Ideation Phase
Brainstorm & Idea Prioritization
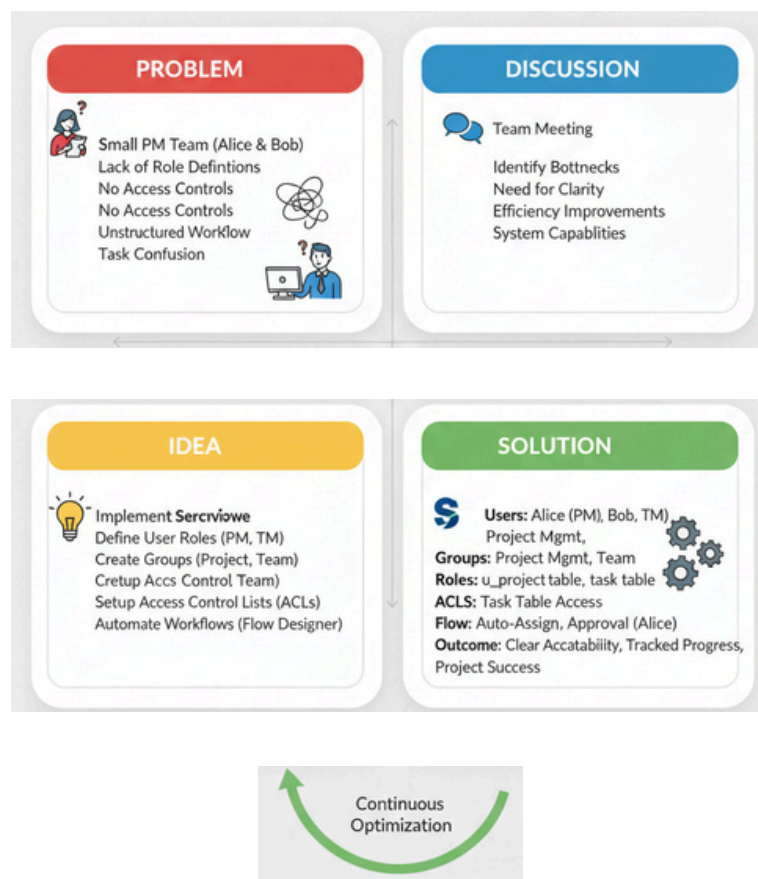
Date	01 November 2025
Team ID	NM2025TMID01639
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Optimizing User, Group, and Role Management Template :

This guided project demonstrates how to implement comprehensive user management with precise access controls and automated workflows within ServiceNow. It begins by creating users, groups, and roles with specific permissions. Access Control Lists (ACLs) are then configured to enforce field-level and record-level security. Automated workflows using Flow Designer ensure proper task assignment and approval processes, maintaining accountability throughout the project lifecycle.

The workflow includes test scenarios to validate role-based access and automated approvals. First, tests are performed to verify that team members can only access authorized data and functions. Finally, the approval workflow is validated to ensure project managers can review and approve completed tasks. This process helps organizations maintain secure user management while streamlining project operations.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:

Step-2: Brainstorm, Idea Listing and Grouping:

BRAINSTORM
- Team Session
- Lack of Pain Points
- Role Confusion
- Role Confusion
- Manual Tasks
- Access Issues
- Approval Problrecks
- Tracking Problems

IDEA LISTING
Team Meeting
1. Define PM/TM roles
2. Definer PM/TMl groups
4. Use Als Acceail groups
5. Setumate Approvals
6. Automate Approvals
7. Setup Access Control Tables
13. Workflow Improveation
10. System Capabilties

GROUPING IDEAS
Users & Roles
Define/Group/Role Mggmt
Setup Access Control Lists (ACLS)

PROPOSED SOLUTION
ServiceNow Implemettia, TM)
Project Mgmt,
Groups: Project Mgmt, Team
Roles: u_project table, task table
ACLS: Task Table Access
Grar: Auto-Assign, Approval (Alice)
Outcome: Clear Accatabillty, Flow
Project Success

Continuous Optimization

Brainstorm:

Team members share ideas freely to explore user management solutions without judgment, encouraging creativity and participation.

Idea Listing:

All ideas from the session are written down to capture every suggestion for user, group, and role management.
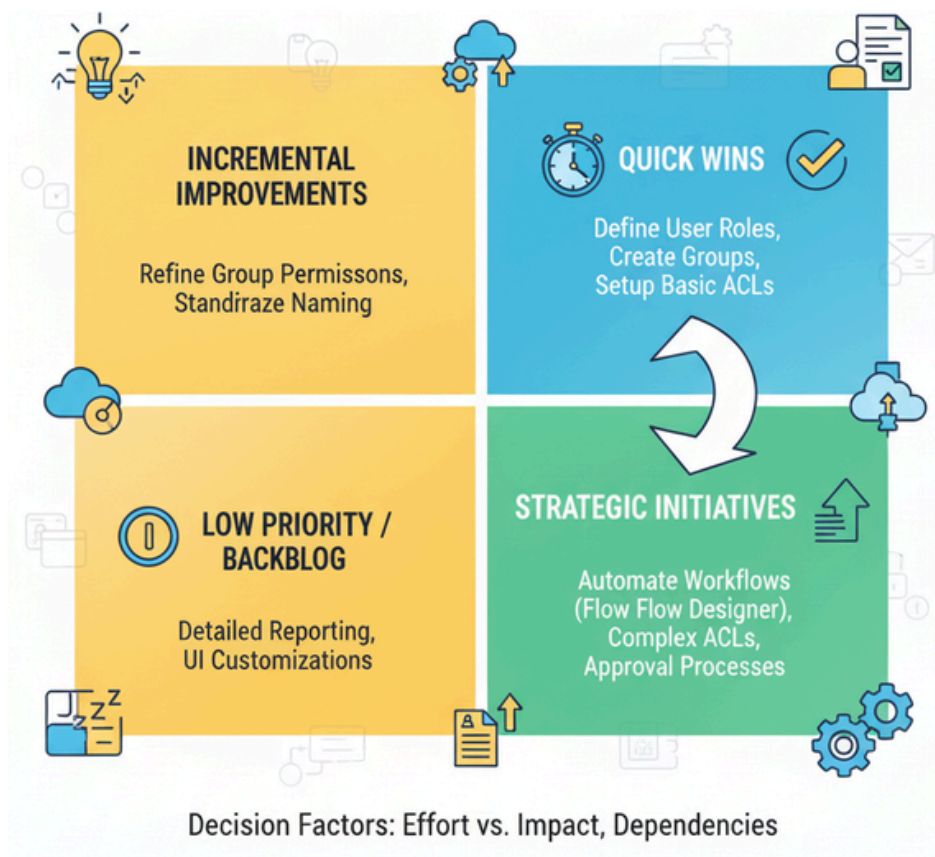
Grouping:

Similar ideas are organized into categories: User Management, Access Control, Workflow Automation, and Testing

Action Planning:

Chosen ideas are turned into clear implementation steps with assigned responsibilities and timelines.

Step-3: Idea Prioritization:

INCREMENTAL IMPROVEMENTS

Refine Group Permissons, Standiraze Naming

QUICK WINS

Define User Roles, Create Groups, Setup Basic ACLs

LOW PRIORITY / BACKBLOG

Detailed Reporting, UI Customizations

STRATEGIC INITIATIVES

Automate Workflows (Flow Flow Designer), Complex ACLs, Approval Processes

Decision Factors: Effort vs. Impact, Dependencies

Idea Prioritization:

        Idea polarization helps break down complex projects into clear, focused Idea polarization helps break down complex user management projects into clear, focused components. In this project, the main goal is to optimize user, group, and role management with proper access controls and workflows. This approach ensures that project teams have appropriate access while maintaining security and accountability. By polarizing ideas, we can separate user provisioning processes from security configurations and workflow automation. It also helps in highlighting the importance of role-based access control and automated approvals. Each step, from user creation to documentation, becomes easier to plan and implement. Clear visual representations like flowcharts and architecture diagrams can simplify the complex relationships between users, groups, roles, and permissions. Overall, idea polarization strengthens project clarity and supports smooth execution of user management systems.