Ideation Phase

Empathize and Discover

Date	2 November 2025
Team ID	NM2025TMID04605
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 studies how administrators, managers, and users interact with the system to manage access control and role assignments.

They find that users often face confusion when requesting new access or changing roles, while administrators struggle to keep track of permissions across multiple groups and workflows. Stakeholder interviews reveal that delays in approvals, lack of clear visibility, and overlapping permissions are major challenges.

By collecting these insights, the team aims to make the access control and workflow management system more transparent, automated, and secure. These findings will guide the development of features that simplify user-role mapping, streamline approvals, and enhance audit visibility.
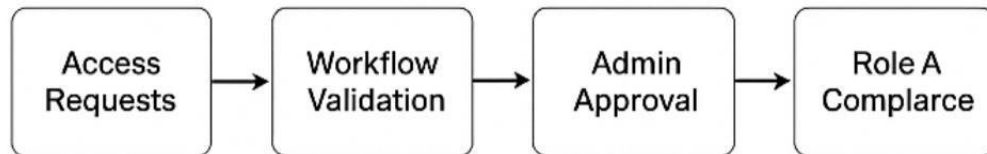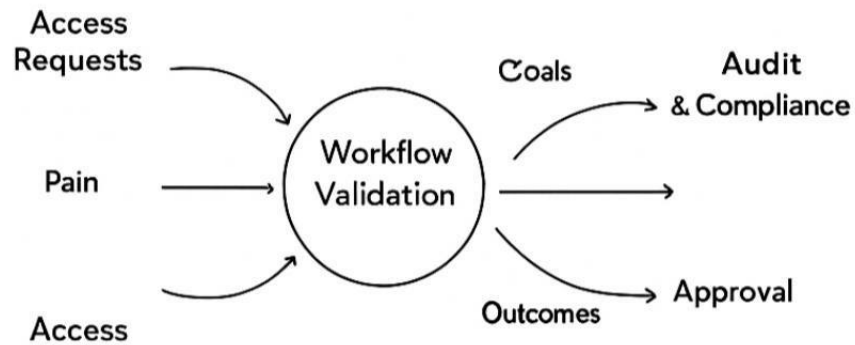
Example: Empathy Map Canvas

Diagram Description:
- Access Requests: Represents user-initiated actions to request access.
- Workflow Validation: Ensures requests follow proper hierarchy and compliance rules.
- Admin Approval: Admin reviews and validates the access request.
- Role Assignment: System assigns role and updates access privileges.
- Audit & Compliance: Logs and monitors actions to ensure accountability.

Example: Eaam:

Example: Real-Time Scenario

Scenario:

In a large enterprise, an employee requests access to a financial application. The administrator must assign an appropriate role, verify group memberships, and ensure the employee's access doesn't conflict with existing high-privilege roles.

Flow:

1. User submits an access request.
2. Workflow automatically triggers an admin notification.
3. Admin reviews user details and validates group-role mapping.
4. System automatically checks for permission conflicts.
5. Approved request is logged in the audit trail for compliance.

Detailed Explanation:

This real-time empathy mapping helps the team understand the emotional and practical challenges of both users and administrators. Users feel frustrated when access requests take too long or get rejected without clarity, while admins feel burdened managing multiple overlapping workflows. Mapping these interactions helps design a system that improves visibility, introduces smart automation, and minimizes manual interventions — resulting in a more seamless access control process.