

Ideation Phase
Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID09058
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template:

<div>I am</div> <div>A ServiceNow administrator responsible for managing users, groups, and roles</div>	<div>I'm trying to</div> <div>Simplify and automate user and role assignment across multiple departments</div>	<div>But</div> <div>I have to manually assign roles and manage group memberships for every new or updated user</div>	<div>Because</div> <div>There is no streamlined workflow or automated rule for assigning access based on predefined conditions</div>	<div>Which makes me feel</div> <div>Overwhelmed, time-consuming, and prone to human error</div>
---	--	--	--	---

Problem Statement Table:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A ServiceNow administrator who is responsible for managing users, groups, and roles.	To simplify and automate user and role assignments across multiple departments.	I need to manually assign roles and manage group memberships for each new or updated user.	There is no streamlined workflow or automated mechanism for assigning access based on predefined conditions.	It is overwhelming, time-consuming, and highly prone to human error.
PS-2	An IT manager responsible for ensuring secure, role-based access across the organization.	To implement proper access controls and approval workflows for managing sensitive data and actions.	Access permissions are inconsistently managed, and approval processes are handled manually.	The lack of an automated access control system leads to increased security risks and operational delays.	Concerned about data security vulnerabilities and the lack of operational efficiency.