

Ideation Phase

Define the Problem Statements

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| 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 |