

Ideation Phase

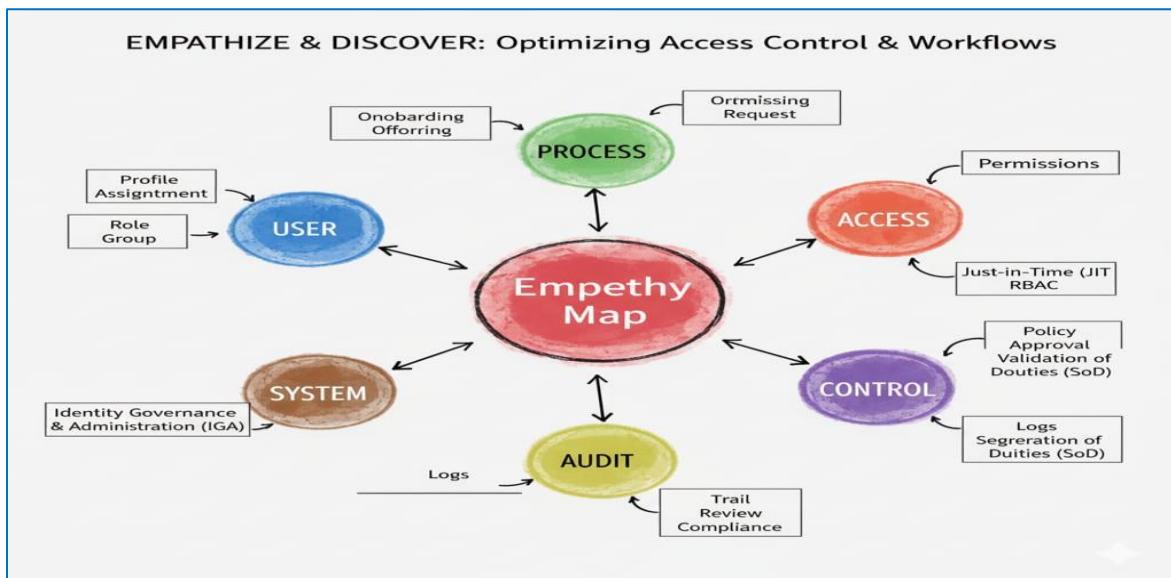
Empathize & Discover

Date	31 October 2025
Team ID	NM2025TMID06082
Project Name	Optimizing user, group and role management with access control and workflow
Maximum Marks	4 Marks

Empathy Map canvas:

In optimizing user, group, and role management, administrators and managers face challenges with manual processes, inconsistent access permissions, and compliance risks. They think about improving efficiency and data security but see delays and confusion in role assignments. They hear complaints about restricted or delayed access and spend time manually fixing issues. This makes them feel frustrated and overworked. With automation and structured workflows, they can gain consistency, faster onboarding, and better governance. Addressing these pain points through centralized access control enhances operational efficiency, strengthens security, and improves overall user experience within the organization.

Example:



The Empathy Map for optimizing access control and workflows highlights six key focus areas: User, Process, Access, Control, System, and Audit. The User aspect involves defining profiles, roles, and group assignments to ensure proper authorization. Process focuses on onboarding, offboarding, and handling access requests efficiently.

Access ensures permissions and role-based access (RBAC) are managed securely. Control includes policy approvals, validation, and segregation of duties to prevent conflicts. System emphasizes identity governance and administration (IGA) for centralized management, while Audit ensures continuous monitoring through logs, reviews, and compliance checks. Together, these elements streamline operations, enhance security, and maintain organizational compliance.