

## Ideation Phase

### Brainstorm & Idea Prioritization

<b>Date</b>	31 October 2025
<b>Team ID</b>	NM2025TMID06932
<b>Project Name</b>	Optimizing User, Group and Role Management with Access Control and Workflows
<b>Maximum Mark</b>	4 Marks

#### Brainstorm & Idea prioritization:

This section uses a brainstorming and idea prioritization approach to identify and refine innovative solutions for improving user, group, and role management through access control and workflows in ServiceNow.

#### Refer the PDF :

<https://app.mural.co/t/sanjevisree3191/m/sanjevisree3191/1761832245628/53ff6c079e1380b24a9687a3edbcc4416bd081be?sender=u366586e2acc975fefe9e5630>

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

**Before you collaborate**

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

**Team gathering**

- Our team consists of members handling project tasks, approvers who validate and authorize records and an admin who manages workflow automation in ServiceNow.
- Collaboration will focus on identifying workflow pain points and improving approval efficiency.

**Set the goal**

- To design and implement an automated task approval workflow in ServiceNow that eliminates manual dependencies, ensures timely approvals, and enhances transparency between team members and approvers.

**Learn how to use the facilitation tools**

- Each participant will use the brainstorming board to contribute ideas using sticky notes.
- The facilitator will guide idea grouping, prioritization, and discussion.
- Everyone can add comments, rank priorities, and vote on feasible workflow improvements.

**Key rules of brainstorming**

To run an smooth and productive session

- Encourage all ideas
- Avoid criticism or Judgment
- Focus on quantity first/quality later
- Maintain discussion open, inclusive & positive
- Stay focus on main problem
- Limit distractions and give equal time to speak

**PROBLEM**

How might we automate the task approval process in serviceNow to reduce manual effort and approval delays?

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

2

### Brainstorm

How might we simplify and automate the task approvals process in ServiceNow to reduce manual delays and ensure transparency?

H. Asha Choudhary

Create users, roles, and group

V. Sanjevi Sree

Assign roles to Alice and Bob

Shobana Swetha

Create ACL's for each tables

Y. Yogarani

Generate the flow for the project

3

### Group Ideas

- The ideas were grouped into Automation, User Experience and Tracking & Reporting. Automation focuses on auto-approvals and notifications, while User Experience ensures a simple and clear approval interface.
- Tracking & Reporting aims to maintain approval logs and dashboards for workflow transparency.

#### 1) Automation Ideas:

- Automate task approval trigger when the task status changes to "Completed".
- Use flow designer to automatically route tasks to the right approver (like Alice).
- enable auto-close of tasks once approval is completed.

#### 2) Tracking & Reporting:

- Maintain a complete approval log for each task.
- Track who approved or rejected and when.
- generate reports for completed vs pending approvals.

#### 3) Communication & Collaboration:

- Send real-time notification to approvers when new approvals are assigned.
- Allow users to add feedback or comments during approval.
- notify task creators when their task is approved or rejected.

## Step-3: Idea Prioritization:

---

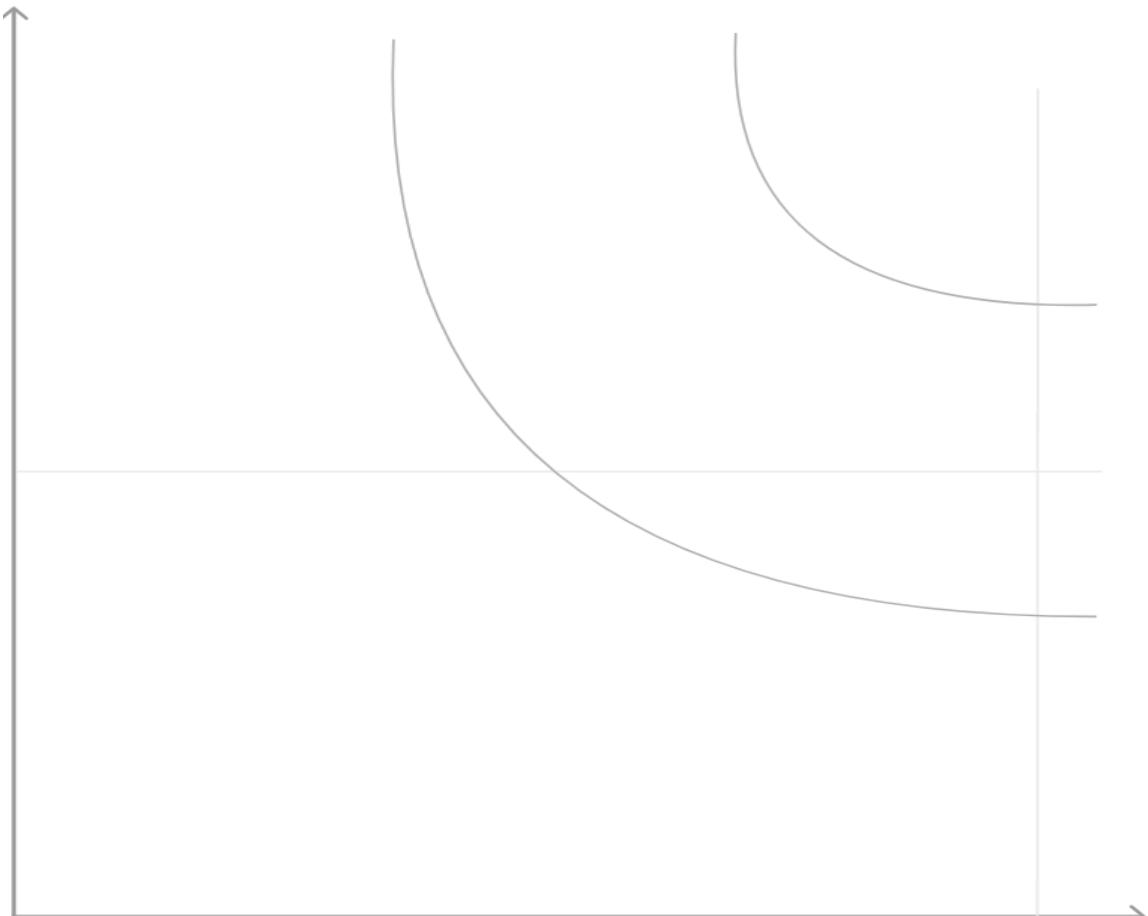
4

### Prioritize

- The ideas were prioritized based on their Impact and feasibility, with automation and approval tracking ranked highest.
  - These features provide the most efficiency and clarity for both task creators and approvers in the workflow system.
- 

### Importance

This project is important because it streamlines task approvals, reducing manual effort and delays. It enhances collaboration, accountability, and transparency across users and roles in ServiceNow.



### Feasibility

The Project is highly feasible as it leverages ServiceNow's built-in tools like Flow Designer and access control easy to implement without complex coding.