

Proposed Solution: Optimizing User, Group, and Role Management with Access Control and Workflows

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Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

Maximum Marks: 2

1. Problem Statement: Manual user, group, and role management is time-consuming and prone to errors, leading to access inconsistencies and delays in onboarding.
2. Idea / Solution Description: A ServiceNow solution that automates the management of users, roles, and groups through workflows and access controls, improving administrative efficiency.
3. Novelty / Uniqueness: Integration of workflow automation and access control within a single streamlined ServiceNow solution. Few institutions have such tightly integrated user-role systems.
4. Social Impact / Customer Satisfaction: Reduces friction for IT staff, ensures secure role-based access, and improves the overall onboarding experience for users.
5. Business Model (Revenue Model): If commercialized, institutions can subscribe to the service as a SaaS solution, generating recurring revenue.
6. Scalability of the Solution: Easily adaptable to any mid-to-large enterprise environment with customizable workflows and policies.