bob (Team Member) face challenges due to undefined roles and lack of access restrictions.

Tasks can be modified or mismanaged, and approvals are not automated — leading to inefficiencies and lack of accountability.

Proposed Resolution:

By leveraging the ServiceNow platform, a structured system can be developed where:

- User roles are clearly defined.

- Access permissions are enforced through ACLs.
- Task progress and approvals are automated via Flow Designer.