

Ideation Phase

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID05884
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

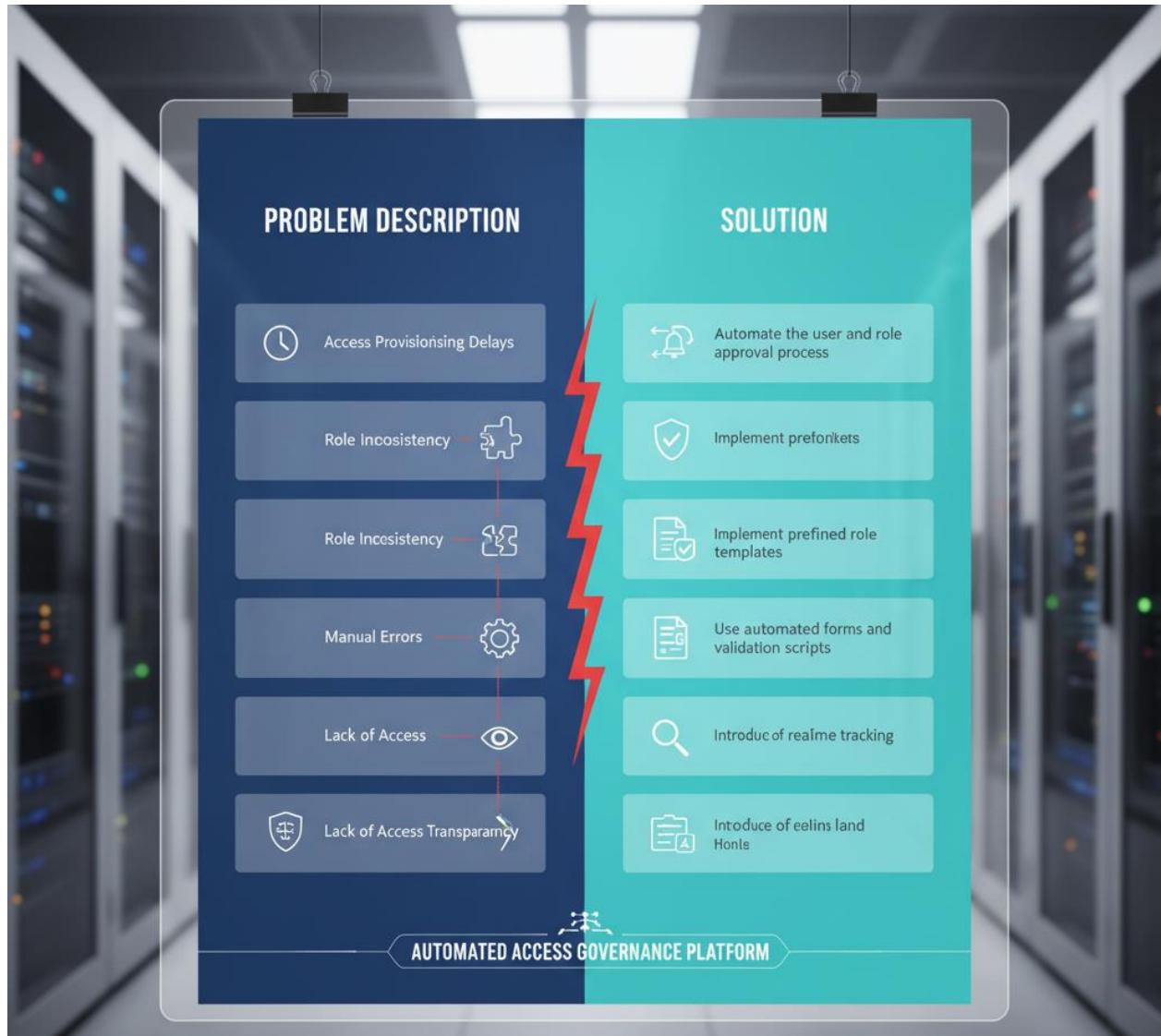
Customer Problem Statement:

Organizations often struggle to manage users, groups, and roles effectively within their systems. The existing manual or semi-automated processes for creating users, assigning groups, and managing access permissions lead to several challenges — including inconsistent role assignments, delayed access provisioning, and security risks due to lack of proper approval and tracking mechanisms.

Administrators frequently rely on spreadsheets or email-based requests to grant or revoke user access, which increases the risk of human error, unauthorized access, and non-compliance with security policies. This also causes delays in onboarding new employees, managing role changes, and revoking access when users leave or transfer departments.

The organization requires an **automated access management solution** that streamlines user creation, role assignments, and group memberships through **defined workflows and access control policies**. Such a system will ensure that access is granted only to authorized users, approvals are routed automatically, and every change is auditable. This will **enhance security, improve operational efficiency, and maintain compliance** across all user management activities.

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Employee	Request a laptop online	The process takes too long	Approvals happen manually through emails	Frustrated and delayed

PS-2	Approver/ IT Admin	Manage and track multiple laptop requests	There's no automatic notification or approval flow	The system lacks workflow automation	Overloaded and disorganized
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Problem Statement PS-1

As a **system administrator**, I am trying to manage user creation, group assignments, and role allocations efficiently.

However, the current process is **manual and time-consuming**, requiring individual approvals and updates through emails or spreadsheets.

This often leads to **inconsistent access levels, security gaps, and delays** in onboarding new users.

I need an **automated access management system** with predefined workflows that handle user provisioning, approvals, and notifications in real time — ensuring accuracy, security, and faster execution.

Problem Statement PS-2

As a **department manager or approver**, I need to **review, approve, or modify user access requests** quickly and transparently.

But since there is **no centralized platform or automated workflow**, it becomes difficult to track requests, verify role assignments, or maintain audit records of changes.

This results in **delays, confusion, and compliance challenges** during access reviews.

A **workflow-driven automation system** with access control rules, approval tracking, and audit-ready logs would simplify the process — ensuring **faster approvals, visibility, and governance** in user and role management.