

Ideation Phase

Define the Problem Statements

Date	02 NOVEMBER 2025
Team ID	NM2025TMID06605
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template:

Organizations face increasing challenges in managing users, groups, and roles efficiently while maintaining strong access control policies.

Manual handling of user accounts often leads to security risks, inconsistent permissions, and administrative overhead. As systems scale, managing role assignments and workflow approvals becomes complex and error-prone.

Customers need a centralized, automated solution that can streamline user and role management with clearly defined workflows, access rules, and audit trails.

Workspace Administrator	Project Administrator	Ops and monitoring	Architects	Recipe Builders
<ul style="list-style-type: none"> - Data retention - Log streaming - Account settings - SSO, 2FA - Error notifications - Activity Audit - User management - Authentication setup 	<ul style="list-style-type: none"> - Create/Edit Connections - Add/remove collaborators - Manage Folders - Custom roles - Activity Audit - RDLC - Dependency graph 	<ul style="list-style-type: none"> - Start/stop recipes - Dashboard - Job History - Custom Job Reports - RecipeOps 	<ul style="list-style-type: none"> - SDK Connectors - Common data model - Message templates - Standardized reusable components - Error handlers 	<ul style="list-style-type: none"> - Create, test, run recipes - Edit/change recipes - Create/edit connections - Network error tracing

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

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	System Administrator	Manage user accounts and assign roles efficiently	Manual updates are time-consuming and prone to error	there is no automated workflow or centralized role management system	overwhelmed and frustrated
PS-2	Team Manager	Approve or revoke user access based on project needs	there's no structured workflow or alert system	approvals and removals depend on manual coordination	concerned about delays and lack of control

■ Problem Statement PS 1:

As a **System Administrator**, I am trying to manage user accounts, assign roles, and update access levels efficiently.

However, the process is **manual and scattered**, requiring multiple steps across different systems. This makes me feel **frustrated and overburdened**, as errors in user-role mapping can lead to unauthorized access or incomplete assignments.

An automated, workflow-driven solution would streamline user creation, role assignment, and access control in one unified interface, improving both security and administrative productivity.

■ Problem Statement PS 2:

As a **Team Manager**, I want to easily approve or revoke user access when employees change roles or leave the organization.

However, there is **no structured workflow or automated notification system** to handle such access changes.

This causes **delays, miscommunication, and potential access misuse**, especially when multiple departments are involved.

A workflow-enabled access approval system with timely alerts would enhance coordination, ensure proper authorization, and maintain up-to-date access control.