

Brainstorming, Idea Generation & Prioritization

Project Title: Optimizing User, Group, and Role Management with Access Control and Workflows

DATE	NOV 2, 2025
TEAM ID	NM2025TMID03787
PROJECT NAME	Optimizing User, Group, and Role Management with Access Control and Workflows
MAXIMUM MARKS	4 MARKS

Brainstorming Session Summary

The team reviewed key challenges in the current project management process, including limited visibility, lack of automation, and unrestricted access controls. To address these issues, several improvement ideas were proposed using ServiceNow's workflow capabilities.

Idea 1: Manual Task Tracking System

- **Pros:** Simple to implement
- **Cons:** Prone to human error and lacks automation

Idea 2: Role-Based Access in ServiceNow

- **Pros:** Enhances security and provides controlled data visibility
- **Cons:** Requires technical configuration knowledge

Idea 3: Automated Workflow using Flow Designer

- **Pros:** Streamlines processes with automatic approvals and updates
- **Cons:** Slightly complex to configure

Final Decision:

The team decided to integrate **Role-Based Access** with **Flow Designer**

Automation to achieve both security and efficiency. This approach allows **Bob** to have restricted editing permissions while **Alice** manages approvals.

Conclusion:

The brainstorming session resulted in a clear and well-structured ServiceNow implementation plan designed to improve visibility, accountability, and automation in project task management between Alice and Bob.