

## Brainstorming & Idea Prioritization Template

|               |                                                                               |
|---------------|-------------------------------------------------------------------------------|
| Name          | 30 October 2025                                                               |
| Team ID       | NM2025TMID03956                                                               |
| Project Name  | Optimizing User, Group, and Role Management with 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 brainstorming 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 manage access rights

- ☒ Problem statement  
Decide where the problem is to fix
- ☒ Goal setting  
Discuss and write-down goals for a shared-goal

### Define your problem statement

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

Automated secure access control system



#### Key values of brainstorming

- Volume over value
- Out of the box ideas
- Build upon others
- 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.

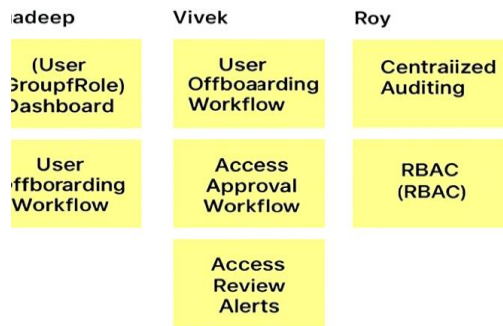
Ideas generated included:

- 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.

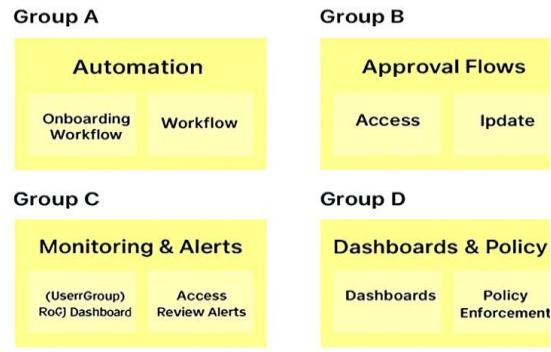
10 minutes



## 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



## 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.

