Ideation Phase

Define the Problem Statements
Date: 31 October 2025
Team ID: C4B8E28377A600AAD9D4711008669C91
Project Name: *Optimize User, Group, and Role Management with Access Control and Workflow*
 Marks: 2

Customer Problem Statement Template

In many organizations, the lack of well-defined user roles, access controls, and workflow automation creates inefficiencies and security vulnerabilities. Team members often face confusion over task ownership, overlapping responsibilities, and delays in approvals. Without a structured access management framework, users may unintentionally gain unauthorized privileges or lose visibility into critical project data.

To overcome these issues, the project proposes developing a **secure, role-based management system** within **ServiceNow**, utilizing **Access Control Lists (ACLs)** and **Flow Designer**. This system will automatically manage permissions, control data visibility, and streamline task workflows. The result will be a transparent, efficient, and secure environment that enhances collaboration and accountability across the organization.

Problem & Solution Table

Problem	Description	Proposed Solution
Unclear Role Assignments	Team members perform overlapping tasks without clarity on their access levels or duties.	Define precise user roles (e.g., Manager, Member) and assign them through ServiceNow's role and group modules.
Lack of Access Control	Sensitive data is exposed as there are no restrictions on record visibility or modification.	Implement **ACLs** to restrict access based on predefined user roles.
Workflow Confusion	Manual processes result in missed approvals and duplicate work submissions.	Use **Flow Designer** to automate task creation, approval, and completion workflows.
Audit & Security Risks	No centralized record exists of who modified roles, data, or permissions.	Enable continuous **audit logging** through ServiceNow's system logs to maintain transparency.

| Low Accountability | Users are unaware of their assigned responsibilities or pending actions. | Introduce notification triggers and dashboard tracking for task updates and user accountability. |

Example: Problem Statement Table

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Project Manager (Alice)	Manage project tasks and assign team roles efficiently	Team members lack defined access	Roles and groups are not properly configured	Frustrated and restricted
PS-2	Team Member (Bob)	Update assigned tasks and mark completion	Access is denied or limited	ACLs are misconfigured	Confused and delayed in approvals

Problem Statement PS-1

As a **Project Manager**, I need the ability to assign tasks, approve workflows, and monitor progress efficiently. However, without a proper user and role configuration, team members cannot access their respective tasks, leading to delays and poor coordination. By implementing **structured access control** and **automated workflow management** in ServiceNow, the project ensures seamless task assignment, improved accountability, and faster approval cycles.

Problem Statement PS-2

As a **Team Member**, I need sufficient access rights to view and update the tasks assigned to me. Currently, access restrictions are either too broad or too limited, causing confusion and inefficiency. Configuring **role-based permissions** through **ACLs** will allow appropriate task visibility and updates, ensuring both security and productivity within the team.

Summary of Ideation Phase

The Ideation Phase focuses on identifying the core challenges in managing users, roles, and workflows across an enterprise system. It outlines the pain points of inadequate access management and proposes a **ServiceNow-based automated framework** to solve them.

By defining clear roles, enforcing access restrictions, and enabling workflow automation, this project establishes a **foundation for secure, auditable, and efficient operations**. The ideation process bridges real-world organizational needs with practical ServiceNow solutions—ensuring better governance, transparency, and long-term scalability.