

## Ideation Phase

### Define the Problem Statement

Date	2 November 2025
Team ID	NM2025TMID04605
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

### Customer Problem Statement

Organizations often face difficulty managing user access permissions and workflows efficiently. Manual role assignments, poor visibility into group dependencies, and lack of automated checks can lead to errors such as deleting active users, misconfigured access levels, and workflow delays. The goal is to optimize these operations with automated, rulebased access control and workflow management for higher efficiency, data integrity, and compliance.

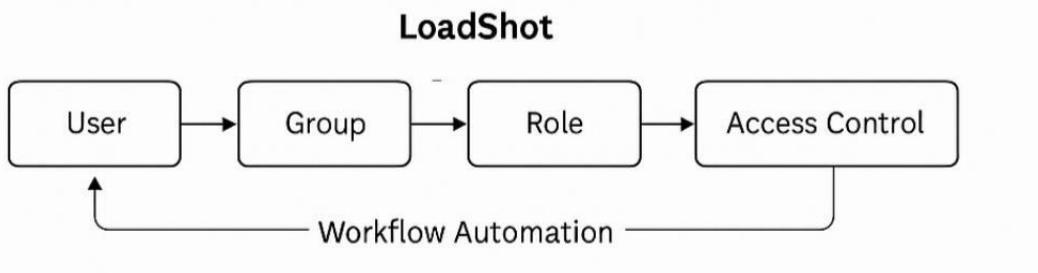


Figure 1: LoadShot Diagram

# Problem & Solution Table

Problem	Description	Solution
Data Integrity Risk	Deleting users who are still linked to incidents causes loss of incident history and incomplete records.	Implement a validation check to block deletion if active incident assignments exist.
User Confusion	Admins may accidentally remove users without realizing they are assigned to open incidents.	Show clear warnings and display a list of linked incidents before confirming deletion.
Compliance Issues	Requirements mandate preserving incident records and responsible user assignments.	Automatically archive user-related data or reassign incidents before allowing deletion.
Workflow Disruption	Removing assigned users disrupts workflows and delays incident resolution.	Create a reallocation workflow that reassigns incidents to other users or a default incident owner.
Audit Challenges	Without safeguards, audit trails are incomplete, making it difficult to trace actions and responsibilities.	Maintain detailed logs and enforce deletion policies to ensure audit records remain intact and accessible.

## Example Section

Problem Statement	I am (Customer/User)	I am trying to...	But...	Because...	Which makes me feel...
PS1	System Administrator	manage user accounts without data loss	some users are deleted even when linked to ongoing incidents	there is no automated validation before deletion	frustrated and worried about data inconsistency
PS2	IT Manager	streamline role assignments and access control	approvals take too long and manual steps cause errors	workflows are not automated or connected to access policies	helpless and inefficient

## **Problem Statements**

Problem Statement 1 (PS1): Prevent the deletion of users who are currently assigned to active incidents or workflows. This ensures accountability, avoids broken dependencies, and maintains operational integrity in access control systems.

Problem Statement 2 (PS2): Automate role assignment and revocation based on approval workflows, minimizing manual oversight. This improves security, reduces administrative effort, and ensures timely access control enforcement.