

Ideation Phase

Define the Problem Statements

Date: 1 November 2025

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

Maximum Marks: 2 Marks

Customer Problem Statement Template:

Organizations often struggle with **managing users, groups, and roles efficiently**, especially when access control and workflows are not clearly defined.

This leads to **inconsistent permissions, manual errors**, and **security risks** such as users retaining access even after role changes or deactivation.

Administrators spend extra time updating user roles manually, which slows down onboarding and offboarding processes. Lack of automation also makes it difficult to ensure compliance and maintain audit trails.

They need a **centralized and automated solution** that ensures the right users have the right access at the right time — improving **security, consistency, and operational efficiency**.

Reference: <https://miro.com/templates/customer-problem-statement/>

Problem Statement PS 1:

As a **System Administrator**, I am trying to **assign accurate roles and permissions to users** based on their responsibilities, but the current process is **manual and error-prone**.

This makes me feel **frustrated and insecure**, as incorrect permissions can lead to unauthorized access or blocked workflows.

I need a **workflow-based automation system** that ensures users are automatically assigned the correct roles with proper access control validations.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	System Administrator	Assign correct roles and permissions to users automatically	The process is manual and inconsistent	There are no workflow rules or access control checks	Frustrated and worried about security gaps
PS-2	IT Manager	Manage multiple user groups efficiently	Changes in group membership are not reflected across roles	There is no automated synchronization between groups and access permissions	Overloaded and anxious about data mismatches

Problem Statement PS 2:

As an **IT Manager**, I want to **manage user groups and role mappings seamlessly** so that team members always have the correct level of access. However, group membership and role synchronization often fail to update across modules, leading to **conflicting permissions and redundant data**. This makes me feel **overwhelmed and concerned about system reliability**. I need an **automated group and role management workflow** that maintains synchronization, reduces manual errors, and enhances accountability.