IDEATION PHASE

Date: 02-11-2025
Team ID: NM2025TMID02823
Project Name: Optimizing User Group and Role Management with Access Control and Workflows

PROJECT OBJECTIVE:

The objective of this project is to develop a comprehensive solution that optimizes user group and role management across an organization. The system will ensure secure, efficient, and scalable access control by automating user provisioning, defining workflow-based role assignments, and maintaining compliance with organizational policies. Through effective workflow automation and centralized access management, the project aims to reduce administrative overhead, enhance security posture, and improve user experience for employees and administrators alike.

PROBLEM STATEMENTS:

1. **Manual Role Assignment and Revocation** – Current systems rely heavily on manual updates for user roles, increasing risk of human error and delayed access changes.
2. **Inconsistent Access Control Policies** – Lack of centralized governance results in inconsistent enforcement of security and compliance standards.
3. **Limited Workflow Integration** – User access management processes are not integrated with existing workflows or HR systems.
4. **Poor Visibility into Access Levels** – Administrators struggle to track user permissions across systems, leading to potential privilege misuse.
5. **Time-Consuming Audits** – Compliance audits require manual verification of access data, making the process inefficient and error-prone.

TOOLS & PLATFORM:

Platform: ServiceNow
Modules Used:
• Access Control Lists (ACL)
• User and Group Management
• Workflow Automation
• Scripted Policies and Notifications

TARGET USERS:

• System Administrators
• IT Security Teams
• Department Managers
• HR Personnel

• Compliance Officers
• General Employees

IDEA EVALUATION AND SELECTION:

The idea evaluation process involved analyzing the feasibility, scalability, and security impact of proposed solutions for role management. Ideas were gathered through stakeholder discussions, workflow analysis, and benchmarking with industry standards such as RBAC (Role-Based Access Control) and ABAC (Attribute-Based Access Control). Evaluation criteria included ease of integration with ServiceNow, automation potential, compliance alignment, and administrative simplicity. The top ideas selected include:
• Automated Role Assignment Workflows
• Dynamic Access Control via Role Hierarchies
• Audit and Compliance Dashboard
These ideas ensure optimized management of user access and alignment with organizational security policies.

OUTCOME OF IDEATION PHASE:

The ideation phase resulted in a clear roadmap for implementing an intelligent and automated role management system. Through cross-departmental collaboration, the team identified high-impact areas to streamline access provisioning and compliance monitoring. The outcomes include well-defined workflows, improved governance models, and stronger security controls that support scalable and transparent user management across the enterprise.