

## Ideation Phase

### Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID07101
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

#### Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

Customer Problem & Solution Table		
Problem	Description	Solution
Data Inconsistency	When users, groups, or roles are modified or deleted without dependency checks, linked permissions or access rights become invalid, leading to system errors.	Implement dependency validation before allowing changes to users, groups, or roles. Automatically reassign or archive dependent permissions
Access Control Gaps	Incomplete role definitions or manual permission assignments may grant unauthorized access or block legitimate users.	Integrate role-based access control (RBAC) and automate permission mapping to ensure consistent and secure access levels.
User Confusion	Admins and managers face difficulty tracking who has what access and how group memberships impact permissions.	Provide a centralized dashboard showing real-time user access summaries, group memberships, and inherited roles.
Workflow Delays	When user changes (add, remove, reassign) occur without proper workflow automation, approvals and access updates take longer.	Create automated workflows for user creation, modification, and deletion that include approval stages and notifications.
Audit & Compliance Challenges	Missing audit trails or incomplete logs make it hard to trace access changes and verify compliance.	Maintain detailed audit logs and generate compliance reports automatically whenever user or role changes occur.

Reference: <https://miro.com/templates/customer-problem-statement/>

**Example:**

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	System Administrator	Update or delete a user's role	the system doesn't allow or gives access errors	the user is linked to multiple groups and permissions without clear dependency mapping	Confused and delayed in performing role updates
PS-2	Security Officer	Review user permissions	I can't track all access levels easily	there's no unified dashboard or audit trail of user-role relationships	Frustrated and uncertain about compliance
PS-3	Team Manager	Assign access to new team members	it takes too long or gets stuck in approval	the workflow for access requests isn't automated	Stressed and unable to onboard users quickly

### ✓ Problem Statement PS 1:

As a **System Administrator**, I am trying to modify or delete a user's role, but the system prevents me because the user is still linked to multiple groups and inherited permissions. This makes me feel **confused and delayed** in managing user access, especially when resolving urgent requests.

It affects workflow efficiency and creates data dependency issues.

A clear validation system with dependency visualization and automated reassignments would help maintain consistency and avoid broken access links.

### ✓ Problem Statement PS 2:

As a **Security Officer**, I want to review user permissions across all departments, but I struggle because there's no centralized dashboard or detailed audit trail. This limitation makes me feel **frustrated and uncertain** about system compliance and accountability.

A unified audit view that tracks every change in user, group, and role management will improve transparency and ensure adherence to access control policies.

### ✓ Problem Statement PS 3:

As a **Team Manager**, I want to assign access permissions to new team members efficiently, but the manual approval process causes **delays and confusion**. Without an automated workflow, onboarding takes longer, and sometimes access is missed or duplicated. Integrating automated approval workflows and role templates would simplify this process, reduce errors, and improve productivity.