

Ideation Phase

Brainstorm & Idea Prioritization Template

DATE	NOVEMBER 2, 2025
TEAM ID	NM2025TMID00396
PROJECT TITLE	Optimizing User, Group, and Role Management with Access Control and Workflows

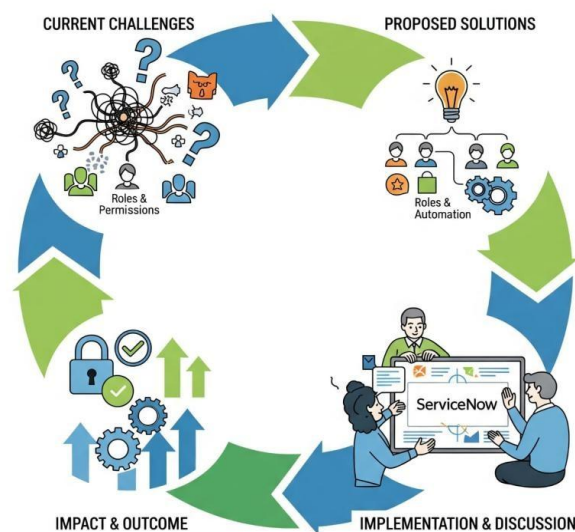
Step 1: Problem Definition & Summary

Project: Automated Access Control & Identity Management in ServiceNow

Objective: To capture and prioritize ideas for automating user provisioning, group/role assignment, and access governance.

Project Summary: The core problem is the manual, slow, and insecure process for managing user access. This causes security risks (lingering access), lost productivity (new hire delays), and no clear audit trail. By implementing an automated, role-based access control (RBAC) system in ServiceNow, we will define clear roles, automate user lifecycles (joiners/movers/leavers) based on HR events, and create auditable approval workflows.

- **Impact:** High (Improves security, compliance, and user productivity).
- **Feasibility:** High (Uses core ServiceNow capabilities: Flow Designer, Service Catalog, IntegrationHub).



Step 2: Brainstorm - Idea Listing and Grouping

Mind Map / Idea List: (Central Idea: A Streamlined and Automated Access Management System)

o Key Users:

- ServiceNow Administrators
- Managers (Hiring, People)
- IT Security & Compliance
- End Users (Requestors)
- HR Team (Identity Source)

o Technical Ideas (ServiceNow):

- **Flow Designer:** All approval/provisioning logic.
- **IntegrationHub:** Connect to HR system (Workday, SAP, etc.).
- **Service Catalog:** For access requests.
- **User Criteria:** Control catalog item visibility.
- **ACLs:** Lock down manual edits to role/group tables.
- **Scheduled Jobs:** Trigger Access Reviews.
- **Custom Table:** For Access Review tasks (u_access_certification_task).



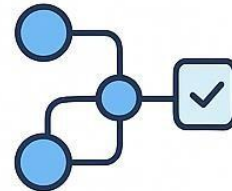
Step 3: Idea Prioritization (Impact vs. Effort Matrix)

Idea Prioritization



High Impact, Easy Implementation

- Implement role-based access control (RBAC)
- Set up project-specific user groups for permission



High Impact - Hard Implementation

- Design and automate task lifecycle workflows
- Introduce approval steps for task closure

Low Impact, Easy Implemententaion

- Add automated email notifications on task updates



Low Impact - Low Impact, Hard Implementation

- Build complex escalation flows and advanced dashboards