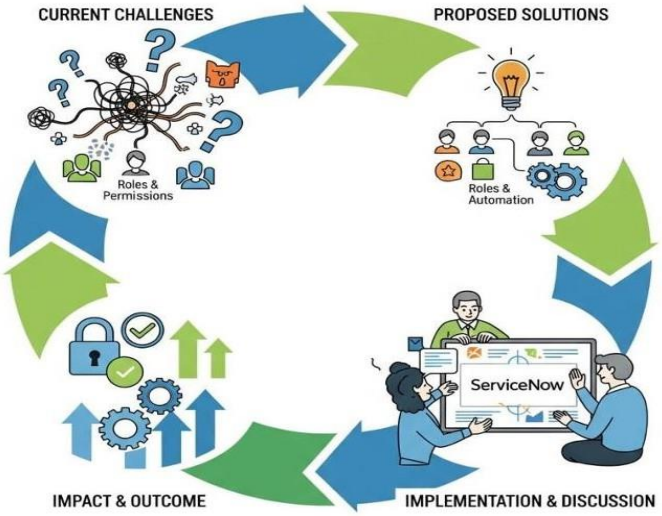
Ideation Phase Brainstorm & Idea Prioritization Template

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

Brainstorm & Idea Prioritization Template:

Our project aims to design and implement a **role-based user and access management system** integrated with **automated workflows** in ServiceNow. Currently, many organizations face challenges due to undefined access rules, manual role assignments, and inconsistent task tracking. These issues can lead to security risks, inefficient work distribution, and lack of clarity in responsibilities among users. Our solution focuses on defining structured **user roles (such as Project Manager and Team Member)**, grouping users effectively, and applying **Access Control Lists (ACLs)** to protect data visibility and editing rights. Furthermore, we will use **Flow Designer** in ServiceNow to automate processes like task assignment, status updates, and approval workflows — minimizing manual intervention and improving productivity. The project is highly **feasible** since ServiceNow provides native tools for user, group, and ACL management along with flow automation. The **impact** is significant — the system will enhance accountability, streamline permissions, and ensure secure and transparent collaboration across project teams. We evaluate this idea as **high priority** based on its **impact, feasibility, and practical value**, scoring **9/10** overall.

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



Step-2: Brainstorm, Idea Listing and Grouping Brainstorming

- Simplify user and role management through automation.
- Improve clarity in task assignments using workflows.
- Restrict data access through defined ACLs.
- Enable real-time updates for project progress visibility.

Idea Listing

1. Implement Role-Based Access Control (RBAC).
2. Automate task creation and approval workflows.
3. Define project-specific user groups for role management.
4. Enable status tracking and notifications for transparency.

Step-3: Idea Prioritization

High Priority – High Impact, Easy Implementation

- Create RBAC for project and task tables.
- Define user groups and assign roles effectively.

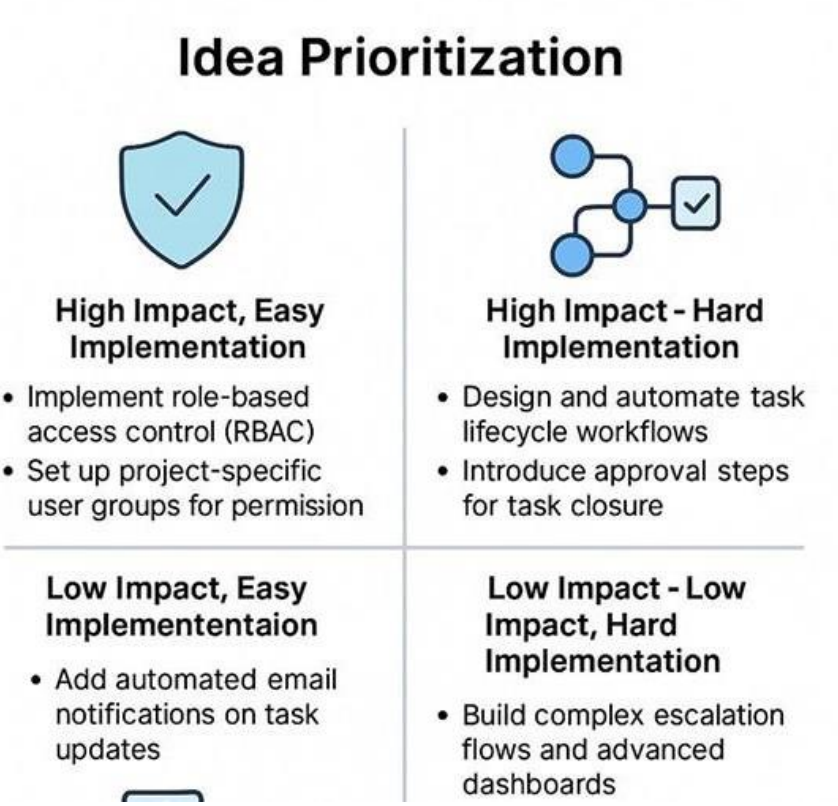
High Priority – High Impact, Hard Implementation

- Automate task updates and approvals using Flow Designer.
- Integrate access restrictions dynamically via ACLs.

Low Priority – Low Impact, Easy Implementation

- Send system notifications on task updates.

Low Priority – Low Impact, Hard Implementation

- Build advanced dashboards for activity monitoring.

Team Size : 4
Team Leader : Asfar B
Team Member : Shunmuga Sundaram K
Team Member : Jebastin K
Team Member : Maria Aaron Hartlin Fernando S