

## Ideation Phase

### Define the Problem Statements

|               |   |
|---------------|---|
| Date          | 07 November 2025  |
| Team ID       | NM2025TMID09105   |
| Project Name  | Optimizing User, Group, and Role Management with Access Control and Workflows |
| Maximum Marks | 2 Marks   |

#### **Problem Statement:**

In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.

|                            |  |
|----------------------------|--|
| <b>I am</b>                | Servicenow system administrator                                      |
| <b>I'm trying to</b>       | optimize user, group, and role management with proper access control |
| <b>but</b>                 | the process is time consuming and confusing                          |
| <b>because</b>             | there is no structured workflow or defined access policy in place    |
| <b>which makes me feel</b> | inefficient and frustrated   |

| <b>Problem Statement (PS)</b> | <b>I am (Customer)</b> | <b>I'm trying to</b>                               | <b>But</b>   | <b>Because</b>  | <b>Which makes me feel</b>                 |
|-------------------------------|------------------------|--|--|---|--|
| PS-1                          | A project Manager      | Manage Users, roles, and project tasks efficiently | There's no proper access control or defined workflow | roles and permissions are not automated or clearly structured | frustrated and concerned about task delays |
| PS-2                          | A team Member          | complete assigned tasks and update progress easily | the system doesn't notify or track my work properly  | there is no workflow tracking or progress update mechanism    | confused and demotivated                   |

**Problem Statement PS 1:**

As a Project Manager, I am trying to assign and monitor project tasks, but the current system lacks clear role definitions, access controls, and a structured workflow. This makes it difficult to ensure accountability, track progress, and manage team responsibilities effectively. I need a more organized role-based access structure and workflow to streamline task management and improve project visibility.

**Problem Statement PS 2:**

As a Team Member, I am trying to view and update my assigned tasks, but the system does not clearly define my permissions or responsibilities. This leads to confusion about which tasks I own and how to report progress. I need a well-defined access structure and clear task visibility to perform my role efficiently and maintain accountability throughout the project lifecycle.