Ideation Phase

Brainstorm & Idea Prioritization Template

Date	7 November 2025
Team ID	NM2025TMID09137
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization:

To effectively resolve the challenges associated with managing users, groups, and roles in the ServiceNow environment, an extensive brainstorming session was organized with the development and administration teams. The primary objective of this session was to generate practical, innovative, and sustainable ideas that could streamline workflow efficiency, strengthen access management, and minimize manual intervention. During the ideation phase, multiple approaches were proposed. Team members discussed automation of user provisioning and role assignments to reduce human error and enhance productivity. Integrating approval workflows was identified as a method to ensure accountability and transparency in user access requests. Additionally, the implementation of Access Control Lists (ACLs) was explored to provide a secure and structured way of defining data access permissions.

Once all potential solutions were gathered, the team evaluated them using key parameters such as impact on system performance, feasibility within existing infrastructure, cost-effectiveness, and ease of implementation. This structured evaluation enabled the identification and prioritization of the most beneficial initiatives. The top priorities included developing automated user management workflows, establishing clear and consistent role hierarchies, and designing approval-based access workflows through ServiceNow Flow Designer. This collaborative brainstorming and prioritization exercise proved instrumental in driving the project's success. It encouraged cross-functional knowledge sharing, improved decision-making, and ensured that all proposed solutions aligned with the organization's security and operational goals. As a result, the final

implementation roadmap focused on strategies that not only enhanced administrative efficiency but also reinforced data protection and compliance standards within the ServiceNow platform.

Step 1: Team Gathering, Collaboration and select the Problem Statement

Task	Owner	Priority	Status	Deadline	Expected Outcome
Create Users in ServiceNow	Alice	High	To Do	30 Oct 2025	Add Alice (PM) and Bob (Team Member) as users
Create Groups	Alice	High	To Do	30 Oct 2025	Create Project and Operations groups
Create Roles	Alice	High	To Do	30 Oct 2025	Define project_member and team_member roles
Assign Roles to Users	Alice	High	To Do	30 Oct 2025	Grant appropriate access to Alice and Bob
Assign Table Access to Application	Bob	Medium	To Do	30 Oct 2025	Restrict and allow table visibility by role
Create ACL (Access Control List)	Bob	Medium	To Do	30 Oct 2025	Secure tables by defining specific permissions
Create Flow for Operations Ticket Assignment	Bob	High	To Do	30 Oct 2025	Automate task assignment to the correct group
Test Role-Based Access (Impersonate Users)	Bob	Medium	Pending	30 Oct 2025	Verify that access rules are correctly applied
Document Workflow and Configuration Steps	Alice	Medium	Not Started	30 Oct 2025	Maintain a record for future updates or audits

Step 2: Brainstorm, Idea Listing, Grouping and Idea Prioritization

List of ideas

What ServiceNow configurations or automations should we prioritize to improve role and access management?
Which tasks will make the biggest impact on workflow efficiency and accountability?
Quick wins or complex but valuable improvements?

Create Users

Create Groups

Create Roles

Assign Roles to Alice (Project Manager)

Assign Roles to Bob (Team Member)

Assign Table Access to Application

Create ACL (Access Control List)

Create a Flow to Assign Operations Ticket to Group

Test Role-Based Access (Impersonate Users)

Document the Workflow for Future Teams

Workflow Impact

Moonshots
High impact but not as feasible

Create a Flow to Assign Operations Ticket to Group
Assign Table Access to Application

Best bets
High impact and feasible

Create Users
Create Groups
Create Roles
Assign Roles to Alice
Assign Roles to Bob

Low priority
Low impact and low feasibility

Create ACL

Low-hanging fruit
Lower impact but feasible

Test Role-Based Access Document the Workflow for Future Teams

Implementation feasibility