Ideation Phase

Brainstorm & Idea Prioritization

Date: 01 November 2025
Team ID: NM2025TMID02637
Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks: 4 Marks

Project Overview

This project focuses on enhancing the efficiency of **user, group, and role management** in an enterprise environment using **ServiceNow**. The aim is to implement **automated workflows** and **role-based access control (RBAC)** to ensure secure and efficient user operations.

The process involves creating a structured hierarchy of users and roles, defining access permissions, and integrating automated workflows for approvals, status updates, and task management. By automating these processes, the project minimizes manual intervention, enhances accountability, and ensures secure data access for every team member.

Validation scenarios are also designed to test user role inheritance, ACL enforcement, and workflow triggers — ensuring that all access control and automation mechanisms work accurately. Ultimately, this solution promotes **security, efficiency, and compliance** within the system's access management framework.

Step 1: Team Gathering, Collaboration, and Selection of the Problem Statement

Problem Statement Selected:
 Optimizing User, Group, and Role Management with Access Control and Workflows

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Activity Description:
 The team collaborated to identify key challenges in access management. Through discussion, the team recognized that manual handling of user and role assignments caused delays, inconsistencies, and potential security risks. The need for an automated, rule-based, and workflow-driven access management system was identified as the main problem to address.

Outcome:

Problem statement finalized — to build an automated solution that enhances user, group, and role management efficiency through structured workflows and access control.
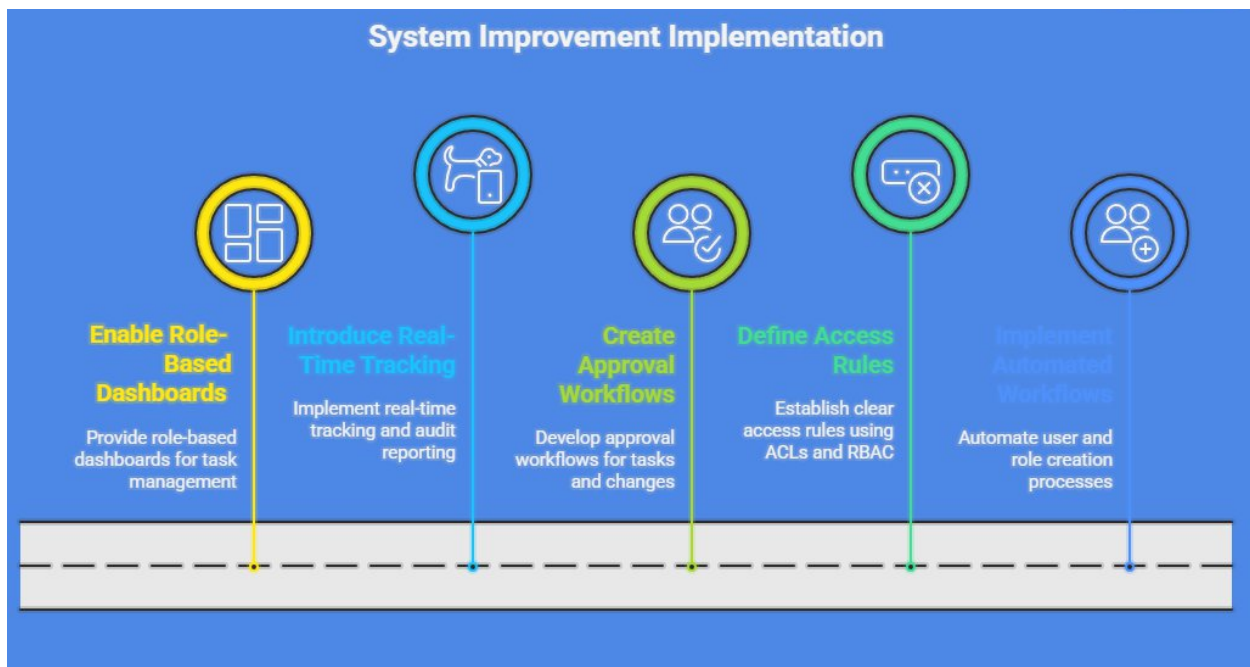
Step 2: Brainstorming, Idea Listing, and Grouping

Brainstorming:

Team members shared ideas on improving the existing process of user, group, and role management in ServiceNow. Discussions focused on minimizing human error, improving workflow speed, and ensuring secure access control.

Idea Listing:

- Implement automated user and role creation workflows.
- Define clear access rules using ACLs and RBAC principles.
- Create approval workflows for project tasks and user changes.
- Introduce real-time tracking and audit reporting.
- Enable role-based dashboards for task management and visibility.

System Improvement Implementation

Enable Role-Based Dashboards
Provide role-based dashboards for task management

Introduce Real-Time Tracking
Implement real-time tracking and audit reporting

Create Approval Workflows
Develop approval workflows for tasks and changes

Define Access Rules
Establish clear access rules using ACLs and RBAC

Implement Automated Workflows
Automate user and role creation processes

Grouping:

Similar ideas were organized into three main categories:

- **Security Enhancements:** Implementing ACLs and RBAC for controlled access.
- **Automation Features:** Workflow-based approvals and updates.

- **Efficiency Improvements:** Reducing manual effort and ensuring smooth task assignments.

Action Planning:
Each grouped idea was assigned to specific team members with clear responsibilities and timelines. The team planned to execute these actions through ServiceNow modules, ensuring smooth workflow automation and access control.

Step 3: Idea Prioritization

Idea Prioritization Process:
The team ranked ideas based on their **impact, feasibility, and alignment** with project goals. The highest priority was given to implementing automated workflows and secure access mechanisms.