

Ideation Phase

Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID03956
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template

I am	I'm trying to	But	Because	Which makes me feel
an IT administrator or security manager in an organization	manage users, groups, and roles efficiently while maintaining security and compliance	manual access management is complex, time-consuming, and error-prone	it involves repetitive tasks, lacks automation, and provides poor visibility into access rights	frustrated, overworked, and concerned about data breaches and compliance issues

Problem Statement Table

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an IT administrator managing multiple users and departments	assign, update, and revoke user access quickly and accurately	manual processes are time-consuming and inconsistent	managing users through spreadsheets or individual requests increases errors and delays	frustrated and anxious about security gaps or unauthorized access
PS-2	a security or compliance officer	ensure that user roles and permissions meet organizational policies	current systems lack centralized visibility and auditing	there is no automated workflow or report to track access history	uncertain about compliance and accountability