Define Problem Statement

In a small project management team consisting of a Project Manager (Alice) and a Team

DATE	NOV 2, 2025
TEAM ID	NM2025TMID03787
PROJECT NAME	Optimizing User, Group, and Role Management with Access Control and Workflows
MAXIMUM MARKS	5 MARKS

- **Problem Statement:**
  Bob, as a team member, identified the need for a more efficient and accountable way to manage project tasks. The current workflow lacks clearly defined roles, access restrictions, and structured processes, resulting in confusion over task ownership and progress tracking.

- **Objective:**
  To design and implement a **ServiceNow-based project management solution** that ensures:

- Clearly defined roles for the **Project Manager** and **Team Member**

- Controlled field-level access through **Access Control Lists (ACLs)**

- Automated workflows for task progress and approvals

- Improved collaboration and accountability among team members

- **Proposed Solution:**
  A structured ServiceNow workflow will be developed to streamline project task management:

- **Alice (Project Manager)** can create, assign, and approve tasks.

- **Bob (Team Member)** can update only specific fields such as *status* and *comments*.

- When the task status changes to **"Completed"**, a **Flow Designer** process will automatically trigger an approval request.

- **Alice** will receive a notification for final task validation through the automated approval flow.

- **Expected Results:**

- Improved efficiency and transparency in project tracking

- Reduced manual intervention through automated approvals and notifications

- Secure, **role-based task management** ensuring accountability at every stage of the project lifecycle