

Date	31/10/2025
Team Id	NM2025TMID09014
Project name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum mark	2 marks

Customer Problem Statement Template:

Problem	Description	Solution
Manual User and Role Assignment	Users, groups, and roles are currently managed manually, causing delays, access errors, and inconsistent permission levels.	Implement an automated user provisioning system with predefined role templates and approval workflows to ensure accuracy and efficiency.
Inefficient Access Control	Access rights are often granted without proper validation, leading to overprivileged accounts and potential security risks.	Introduce a role-based access control (RBAC) model that grants permissions based on defined job roles and responsibilities.
Lack of Workflow Automation	User onboarding, role modification, and deactivation processes are handled manually, increasing administrative effort.	Develop automated workflows for user lifecycle management, including onboarding, access requests, and offboarding.
Poor Visibility and Auditability	It is difficult to track who has access to what resources and when changes are made.	Integrate audit trails and reporting features for monitoring access activities and ensuring compliance.
Time-Consuming Access Requests	Employees face delays in obtaining required system access due to multiple manual approvals.	Implement a self-service access request portal with automated routing and approval workflows to speed up the process.

Organizations often struggle with inefficient user, group, and role management processes that rely heavily on manual operations, leading to security risks, access inconsistencies, and compliance challenges. The lack of centralized access control and automated workflows results in delays during user onboarding and off boarding, over privileged accounts, and limited visibility into access changes. To address these issues, there is a need to optimize and automate user, group, and role management through a unified system that enforces role-based access control (RBAC), streamlines workflows, enhances security, and ensures compliance. This solution aims to improve operational efficiency, reduce human errors, and provide better governance over access permissions across the organization.

PROBLEM STATEMENT:

Problem	Description	Solution
Manual User and Role Assignment	User accounts, groups, and roles are currently assigned manually, causing inconsistencies, errors, and delays in access provisioning.	Implement an automated user provisioning system with predefined role templates and approval workflows to ensure accurate and efficient access assignment.
Ineffective Access Control	Access permissions are often granted without proper validation, leading to over privileged accounts and potential security risks.	Adopt a role-based access control (RBAC) framework that restricts permissions based on user roles and responsibilities.
Lack of Workflow Automation	User onboarding, modification, and off boarding processes are manually handled, increasing administrative workload.	Introduce automated workflows for user lifecycle events to streamline access requests, approvals, and revocations.
Limited Visibility and Auditing	Administrators face challenges tracking user activities and changes in access levels, making reporting difficult.	Integrate real-time audit trails and access reports to monitor user activity and ensure compliance with policies.
Slow Access Request Approvals	Manual approval chains delay access provisioning for new or transferred users.	Create a self-service access request portal with automated routing and notification workflows to speed up approvals.