Ideation Phase
Brainstorm & Idea Prioritization Template

Date	30 October 2025
Team ID	NM2025TMID05281
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization :

To address the challenges in managing users, groups, and roles within ServiceNow, brainstorming sessions were conducted to generate ideas for improving workflow efficiency and access control. Team members explored various solutions such as automating role assignments, integrating approval workflows, and implementing access control lists (ACLs) to ensure secure data handling.

After evaluating all suggestions, the ideas were prioritized based on their impact, feasibility, and ease of implementation. The top priorities included creating automated user management flows, defining clear role hierarchies, and building approval-based workflows using Flow Designer.

This collaborative brainstorming process helped the team focus on the most effective strategies to enhance system performance, streamline administrative tasks, and strengthen security within the ServiceNow environment.

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

Task	Owner	Priority	Status	Deadline	Expected Outcome
Create Users in ServiceNow	Alice	High	To Do	30 Oct 2025	Add Alice (PM) and Bob (Team Member) as users
Create Groups	Alice	High	To Do	30 Oct 2025	Create Project and Operations groups
Create Roles	Alice	High	To Do	30 Oct 2025	Define project_member and team_member roles
Assign Roles to Users	Alice	High	To Do	30 Oct 2025	Grant appropriate access to Alice and Bob
Assign Table Access to Application	Bob	Medium	To Do	30 Oct 2025	Restrict and allow table visibility by role
Create ACL (Access Control List)	Bob	Medium	To Do	30 Oct 2025	Secure tables by defining specific permissions
Create Flow for Operations Ticket Assignment	Bob	High	To Do	30 Oct 2025	Automate task assignment to the correct group
Test Role-Based Access (Impersonate Users)	Bob	Medium	Pending	30 Oct 2025	Verify that access rules are correctly applied
Document Workflow and Configuration Steps	Alice	Medium	Not Started	30 Oct 2025	Maintain a record for future updates or audits

Step-2: Brainstorm, Idea Listing, Grouping and Idea Prioritization

List of ideas

What ServiceNow configurations or automations should we prioritize to improve role and access management?
Which tasks will make the biggest impact on workflow efficiency and accountability?
Quick wins or complex but valuable improvements?

Create Users

Create Groups

Create Roles

Assign Roles to Alice (Project Manager)

Assign Roles to Bob (Team Member)

Assign Table Access to Application

Create ACL (Access Control List)

Create a Flow to Assign Operations Ticket to Group

Test Role-Based Access (Impersonate Users)

Document the Workflow for Future Teams

Workflow Impact

Moonshots
High impact, but not as feasible

Create a Flow to Assign Operations Ticket to Group
Assign Table Access to Application

Best bets
High impact and feasible

Create Users
Create Groups
Create Roles
Assign Roles to Alice
Assign Roles to Bob

Low priority
Low impact and low feasibility

Create ACL

Low-hanging fruit
Lower impact, but feasible

Test Role-Based Access Document the Workflow for Future Teams

Implementation feasibility