

**Ideation Phase**  
**Define the Problem Statements**

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

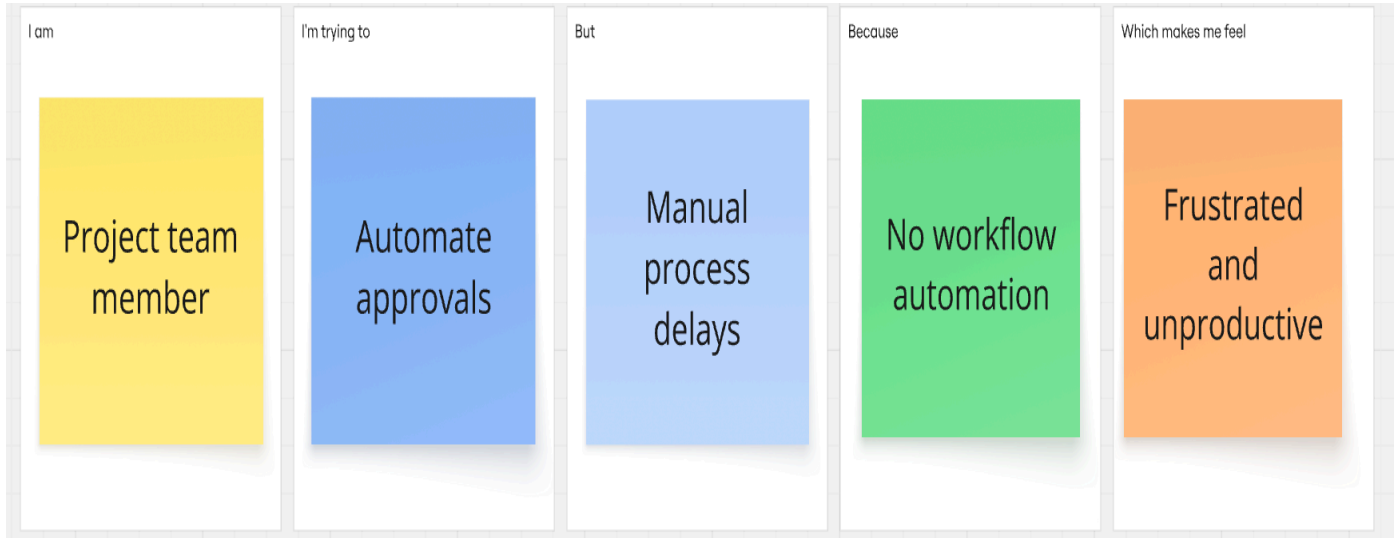
**Customer Problem Statement (for ServiceNow Access Management Project):**

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.

I'm	Project Team Member	A ServiceNow user or project team member who needs to manage project tasks, assign roles, and get approvals efficiently.
I'm trying to	Automate Approvals	Automate the approval process and streamline user-role access management without depending on manual intervention or admin oversight.
but	Manual Process delays	The current process is time-consuming, involves multiple manual approvals, and often leads to confusion about who has access to what.
because	Frustrated and unproductive	There is no clear automation or workflow that handles role-based task approvals and record updates dynamically within ServiceNow.
which makes me feel	No workflow automation	Frustrated and unproductive due to unnecessary delays, lack of visibility, and repeated manual effort in managing approvals and permissions.

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