

IDEATION PHASE

Date	02 November 2025
Team ID	NM2025TMID02476
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum marks	4 Marks

Customer Problem Statement Template:

Organizations using ServiceNow often struggle to manage user roles, groups, and workflows efficiently. As the number of users and departments increases, maintaining accurate access privileges becomes more complex. This leads to overlapping roles, delayed task approvals, and workflow inconsistencies. Manual assignment of roles and workflow dependencies can cause confusion, security risks, and a lack of accountability.

They need a solution that automatically aligns users with the right roles and groups based on their departments or job titles. This will streamline workflows, improve access control, and ensure compliance — ultimately enhancing productivity and reducing human errors.

Problem	Description	Solution
Role Duplication	Users often have multiple roles with overlapping permissions, leading to confusion and security risks.	Implement an automated logic to detect duplicate roles and merge them under a unified permission set.
Workflow Delays	Tasks get delayed due to incorrect or missing role assignments.	Configure workflow automation that triggers appropriate approvals and task assignments based on user roles.

Access Inconsistency	Manual updates lead to unauthorized access or restricted functionality for some users.	Use Flow Designer and ACL rules to dynamically assign or revoke access when user data changes.
Audit & Compliance Issues	Lack of clear visibility into who holds which roles complicates audits.	Generate automatic audit reports using dashboards and scheduled reports in ServiceNow.
High Admin Overhead	IT administrators spend too much time managing user roles manually.	Automate group membership and workflow dependencies using business rules and scripts.

Example:

Problem Statement	I'm (Customer)	I'm Trying to	But	Because
System Administrator	Manage user roles and group memberships	The process is manual and repetitive	There's no automated mechanism to update access when user data or department changes	Exhausted and frustrated
Workflow Manager	Ensure workflow approvals are processed quickly	Tasks get stuck or misrouted	Because role or group permissions are outdated or mismatched	Worried and unproductive

Problem Statement PS-1:

As a System Administrator, I am trying to manage user roles and group memberships effectively, but the process is largely manual and time-consuming. There's no automated update when an employee moves to another department or project, which results in redundant permissions and potential security risks.

This situation makes me feel exhausted and frustrated, as I spend hours correcting misaligned roles that could have been automatically adjusted.

It reduces overall efficiency and may compromise compliance during audits. I need a solution that automatically assigns and updates roles and groups based on predefined logic, ensuring real-time accuracy and security.

Problem Statement PS-2:

As a Workflow Manager, I'm trying to ensure smooth task routing and approval workflows, but tasks often get delayed or sent to the wrong individuals. This happens because user roles and group permissions are outdated or mismatched with current workflow requirements.

This makes me feel worried and unproductive, as I have to manually reassigned tasks and track approvals.

It interrupts the workflow chain and slows down service delivery. I need a solution that dynamically syncs user roles and workflow permissions, ensuring that every process is assigned to the right person at the right time.