Ideation Phase

Brainstorm & Idea Prioritization

Template

Date	1 NOV 2025
Team ID	NM2025TMID00759
Project name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum marks	4 marks

Overview:

The ideation phase revolved around identifying effective ways to optimize user, group, and role management within ServiceNow, with a strong focus on improving access control and automation. The primary goal was to design a structured, scalable, and secure model that eliminates redundancy, reduces manual effort, and ensures that the right users have the right access at the right time.

Problem Statement:

In most organizational ServiceNow instances, access management tends to become cluttered due to redundant roles, inconsistent naming conventions, and manual provisioning of user access. This leads to issues such as unauthorized access, audit failures, and slow onboarding or offboarding processes.

To address these challenges, the project aimed to develop an optimized and standardized access management model leveraging ServiceNow's native User, Group, and Role modules, combined with Access Control Lists (ACLs) and automated workflows.

Brainstorming Process:

The brainstorming sessions were conducted to explore how ServiceNow's access structure could be reorganized and automated. Each idea focused on either simplifying management or improving security. The sessions involved questioning current inefficiencies and proposing smarter workflows.

Idea Generation:

From these discussions, several core ideas emerged:

- User Optimization :

    Introduce automated user creation through HR data feeds with standard attributes such as name, department, designation, and manager.

- Group Optimization :

    Form department-specific and function-based groups (like IT Support, HR Management) that encapsulate relevant access levels and roles.

- Role Optimization :

    Simplify the number of roles by merging redundant ones and creating modular role sets that can be reused across groups.

- Access Control :

    Utilize ServiceNow's Access Control Lists (ACLs) to precisely define permissions at the table and record level, ensuring confidentiality and compliance.

- Automation :

    Implement workflow automation using Flow Designer to handle approvals, provisioning, and access revocation automatically.

- Standardization :

    Apply a consistent naming convention such as USR_FirstName_LastName, GRP_Department_Function, and ROLE_Function_AccessLevel.

- Monitoring and Reporting :

    Develop real-time access dashboards and audit reports to track user-to-role mappings, inactive accounts, and compliance indicators.

Expected Outcomes:

The ideation phase laid the foundation for a unified, automated, and transparent access management structure within ServiceNow. By combining process simplification with automation and clear governance, the model is expected to:

- o Reduce redundancy in role assignments
- o Improve security and compliance
- o Simplify onboarding/offboarding processes
- o Provide clear audit trails and reporting visibility
- o Support organizational scalability with minimal administrative overhead

Flow Chart: