

Ideation Phase

Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID07048
Project Name	Optimizing user,Group,and Role Management with Access control and Workflows
Maximum Marks	2 Marks

Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

I am	Describe customer with 3-4 key characteristics - <i>who are they?</i>	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - <i>what are they trying to achieve?</i>	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - <i>what bothers them most?</i>	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - <i>what needs to be solved?</i>	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - <i>how does it impact them emotionally?</i>	Describe the emotions the result from experiencing the problems or barriers

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

I am	I'm trying to	But	Because	Which makes me feel
A Project Manager responsible for overseeing multiple project tasks and ensuring timely completion	Assign and track tasks effectively for my team	There's no clear workflow or visibility into task ownership	The system lacks proper role-based access control (RBAC) and structured project management features	The system lacks proper role-based access control (RBAC) and structured project management features

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Project Manager responsible for overseeing multiple project tasks and ensuring timely completion	Assign and track tasks effectively for my team	There's no clear workflow or visibility into task ownership	The system lacks proper role-based access control (RBAC) and structured project management features	Overwhelmed and frustrated , as I can't ensure accountability or monitor progress easily
PS-2	A Team Member working under a project manager to complete assigned tasks	Access and update my project tasks easily	I'm not sure what tasks are assigned to me or what my priorities are	There's no defined role permissions or task-level visibility	Confused and demotivated , since I can't clearly see my responsibilities or track my own progress