Project Design Phase
Proposed Solution

Date	24 June 2025
Team ID	LTVIP2025TMID30187
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Mentor Name	Dr Shaik Salma Begum
Maximum Marks	2 Marks

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.
2.	Idea / Solution description	Implement a structured user, group, and role management system within a ServiceNow environment. Define roles for Project Manager and Team Member, set up role-based access controls, and design a task workflow with status tracking, notifications, and automated approvals to ensure proper delegation and monitoring of project activities.
3.	Novelty / Uniqueness	The approach introduces an enterprise-level access control and workflow system to a small team setting. By leveraging ServiceNow's built-in features, the solution customizes ITSM capabilities for project task management with enhanced traceability, which is uncommon in small team environments.
4.	Social Impact / Customer Satisfaction	Improves accountability, transparency, and efficiency within project teams. Minimizes task confusion and delays, leading to higher productivity and satisfaction for both project managers and team members.
5.	Business Model (Revenue Model)	This model can evolve into a lightweight task and role management solution for small businesses using ServiceNow or similar platforms. Potential revenue streams include subscription-based licensing, consulting for

		workflow setup, or packaged solutions tailored to SMEs.
6.	Scalability of the Solution	The system can scale from a small team to larger organizations by expanding the number of roles, groups, and workflows. Additional features like reporting, dashboards, and cross-project visibility can be integrated with minimal architectural changes.