Brainstorming & Idea Prioritization Template

Name	30 October 2025
Team ID	NM2025TMID06865
Project Name	Optimizing User, Group, and Role Management wit Access Control and Workflows
Maximum Marks	4 Marks

Brainstorming & Idea Prioritization Template

Brainstorming provides a creative environment that encourages team members to collaborate and generate innovative solutions. In this project, our goal was to optimize user, group, and role management by implementing efficient access control and automated workflows.The brainstorming session helped us identify major challenges in manual access management, explore automation ideas, and prioritize the most effective solutions for implementation.

Step 1: Team Gathering, Collaboration and Problem Selection

Our team collaborated to identify a real-world organizational problem that could be optimized using ServiceNow. After several discussions, we selected "Optimizing User, Group, and Role Management with Access Control and Workflows" as our project focus. The main challenge was to design a system that automates user access management and streamlines role assignments. Our goal was to enhance data security through automated workflows and centralized control. This project aims to reduce manual effort, minimize security risks, and ensure compliance in user management processes.

Brainstorm & idea prioritization

Use this template in your own brainsforming session so your team can unleash their imagination

1. Team gathering
2. Idea listing and grouping
→ Idea prioritization

Define your confidence
Outline sure thoughts you find it difficult to manaecee access rights

☑ Problem statement
Decide where the problem gether to fix

☑ Goal setting
Discuss and write-down goals for a shared-goal

Define your problem statemer
Organize your thoughts and type what in a sentence for use through the brainstorm.

Automated secure access control system

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Key values of brainstorming
◎ Volume over value
⬭ Out of the box ideas
⥁ Build upon others
人 Collaboration

Step 2: Brainstorming, Idea Listing and Grouping

We conducted brainstorming sessions to generate innovative ideas for improving user and role management using ServiceNow.Each idea was discussed, grouped, and evaluated based on its feasibility, impact, and relevance to organizational needs.

Ideas generated included:

- Creating a centralized portal for managing users, groups, and roles.
- Automating user onboarding and offboarding workflows.
- Implementing Role-Based Access Control (RBAC) for better permission management.
- Integrating approval workflows for new access or role modification requests.
- Setting up automated audit reports for compliance tracking.
- Sending alerts for access anomalies or unauthorized role assignments.

Brainstorm

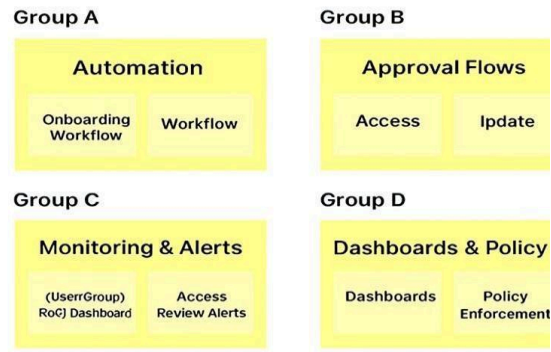Write down any ideas that come to mind that address your problem statement.

🕐 10 minutes

adeep

| (User Group/Role) Dashboard |
| User Offborarding Workflow |

Vivek

| User Offboaarding Workflow |
| Access Approval Workflow |
| Access Review Alerts |

Roy

| Centraiized Auditing |
| RBAC (RBAC) |

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the last 10 minutes, give each cluster a sentence-like title. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-group

🕐 20 minutes

Group A

Automation	
Onboarding Workflow	Workflow

Group B

Approval Flows	
Access	Ipdate

Group C

Monitoring & Alerts	
(UserrGroup) RoG) Dashboard	Access Review Alerts

Group D

Dashboards & Policy	
Dashboards	Policy Enforcement

Step 3: Idea Prioritization

After listing and grouping the ideas, we used impact vs. feasibility analysis to identify the most practical and high-impact solutions for the first phase of the project. High-priority ideas were selected for immediate implementation to achieve quick and measurable improvements.

Prioritized ideas:
1. Role-Based Access Control (RBAC) to simplify permission management.
2. Automated onboarding/offboarding workflows to save time and reduce errors.
3. Approval workflow for access requests to improve transparency and compliance.
4. Centralized access dashboard for monitoring and reporting.

(User / Group/Role) Dashboard		Automated user provisioning
Access review alerts		Access approval workflow
	Access approval workflow	

Feasibility