

## Ideation Phase

### Define the Problem Statements

Date	31 October 2025
Team ID	NM2025TMID06932
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Mark	2 Marks

#### **Customer Problem Statement (for ServiceNow Access Management Project):**

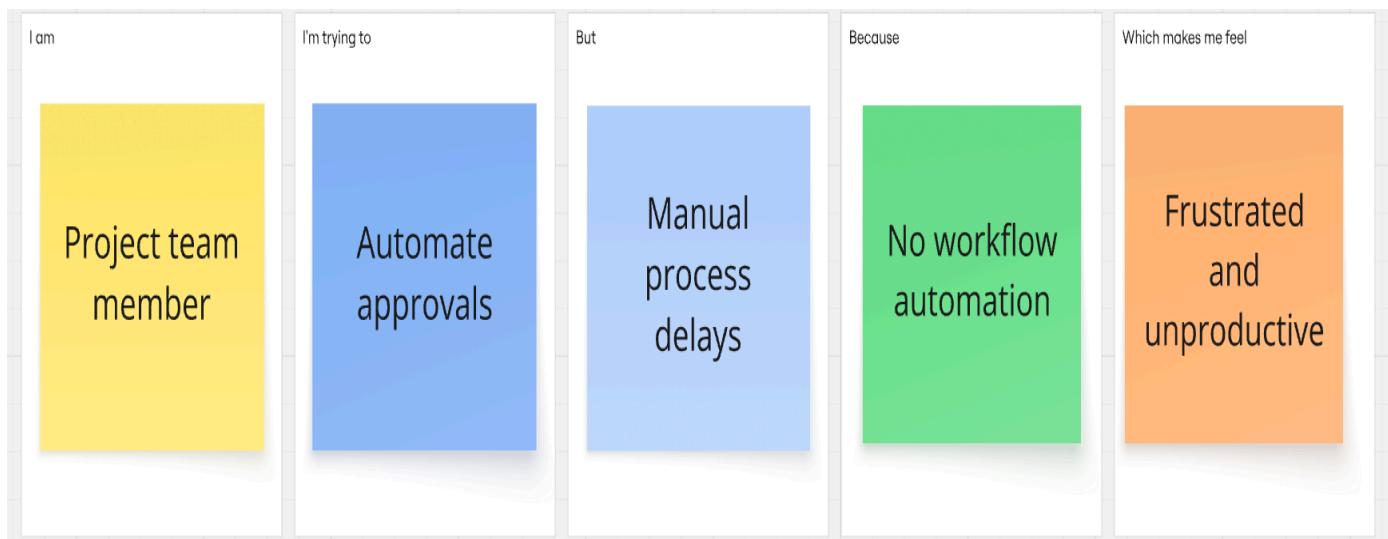
Create a problem statement to understand the user and administrator perspective in managing system access. This template helps focus on identifying challenges faced by users and IT teams when handling approvals, assigning roles, and controlling permissions efficiently within ServiceNow.

A well-defined problem statement allows the team to design an automated and secure solution that simplifies user-role management and improves the overall workflow experience. Throughout the process, we also empathize with end users and admins to better understand how they interact with the system and what issues they face in the approval process.



Refer the PDF : <https://miro.com/app/board/uXjVJx3U6qU=/>

**Example:**



Problem Statement	I am	I'm trying to	but	because	Which makes me feel
The current task and project approval process in ServiceNow is manual and time-consuming, leading to delays and reduced efficiency. This project aims to automate approvals through workflow integration, improving accuracy and productivity.	Project team Member	Automate approvals	Manual Process delays	No workflow automation	Frustrated and unproductive