Ideation Phase

Define the Problem Statements

Date	31 October 2025
Team ID	26F183223D3726BBDE54BD8DC6085AFC
Project Name	Optimize User, Group, and Role Management with Access Control and Workflow
Maximum Marks	2 Marks

Customer Problem Statement Template:

In many project management environments, teams face issues due to unclear user roles, missing access control, and unstructured workflows.
This results in confusion regarding task ownership, duplicate work, and lack of accountability. Without proper access management, users may gain unauthorized permissions or lose visibility into important data. The system must ensure that every user, group, and role has appropriate access levels, defined responsibilities, and controlled workflow permissions. By automating this process through ServiceNow (using **Access Control Lists** and **Flow Designer**), teams can improve task tracking, streamline approvals, and ensure transparency in project execution. This solution will **enhance security, accountability, and productivity** while reducing errors caused by manual role management.

Problem & Solution Table:

Problem	Description	Solution
Unclear Role Assignments	Team members often have overlapping responsibilities and no clarity on access levels.	Define clear user roles (Manager, Member) and assign them through ServiceNow roles & groups.
Lack of Access Control	No restrictions on who can view or edit certain records.	Implement ACLs to restrict access based on assigned roles.
Workflow Confusion	Manual process leads to missed updates or duplicate approvals.	Automate workflows using Flow Designer to assign tasks automatically.
Audit & Security Risks	No record of who modified roles or data.	Maintain logs through ServiceNow system logs for traceability.

Low Accountability	Users not aware of their assigned roles or pending tasks.	Assign tasks via Flow automation with notifications for status updates.

Example:

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 team roles	Team members lack defined access	Roles and groups not properly configured	Confused and delayed in approvals
PS-2	Team Member (Bob)	Update assigned task and mark completion	Access denied or limited	ACL not properly configured	Frustrated and restricted

Problem Statement PS 1:

As a Project Manager, I want to assign tasks and approve workflows efficiently. However, without proper user and role configuration, team members face difficulty in accessing their required tasks. This leads to workflow delays and poor coordination. Proper access control setup and automated flow would enable smooth communication and task assignment.

Problem Statement PS 2:

As a Team Member, I need permission to view and update tasks assigned to me. Without correct role permissions, I cannot update status or provide feedback. This causes confusion and delays. Assigning appropriate roles and defining ACLs will ensure smooth task updates and accountability.