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| Date | 30/10/2025 |
| Team Id | NM2025TMID09014 |
| Project name | Optimizing User, Group, and Role Management with Access Control and Workflows |
| Maximum mark | 2 marks |

Empathy Map Canvas:

In the Empathize & Discover phase, The team studied how administrators and users interact with the system to manage user accounts, groups, and role-based access. It was observed that manual configuration, unclear role structures, and repetitive approval processes led to confusion, access delays, and security vulnerabilities.

Interviews with administrators revealed frustration about handling too many access requests manually and difficulty maintaining compliance. End-users expressed concern about delays in gaining access to necessary modules or applications.

These insights highlight the need for automation, clarity in role hierarchy, and secure workflow approvals.

Example:

