

Project Design Phase

Problem – Solution Fit Template

Date	02 November 2025
Team ID	NM2025TMID02476
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum marks	5 Marks

Problem – Solution Fit:

The “Problem–Solution Fit” focuses on identifying inefficiencies in managing user roles, groups, and workflow automation within ServiceNow environments. In many organizations, role assignments are done manually or inconsistently, leading to duplicated permissions, workflow bottlenecks, and security vulnerabilities. Administrators often struggle to maintain an optimized structure as users, departments, and tasks evolve.

The proposed solution ensures that the way roles and groups are structured directly aligns with business needs, minimizes redundancy, and automates workflow management for higher productivity and control.

Purpose:

- Eliminate role duplication and permission overlap.
- Improve workflow automation to enhance operational efficiency.
- Ensure user access aligns strictly with job functions.
- Reduce administrative workload and manual configuration errors.
- Strengthen compliance and audit transparency.

Template:

