

Ideation Phase
Define the Problem Statements

Date	02 November 2025
Team ID	NM2025TMID08944
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Problem Statement Table:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A ServiceNow administrator managing users, groups, and roles	Streamline and automate the process of assigning roles and managing group memberships across different departments	I still have to manually assign roles and update group access every time a user is added or changed	There's no built-in workflow or automation to handle role assignments based on predefined rules	Frustrated and overworked-it's repetitive, time-consuming , and easy to make mistakes
PS-2	An IT manager responsible for maintaining secure, role-based access	Set up clear access controls and approval workflows to protect sensitive data and actions	Access permissions are inconsistent, and approval requests are still done manually	Without automated access control, the system is vulnerable to security risks and operational slowdowns	Worried about data safety and frustrated by the lack of efficiency and control