Brainstorming, Idea Generation & Prioritization

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

DATE	NOV 2, 2025
TEAM ID	NM2025TMID02832
PROJECT NAME	Optimizing User, Group, and Role Management with Access Control and Workflows
MAXIMUM MARKS	4 MARKS

Brainstorming Session Notes:

The team analyzed several issues in existing project management

workflows, including poor visibility, lack of automation, and absence of

access restrictions. Ideas were generated around implementing a

structured ServiceNow workflow to solve these issues.

Idea 1: Manual Task Tracking System

Advantages: Easy to set up

Disadvantages: Prone to human error, lacks automation

Idea 2: Role-Based Access in ServiceNow

Advantages: Secure, controlled data visibility

Disadvantages: Requires configuration knowledge

Idea 3: Automated Workflow using Flow Designer

Advantages: Efficient, automatic approvals and updates

Disadvantages: Slightly complex setup

Final Decision:

The team selected the combination of Role-Based Access + Flow

Designer Automation as the optimal solution. This ensures that Bob has limited edit access while Alice oversees approvals.

Conclusion:

The brainstorming process led to a structured ServiceNow implementation plan, ensuring clarity, accountability, and automation in managing project tasks between Alice and Bob.