Optimizing User, Group, and Role Management with Access Control and Workflows in service now

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Team ID	NM2025TMID07577
Project name	Optimizing User, Group, and Role Management with Access Control and Workflows in service now
Maximum marks	2 marks

Problem Statement:

The core issue facing the project management team (Alice and Bob) in the context of utilizing the ServiceNow platform is the lack of formalized Role-Based Access Control (RBAC) enforcement and standardized workflow configuration within the Project Management module, leading to unstructured task assignment and ambiguous accountability.

Currently, the team is experiencing:

- Undefined Authority Boundaries: Without explicit ServiceNow Roles assigned (e.g., mapping to it_project_manager for Alice and project_user for Bob), both users may possess similar editing privileges, resulting in confusion over who can legitimately create, reassign, or close tasks, thus undermining Alice's strategic oversight.
- Absence of Enforced Process Flow: The project lifecycle is unstructured because the necessary Visual Task Board (VTB) columns or workflow states (e.g., 'Ready for Review') have not been properly configured or linked to the Project Task table. This

causes tasks to stall or regress without clear handover signals, making progress tracking unreliable.

- Data Inconsistency and Tracking Gaps: The absence of a standardized task structure means required fields, such as Acceptance Criteria or specific Status values, are likely being missed or inconsistently populated. This prevents Alice from accurately generating reliable dashboards and reports on overall project health, a key feature ServiceNow is intended to provide.

In summary, the ServiceNow environment is underutilized because the platform's inherent governance tools—Roles, ACLs, and Workflow States—have not been correctly applied to the project execution process, resulting in the exact confusion and lack of accountability the system is designed to solve.