Ideation Phase
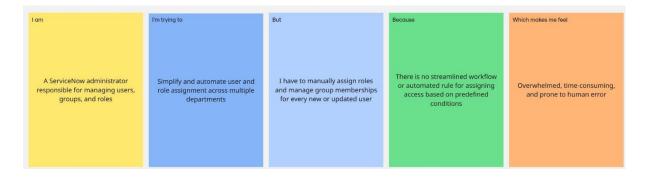# Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID03233
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template:

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

Problem Statement Table:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A ServiceNow administrator responsible for managing users, groups, and roles	Simplify and automate user and role assignment across multiple departments	I have to manually assign roles and manage group memberships for every new or updated user	There is no streamlined workflow or automated rule for assigning access based on predefined conditions	Overwhelmed, time-consuming, and prone to human error
PS-2	An IT manager who needs to ensure secure and role-based access within the organization	Implement proper access controls and approval workflows for sensitive data and actions	Access permissions are not consistently managed, and approvals are handled manually.	The absence of an automated access control system increases security risks and delays operations	Concerned about data security and lack of operational efficiency