

Brainstorming - Idea Generation

Date	01 Nov. 25
Team Id	NM2025TMID05247
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Brainstorming Session:

During the initial brainstorming session, the team identified the main challenges faced in small-scale project management environments:

- Lack of clarity in role definitions leading to confusion in task assignments.
- Manual task tracking without automation, resulting in missed updates.
- No defined approval process for completed tasks.
- Poor visibility for project managers to track progress.

Idea Generation:

From the above challenges, the following ideas were generated:

1. Build a structured **User and Role Management System** within ServiceNow.
2. Create a **Group** representing the project team for easy coordination.
3. Define **Access Control Lists (ACLs)** for field-level security and role restrictions.
4. Automate workflow actions (assignments, status updates, approvals) using **Flow Designer**.
5. Ensure seamless **collaboration** between Project Manager and Team Member.

Prioritization:

Priority	Task	Reason
High	Create Users, Roles, and ACLs	Foundation of the access system
High	Develop Automated Workflow	Ensures process efficiency
Medium	Add Approval Mechanism	Increases accountability
Low	Create Dashboards or Reports	Optional future enhancement

Expected Outcome:

A secure, role-driven workflow where users can only perform operations allowed by their assigned roles, ensuring proper governance and accountability.