# Machapathri Vamshi

# Phase 1: Problem Understanding & Industry Analysis

## Password Reset Request & MFA Enrollment

### Requirement Gathering

Core Functionality: Employees must be able to submit password reset requests through a self-service portal, and administrators must approve these requests before execution. After approval, the system must automatically assign MFA permission sets to enforce secure authentication.

Reporting & KPIs: Track the number of password reset requests submitted, approved, and rejected; measure MFA adoption rate post-reset; and monitor average approval turnaround time.

Automation: Use approval processes to streamline admin reviews and Apex triggers to automatically assign MFA permission sets.

### Stakeholder Analysis

End Users: Employees requesting password resets. Their need is a simple, easy-to-use portal to submit requests and get timely updates.

Admin / IT Support: Responsible for reviewing and approving requests and ensuring proper MFA setup.

Security Team: Ensures compliance with security policies and audits the reset process.

Management: Requires insights into reset trends and MFA adoption for compliance reporting.

### Business Process Mapping

Password Reset Lifecycle: The process begins when an employee submits a password reset request, followed by admin review and approval, automatic MFA permission set assignment, and notification to the employee to complete MFA enrollment.

Data Flow: A new Password Reset Request record is created and linked to the employee user. Upon approval, a related MFA Enrollment record is created/updated and triggers the permission set assignment.

### Industry-specific Use Case Analysis

Password reset and MFA enforcement are critical for compliance with cybersecurity standards like ISO 27001, SOC2, and NIST guidelines. Automating this process reduces helpdesk load, ensures consistent security practices, and improves response time for employees.

### AppExchange Exploration

Relevant Packages: Explore available security and identity management solutions such as password management utilities, MFA monitoring dashboards, or ITSM connectors to integrate password reset workflows with other enterprise tools.