**Project Design Phase**

**Proposed Solution**

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| 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:**

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| **S.No.** | **Parameter** | **Description** |
|  | 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. |
|  | 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. |
|  | 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. |
|  | 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. |
|  | 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. |
|  | 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. |