

Define Problem Statement

In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.

Objective:

To design and implement a ServiceNow-based solution that ensures:

- Clear role definitions for Project Manager and Team Member
- Controlled access to task fields using ACLs
- Automated task progress and approval workflow
- Enhanced collaboration and accountability between team members

Proposed Solution:

Using ServiceNow, develop a workflow where:

- Alice (Project Manager) can create and assign tasks.
- Bob (Team Member) can only edit task fields like status and comments.
- System automatically triggers a flow when task status changes to 'Completed'.
- Alice receives approval requests through Flow Designer for final validation.

Expected Results:

- Increased efficiency in project tracking
- Automated approvals and notifications
- Secure and role-based task management system