

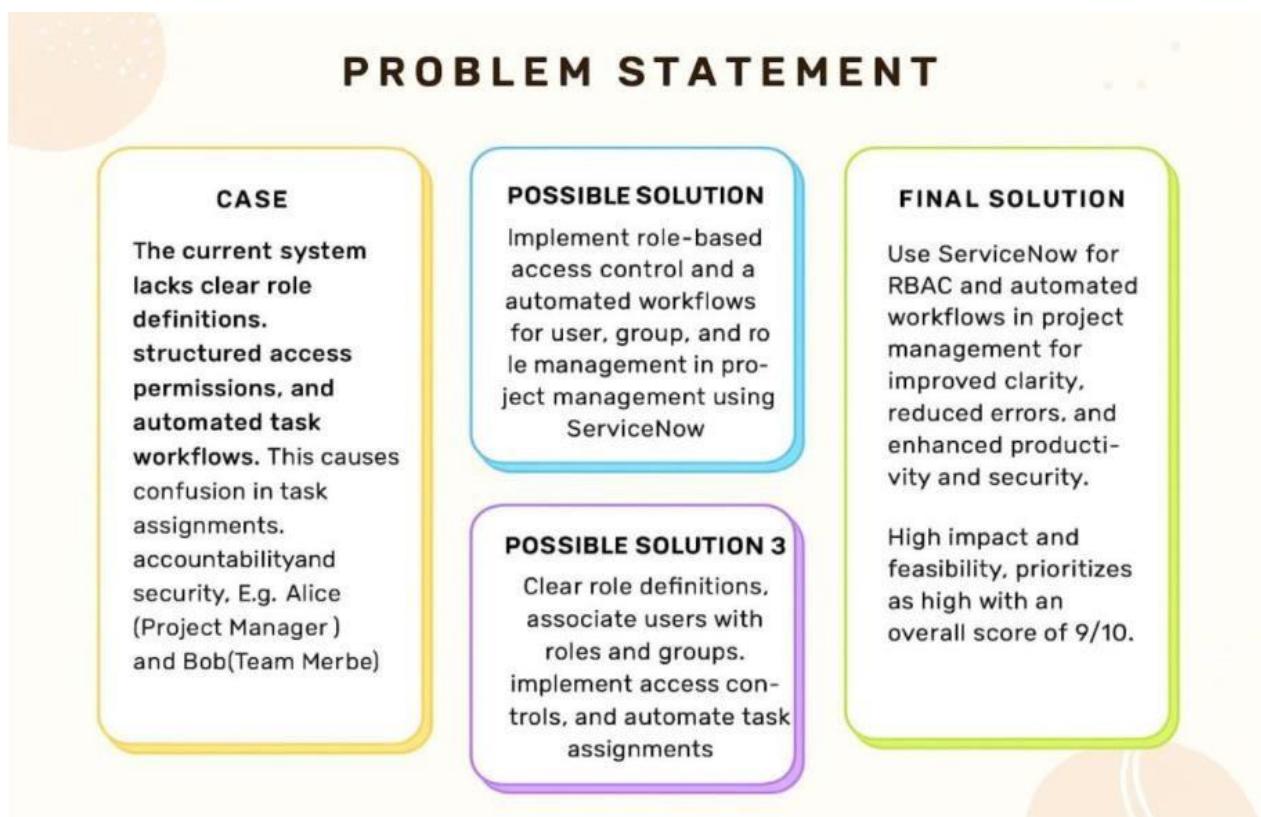
Ideation Phase Define the Problem Statements

Date	02 Nov 2025
Team ID	NM2025TMID04960
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Customer Problem Statement Template:

Problem Statement:

Alice and Bob, a two-person project team using ServiceNow, face ongoing challenges due to undefined roles, weak access controls, and the absence of structured task workflows. This results in confusion regarding responsibilities, delayed task execution, and limited visibility into project progress. Without an automated system that aligns permissions with roles and efficiently tracks task assignments, the team struggles to maintain accountability and meet deadlines. The ideal solution would provide intelligent role management, dynamic workflow automation, and real-time status visibility—helping the team improve collaboration, streamline operations, and enhance overall project outcomes.



Example :

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Project Manager (Alice)	Manage tasks and track progress efficiently.	Lack clarity on task ownership and status.	No defined roles, access controls, or structured workflows.	Confused, inefficient, accountable (difficult to track), frustrated
PS-2	Team Member (Bob)	Understand and report assigned tasks clearly.	Unclear responsibilities and update process.	No clear task guidelines or progress tracking method.	Chaotic, slow, unclear, frustrated Anxious, tense, lost