

Project Design Phase
Proposed Solution Template

Date	03 February 2026
Team ID	LTVIP2026TMIDS24972
Project Name	Optimizing User, Group & Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In a small project management team consisting of a Project Manager and a Team Member, there is no structured system to define roles, restrict access, or manage task workflows. This results in confusion in task assignments, lack of accountability, unauthorized access to data, and difficulty tracking project progress.
2.	Idea / Solution description	The proposed solution is a ServiceNow-based system that implements structured User, Group, and Role Management integrated with Role-Based Access Control (RBAC) and automated workflows. The system allows administrators to manage users and roles, enables project managers to create and assign tasks, and allows team members to update task status through a defined workflow (Open → In Progress → Completed → Approved).
3.	Novelty / Uniqueness	The uniqueness of this solution lies in combining access control, workflow automation, and audit tracking within a single cloud-based ServiceNow platform. It ensures secure task visibility, real-time progress tracking, and controlled approval mechanisms tailored for small project teams.
4.	Social Impact / Customer Satisfaction	The solution improves transparency, accountability, and efficiency in small organizations. It reduces miscommunication, prevents unauthorized access, and ensures timely task completion, thereby increasing user satisfaction and trust in the system.
5.	Business Model (Revenue Model)	The solution can be offered as a ServiceNow customization and implementation service. Revenue can be generated through system setup fees, subscription-based maintenance, workflow customization services, and enterprise deployment support.
6.	Scalability of the Solution	The solution is built on ServiceNow's cloud-based SaaS architecture, allowing it to scale from small teams to large enterprises. Additional users, roles, groups, and projects can be added without impacting performance, making it suitable for organizational growth.