

Empathy Map Canvas

Date	01 Nov. 25
Team Id	NM2025TMID05247
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Aspect	Alice (Project Manager)	Bob (Team Member)
Says	“I need a clear way to monitor my team’s work.”	“I want a simple interface to update my tasks.”
Thinks	“There should be automatic approvals and progress tracking.”	“I don’t want to handle permissions manually.”
Does	Assigns tasks, reviews progress, approves work.	Completes tasks and updates comments/status.

Feels	Overwhelmed by manual follow-ups.	Uncertain about who to report to.
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Insights:

Developing a ServiceNow-driven automated workflow will reduce managerial workload and improve communication and transparency between project stakeholders.