

Ideation Phase

Brainstorm & Idea Prioritization Template

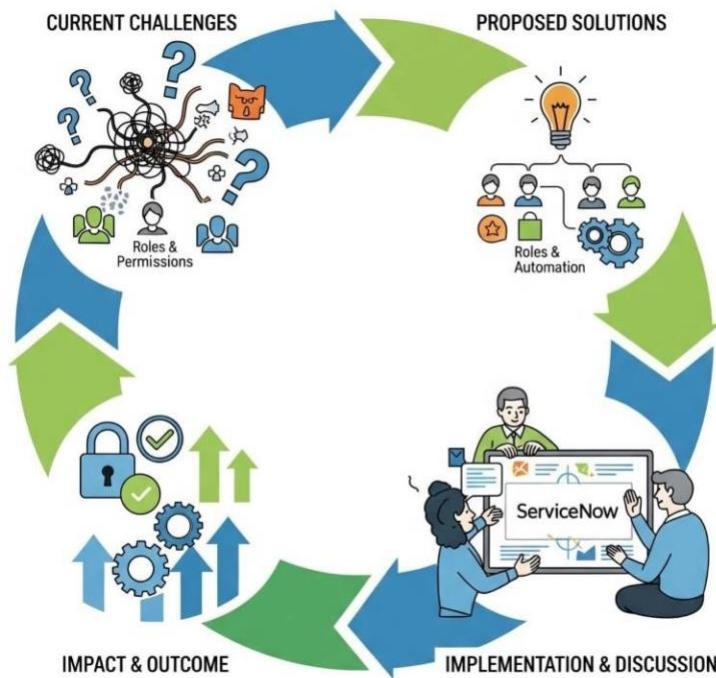
Date	02 Nov 2025
Team ID	NM2025TMID04852
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization Template:

Our idea is to implement a role-based access control system with automated workflows for user, group, and role management in a project management environment. The core problem is that the current system lacks clear role definitions, structured access permissions, and automated task workflows. This causes confusion in task assignments, accountability, and security, especially in small teams like the one consisting of Alice (Project Manager) and Bob (Team Member). Using ServiceNow, we plan to define roles clearly (e.g., Project Manager, Team Member), associate users with their roles and groups, and implement access controls to ensure only authorized users can view or modify specific tasks. Additionally, workflows will automate task assignments, status updates, and notifications to improve project tracking and accountability. This solution is expected to have a high impact by improving team clarity, reducing errors in access permissions, and boosting overall productivity and security.

The feasibility is high, as ServiceNow provides built-in capabilities for role management, access control (ACLs), and workflow automation that can be configured with minimal coding. Based on impact and feasibility, we prioritize this idea as high, with an overall score of 9 out of 10..

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



Step-2: Brainstorm, Idea Listing and Grouping

– Brainstorming

- Improve team accountability using automated task status tracking.
- Define precise access levels for different roles in the project.
- Use dashboards for real-time project visibility.
- Introduce approval workflows for task completion.

❖ Idea Listing

1. Role-based access controls (RBAC)
2. Custom workflows for project tasks
3. Project-specific user groups
4. Automated notifications and escalations

Step-3: Idea Prioritization

High Priority – High Impact, Easy Implementation

- Implement role-based access control (RBAC)
- Set up project-specific user groups for permission clarity

High Priority – High Impact, Hard Implementation

- Design and automate task lifecycle workflows
- Introduce approval steps for task closure

Low Priority – Low Impact, Easy Implementation

- Add automated email notifications on task updates

Low Priority – Low Impact, Hard Implementation

- Build complex escalation flows and advanced dashboards

Team Members

Jayasree M – Team Leader

Jeba Sweety Theboral J – Team Member

Joice Brijitha J – Team Member

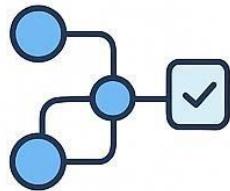
Liginsha Vaz J – Team Member

Idea Prioritization



High Impact, Easy Implementation

- Implement role-based access control (RBAC)
- Set up project-specific user groups for permission



High Impact - Hard Implementation

- Design and automate task lifecycle workflows
- Introduce approval steps for task closure

Low Impact, Easy Implementation

- Add automated email notifications on task updates



Low Impact - Low Impact, Hard Implementation

- Build complex escalation flows and advanced dashboards