

Ideation Phase
Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID07955
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template:

I am	I'm trying to	But	Because	Which makes me feel
A ServiceNow administrator responsible for managing users, groups, and roles	Simplify and automate user and role assignment across multiple departments	I have to manually assign roles and manage group memberships for every new or updated user	There is no streamlined workflow or automated rule for assigning access based on predefined conditions	Overwhelmed, time-consuming, and prone to human error

Problem Statement Table:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A ServiceNow administrator responsible for handling the management of users, groups, and roles.	To streamline and automate the assignment of users and roles across various departments.	I have to manually assign roles and manage group memberships for every new or updated user.	There is no efficient workflow or automated system to assign access based on predefined conditions.	It is burdensome, time-consuming, and highly susceptible to human error.

PS-2	An IT manager tasked with ensuring secure and role-based access throughout the organization.	To establish effective access controls and approval workflows for handling sensitive data and actions.	Access permissions are managed inconsistently, and approval processes are carried out manually.	The absence of an automated access control system results in higher security risks and operational delays.	Concerned about data security risks and the absence of operational efficiency.
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