Project Design Phase

Problem – Solution Fit

Date: 2 November 2025
Team ID: NM2025TMID07929
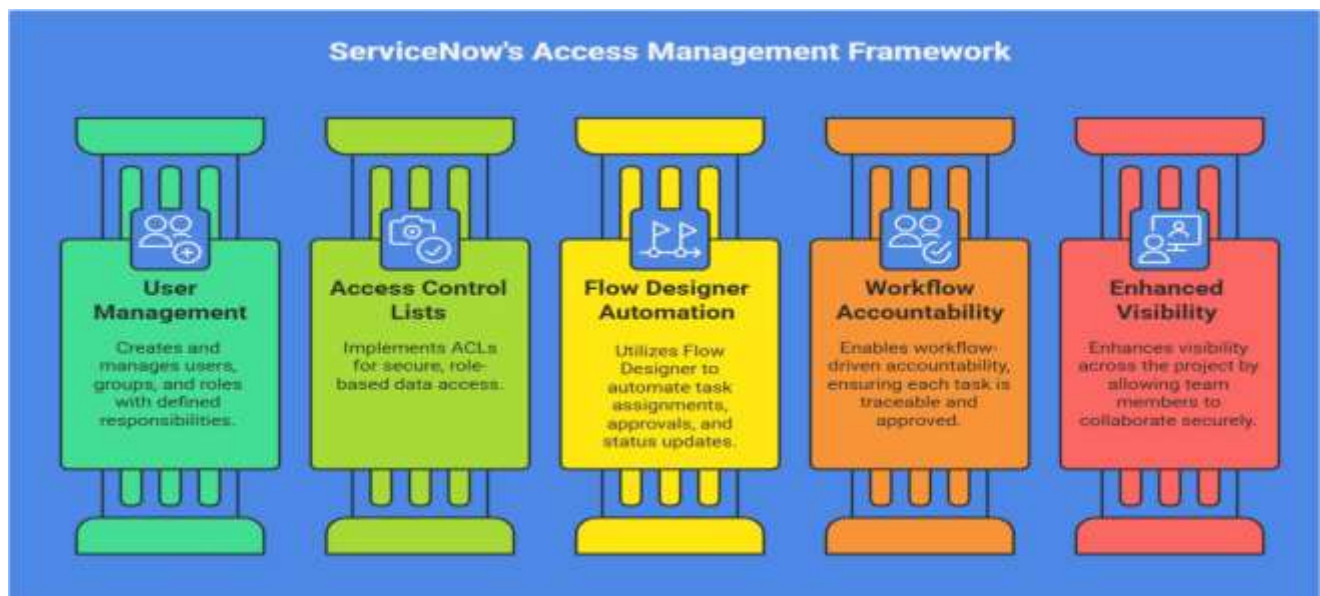**Project Name:** Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks: 2 Marks

Problem – Solution:

The **Problem–Solution Fit** focuses on aligning the identified issue of inefficient user, group, and role management within small to mid-sized teams with an effective ServiceNow-based solution. It ensures the design of a secure, automated, and role-driven workflow that improves collaboration, access management, and data control across the project lifecycle.

Purpose:

➢ To define and automate user, group, and role management processes for project teams.

➢ To establish rule-based access control ensuring that each user has appropriate permissions.

➢ To integrate workflow-driven approval systems that improve task accountability and project transparency.

➢ To eliminate confusion caused by manual access control and unstructured task assignments.

➢ To enhance system security by enforcing role-specific access and reducing unauthorized operations.

➢ To enable seamless collaboration through well-defined project roles and automated status tracking.

Improving Project Management Efficiency

Role Definitions — Lack of Clarity — Overlapping Roles — Security Risks — Inadequate Control — Access Privileges

Task Accountability — Disorganized Tasks — Miscommunication — Errors — Time Consumption — Manual Management

Inefficient Project Management

ServiceNow's Access Management Framework

User Management
Creates and manages users, groups, and roles with defined responsibilities.

Access Control Lists
Implements ACLs for secure, role-based data access.

Flow Designer Automation
Utilizes Flow Designer to automate task assignments, approvals, and status updates.

Workflow Accountability
Enables workflow-driven accountability, ensuring each task is traceable and approved.

Enhanced Visibility
Enhances visibility across the project by allowing team members to collaborate securely.

The Optimizing User, Group, and Role Management with Access Control and Workflows project provides a scalable, secure, and automated approach to managing project operations. By introducing structured workflows and access policies in ServiceNow, the solution streamlines project collaboration, minimizes human error, and

strengthens data governance — ultimately fostering a more productive and transparent work environment.