

## **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.