**Ideation Phase**

**Brainstorm & Idea Prioritization**
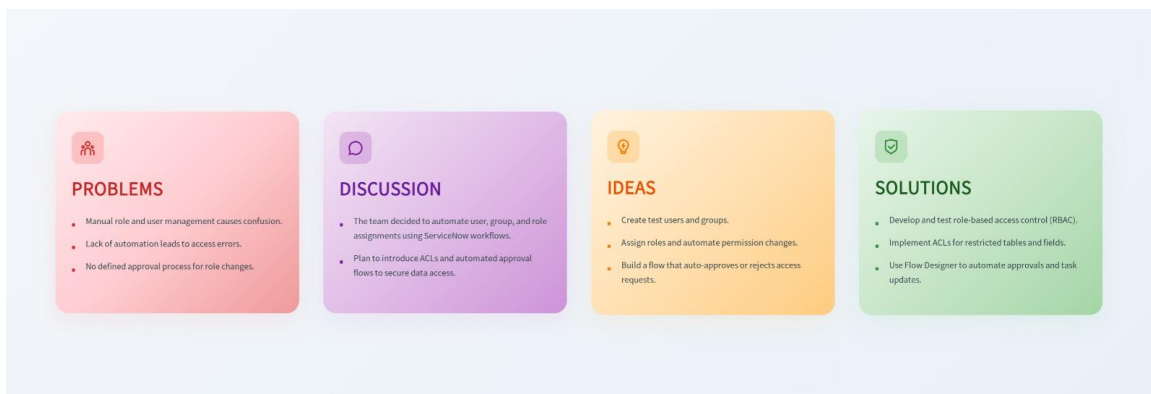
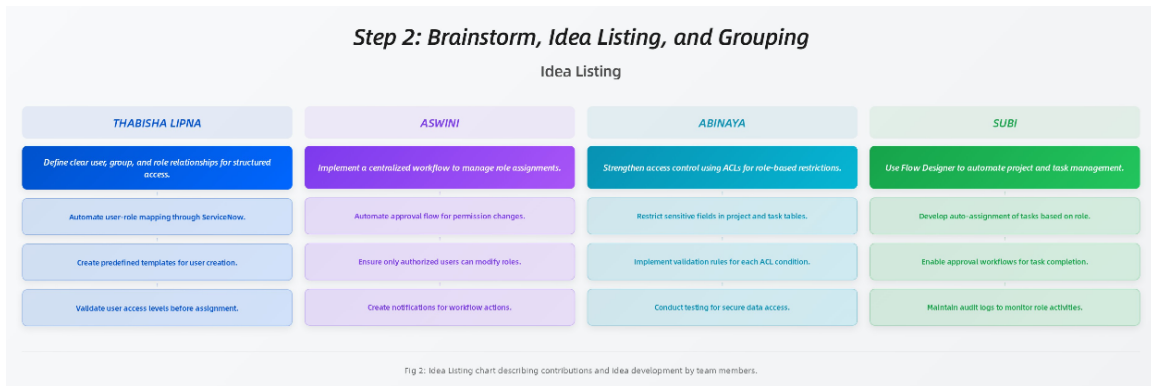| Date | 2 November 2025 |
|------|-----------------|
| **Team ID** | NM2025TMID06157 |
| **Project Name** | Optimizing User, Group, and Role Management with Access Control and Workflows |
| **Maximum Marks** | 4 Marks |

## Overview

This guided project demonstrates how to optimize and automate user, group, and role management processes within ServiceNow using access control mechanisms and workflow automation. It begins by creating users, groups, and roles, followed by assigning appropriate permissions and access levels to ensure security and accountability.

## Step 1: Team Collaboration and Problem Selection
The team collaboratively identified issues related to user-role confusion and lack of structured access control. Through brainstorming, they agreed on developing an automated role and workflow system to manage task assignments.



## Step 2: Idea Listing, and Grouping

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

Idea Listing

| THABISHA LIPNA | ASWINI | ABINAYA | SUBI |
|---|---|---|---|
| Define clear user, group, and role relationships for structured access. | Implement a centralized workflow to manage role assignments. | Strengthen access control using ACLs for role-based restrictions. | Use Flow Designer to automate project and task management. |
| Automate user-role mapping through ServiceNow. | Automate approval flow for permission changes. | Restrict sensitive fields in project and task tables. | Develop auto-assignment of tasks based on role. |
| Create predefined templates for user creation. | Ensure only authorized users can modify roles. | Implement validation rules for each ACL condition. | Enable approval workflows for task completion. |
| Validate user access levels before assignment. | Create notifications for workflow actions. | Conduct testing for secure data access. | Maintain audit logs to monitor role activities. |

Fig 2: Idea Listing chart describing contributions and idea development by team members.

## Step 3: Idea Prioritization

The following figure illustrates the eight key steps prioritized to achieve efficient user, group, and role management in ServiceNow. Each step was identified based on its impact on workflow automation, access control, and data security. These steps collectively ensure a structured, secure, and optimized project management process.