

## Ideation Phase

### Empathize & Discover

Date	02 NOVEMBER 2025
Team ID	NM2025TMID06605
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

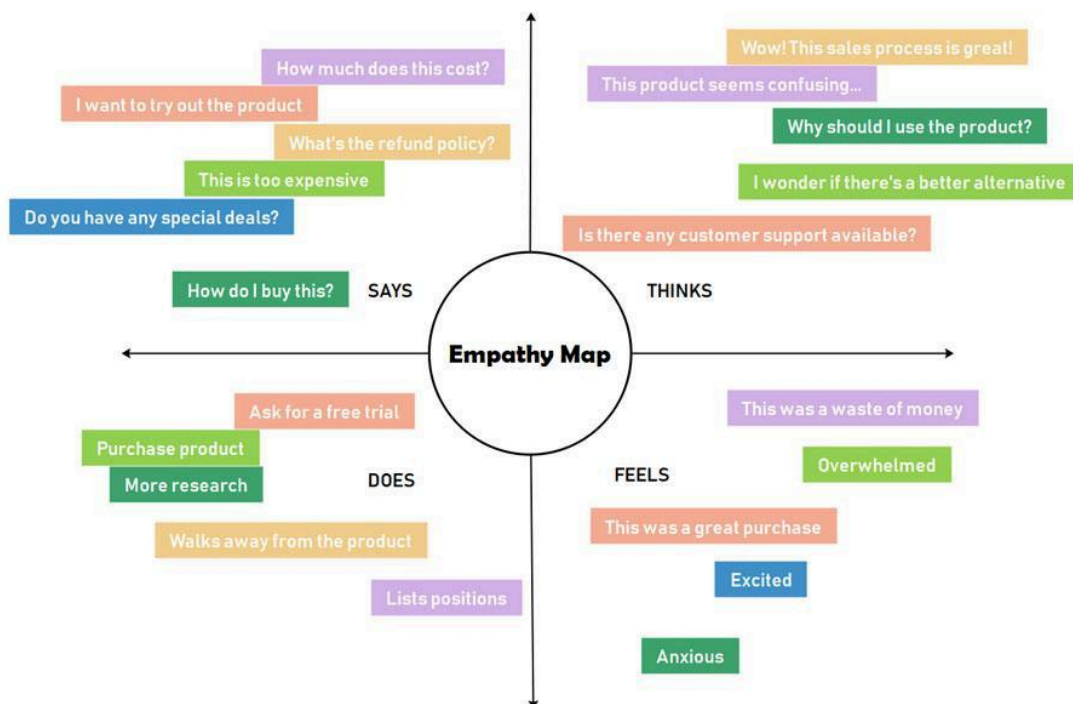
#### Empathy Map Canvas:

In the Empathize & Discover phase, the team explored how system administrators, managers, and security officers handle user, group, and role management in large organizations. Through observation and stakeholder interviews, the team learned that users often struggle with inefficient access control, manual permission assignments, and unclear role boundaries.

Administrators expressed frustration over repetitive tasks like granting or revoking access for multiple users, while managers reported delays in project onboarding because approvals were not streamlined through automated workflows. Security officers shared their concerns about inconsistent access policies and the absence of reliable audit trails, which affects compliance and data safety.

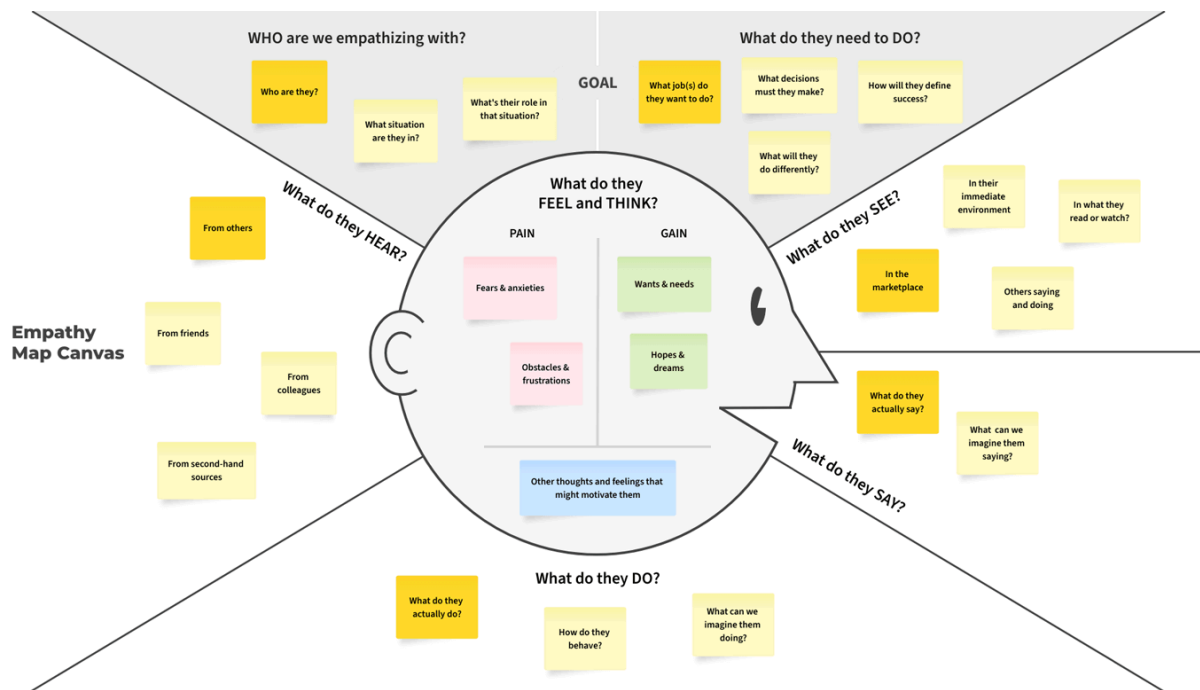
By gathering these insights, the team understood the real-world challenges of managing access at scale — such as inconsistent role assignments, redundant group structures, and delayed access revocation when users leave or change departments.

#### Example:



Understanding these daily pain points highlighted the urgent need for a centralized, automated access management system that combines role-based control with workflow automation to improve efficiency, accountability, and security.

### Example:



By deeply understanding users through empathy mapping, the team gained valuable insights into their **daily struggles and expectations** regarding user, group, and role management.

These discoveries guided the design of a **workflow-driven Access Control System** that automates user lifecycle management, ensures real-time updates, and provides complete visibility through an audit trail.

The resulting solution enhances:

- **Security:** Role-based and policy-driven access control.
- **Efficiency:** Automated workflows for role assignment and revocation.
- **Compliance:** Continuous monitoring and traceability of access changes.
- **User Experience:** Simplified, intuitive access management with minimal manual effort.