Ideation Phase

Define the Problem Statement

Date	2 November 2025
Team ID	NM2025TMID06157
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement:

Project teams currently face challenges managing user, group, and role configurations effectively in ServiceNow. The absence of structured workflows and defined access levels results in confusion, task mismanagement, and inefficiency in project execution. Users like Alice (Project Manager) and Bob (Team Member) struggle to assign or update permissions accurately, leading to accountability issues.

A solution is needed to ensure clear access control, automated role assignments, and better visibility into task progress. This will enhance productivity, security, and collaboration across the project lifecycle.

Problem & Solution Table

Problem	Description	Solution
Role Confusion	Users and managers face difficulty understanding which permissions belong to which role, leading to access conflicts.	Define clear role-based access rules and automate role assignment based on job function.
Manual Permission Management	Admins manually assign roles, causing delays and inconsistencies in access control.	Automate role and permission assignment using ServiceNow workflows.
Workflow Inefficiency	Lack of approval automation causes bottlenecks in project task updates and completions.	Implement a Flow Designer process to auto-assign tasks and request approvals.
Security Risks	Without Access Control Lists (ACLs), unauthorized users can view or modify sensitive records.	Create ACLs that restrict access to specific fields and tables based on role.
Poor Audit Tracking	Incomplete logs make it hard to track user actions and role updates.	Enable audit trails and logging to record all role and workflow modifications.

Problem Statements
Problem Statement 1:

As a Project Manager, Alice needs to control and assign project roles efficiently. However, due to a lack of automation, she spends extra time managing user permissions manually, leading to workflow delays and potential access inconsistencies.

Problem Statement 2:

As a Team Member, Bob requires the right access privileges to perform his tasks, but unclear role definitions and missing access rights cause confusion and dependency on administrators, slowing down project delivery.