Ideation Phase Brainstorm & Idea Prioritization Template

Date	02 Nov 2025
Team ID	NM2025TMID04960
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Optimizing User, Group, and Role Management Template :

This project demonstrates the implementation of comprehensive user management with precise access controls and automated workflows within **ServiceNow**. It begins by creating users, groups, and roles with specific permissions. **Access Control Lists (ACLs)** are configured to enforce field-level and record-level security, while **automated workflows** using Flow Designer ensure proper task assignment and approval processes, maintaining accountability throughout the project lifecycle.

The workflow includes **test scenarios** to validate role-based access and automated approvals. First, tests verify that team members can only access authorized data and functions. Then, the approval workflow is validated to ensure project managers can review and approve completed tasks. This process helps organizations maintain **secure user management** while streamlining operations.

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

Step-2: Brainstorm, Idea Listing and Grouping:

Brainstorm:

Team members freely shared ideas related to improving user and access management in ServiceNow. The session encouraged open creativity and knowledge exchange without criticism.

Idea Listing:

Team members freely shared ideas related to improving user and access management in ServiceNow. The session encouraged open creativity and knowledge exchange without criticism.
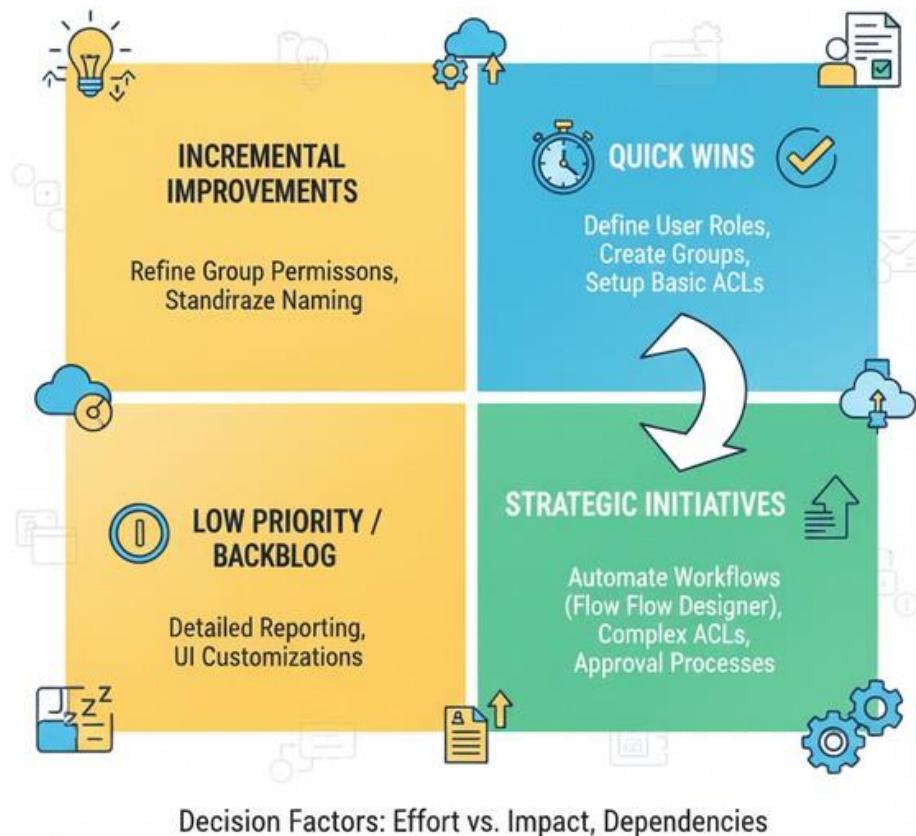
Grouping:

The collected ideas were categorized into four main groups:

- **User Management** – Handling user creation and updates efficiently.

- **Access Control** – Defining and enforcing role-based permissions.

- **Workflow Automation** – Automating approvals, notifications, and task updates.

- **Testing & Validation** – Ensuring each access rule and workflow works as intended.

Action Planning:

The team converted selected ideas into actionable implementation steps with clear ownership and timelines.

Step-3: Idea Prioritization:

Decision Factors: Effort vs. Impact, Dependencies

Idea Prioritization:

Idea prioritization helped refine the complex concept of user and role management into manageable components. The project's core goal is to **optimize user, group, and role management** through effective access controls and workflow automation.

This prioritization enabled the separation of user provisioning, access security, and workflow processes into distinct, trackable modules. It emphasized the importance of **Role-Based Access Control (RBAC)**, **automated approvals**, and **real-time monitoring**.

Visual tools such as **flowcharts**, **architecture diagrams**, and **data flow representations** were proposed to make relationships between users, groups, roles, and permissions clear. Overall, this systematic prioritization strengthened project clarity, enhanced teamwork, and ensured smoother implementation.