

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

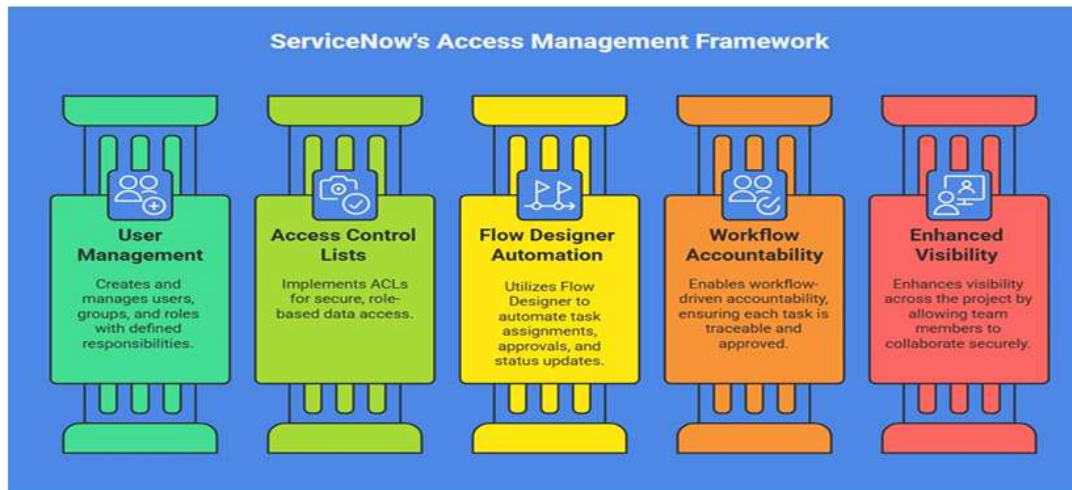
Problem – Solution:

The Problem–Solution Fit focuses on addressing the inefficiencies in managing users, groups, and roles within small to mid-sized teams. The proposed ServiceNow-based solution introduces a secure, automated, and role-driven workflow that enhances collaboration, access control, and data management throughout the project lifecycle. By aligning the identified challenges with an intelligent access framework, the system ensures improved accountability, streamlined operations, and strengthened security.

Purpose:

- **To define and automate** user, group, and role management processes for project teams.
- **To establish rule-based access control** ensuring that every user is granted appropriate permissions.
- **To integrate workflow-driven approvals** that enhance task accountability and project transparency.
- **To eliminate confusion** caused by manual access control and unstructured task distribution.
- **To enhance system security** by enforcing role-specific permissions and preventing unauthorized actions.
- **To enable seamless collaboration** through well-defined project roles and automated progress tracking.





The “**Optimizing User, Group, and Role Management with Access Control and Workflows**” project delivers a scalable, secure, and automated framework for efficient project management. By implementing structured workflows and access control policies within ServiceNow, the solution enhances collaboration, reduces manual errors, and reinforces data governance — ultimately creating a more transparent, organized, and productive work environment.