# Ideation Phase
# Brainstorm & Idea Prioritization Template

| Date | 01 November  2025 |
|---|---|
| Team ID | NM2025TMID07955 |
| Project Name | Optimizing User, Group, and Role Management with Access Control and Workflows |
| Maximum Marks | 4 Marks |

**Brainstorm & Idea Prioritization Template:**

Brainstorming fosters an open and inclusive environment that encourages all team members to actively participate in creative thinking aimed at problem-solving. By emphasizing quantity over quality, it invites unconventional ideas that can later be refined and developed. This collaborative approach motivates participants to support each other, promoting the creation of diverse and innovative solutions.

**Step 1: Team Gathering, Collaboration, and Selecting the Problem Statement**

Our team recognized a common challenge encountered by many organizations: as they grow, managing users, groups, and roles becomes progressively complicated. Manual role assignments, inconsistent access permissions, and the lack of centralized oversight often lead to inefficiencies and increased security risks.

This project is designed to streamline and automate user management processes within ServiceNow. The solution ensures that users are granted appropriate access based on their roles, automates approval workflows for access requests, and enhances overall security by offering greater visibility and control.

**Step 1: Team Gathering, Collaboration, and Selecting the Problem Statement**

1. User management
2, Group management
3. Role management

**Outline your situation**
Detail the a specific issues faced
Detail specific issues faced

☑ Problem statement
Generate problerm statement

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

☰ Find/reference
Find: https://wmural.co/
<Project Internal Document>

**Summarize three in core challenge**

Optimizing User, Group, and Role Management with Access Control ad Workflows.

ⓘ

Key aspects of Optimizing User, Group, and Role Management

⊙ User management

⚶ Group management

≣ Role management

**Step 2: Brainstorm, Idea Listing, and Grouping**

Our team held a brainstorming session to identify ways to improve user, group, and role management within ServiceNow. During the discussion, we generated and categorized ideas based on three main factors: security, efficiency, and ease of implementation.

**Key Ideas:**

- A centralized module for managing users, groups, and roles
- Automated workflows for role assignments
- An approval-based access request system
- Implementation of Access Control Lists (ACLs) to enhance data security
- Role-based dashboards and reporting features
- Audit trails and notifications to monitor access-related activities

# Step 2: Brainstorm, Idea Listing, and Grouping

## User management

Automated role assignment

## Group management

Workflow approval dashboard

# 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 semantic-like title. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

## Group A: User Management

Role creation and deletion

Bulk user updates

## Group B: Group Management

Centralized group access view

Assignment workflows

**Step 3: Idea Prioritization**
Our team conducted a brainstorming session to identify potential improvements in user, group, and role management within ServiceNow. During the discussion, we generated several ideas and categorized them based on three key factors: **security**, **efficiency**, and **ease of implementation**.
**Key Ideas:**
- A centralized module for managing users, groups, and roles
- Automated workflows for role assignments
- An approval-based access request system
- Implementation of Access Control Lists (ACLs) to enhance data security
- Role-based dashboards and reporting features
- Audit trails and notifications to monitor access-related activities

## Step 3: Idea prioriti-zation

Importance

| Automated role assignment | Workflow approval dashboard |
| Bulk user updates | Centralized group access view |

Feasibility