

Ideation Phase

Empathize & Discover

Date	01 November 2025
Team ID	NM2025TMID05884
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 observed how administrators, managers, and security officers currently manage users, groups, and roles using manual processes or scattered email requests. They found that system administrators often feel overloaded and stressed because of repetitive tasks like creating users, assigning groups, and updating roles without a unified system.

By interviewing IT administrators, department managers, and compliance officers, the team discovered that this fragmented method causes delays, miscommunication, and access inconsistencies, leading to security risks and operational inefficiencies. Managers expressed frustration over the lack of visibility into access requests, while compliance officers raised concerns about incomplete audit trails and missing approval records.

Through these insights, the team understood the need for an automated and secure access management system that provides real-time approval workflows, dynamic access control, and transparent audit tracking. This deep understanding of user pain points guided the development of a solution focused on improving efficiency, security, and governance in user, group, and role management.

Example:



Example: Automated User Access Workflow and Notifications

In the **Automated User and Role Management System**, workflow-based approvals and automated notifications streamline the process of creating users, assigning groups, and managing roles. When a new user access request is submitted, the system automatically routes it to the appropriate **manager or administrator** for approval, based on predefined rules and access levels.

As soon as the approver receives the request, an **instant notification** is triggered, containing all necessary details such as user name, department, and requested roles. The approver can review, approve, or reject the request directly from the notification interface. Once the decision is made, the requester and system administrator are automatically informed of the status update in real time.

This automation eliminates manual email communication, reduces approval delays, and ensures accurate access provisioning. It enhances **transparency, security, and efficiency** by maintaining complete records of who approved or modified access. Overall, this feature supports **faster onboarding, consistent role management, and stronger governance** across the organization.

AUTOMATED USER ACCESS WORKFLOW & NOTIFICATIONS



ENHANCED TRANSPARENCY



IMPROVED SECURITY



FASTER ONBOARDING