Ideation Phase
Define the Problem Statements

Date	18 June 2025
Team ID	LTVIP2025TMID30187
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Mentor Name	Dr Shaik Salma Begum
Maximum Marks	4 Marks

Customer Problem Statement:

Who is the customer?
The primary customers are small project management teams that need a clear, structured, and automated way to manage roles, access permissions, and task workflows efficiently. In this context, a typical team includes a Project Manager and one or more Team Members.

What is the problem?

Small teams often face the following issues:

- Undefined roles and responsibilities leading to confusion in task ownership.

- No clear access control, resulting in unauthorized or mistaken task edits.

- Lack of workflow structure, making task progress tracking difficult.

- Absence of accountability mechanisms and activity visibility.

Why is this problem important to solve?
Without proper user-role management and workflows, teams experience:

- Reduced productivity and increased project delays.

- Poor communication and unclear accountability.

- Errors in task assignments and project tracking.

- Difficulty scaling or onboarding new team members effectively.

How does the customer currently address this problem?
Most small teams rely on ad-hoc solutions like email, spreadsheets, or generic task boards. These tools lack built-in access control, structured workflows, or visibility into task ownership and accountability.

What is the desired outcome?

A centralized, automated, and role-based task management system that:

- Defines and enforces roles and responsibilities (e.g., Project Manager vs. Team Member).
- Implements access controls for secure task assignment and editing.
- Provides a defined task workflow with status tracking and approvals.
- Supports activity logging and real-time notifications for accountability.
- Enables scalability and onboarding with minimal confusion.

- Allows families to record, categorize, and link expenses easily.

- Provides real-time insights into spending patterns.

- Generates automated identifiers and reports for better tracking.

- Issues alerts when budgets are exceeded to prevent overspending.

- Simplifies the financial management process with a user-friendly interface.

Empathy and Customer Viewpoint

By focusing on these needs, the solution aims to empower families with tools that not only simplify expense tracking but also promote financial discipline, better planning, and peace of mind.

I am	Describe customer with 3-4 key characteristics - *who are they?*	A family member or head of household responsible for managing and monitoring family finances, aiming for organized tracking and staying within budget.
I'm trying to	*List their outcome or "job" the care about - what are they trying to achieve?*	Track daily and family-level expenses efficiently, link them to the overall household budget, and gain insights into spending patterns.
but	Describe what problems or barriers stand in the way – *what bothers them most?*	Manual tracking methods are disorganized and time-consuming, making it difficult to monitor spending accurately or on time.
because	Enter the "root cause" of why the problem or barrier exists – *what needs to be solved?*	There is no centralized, automated system that links daily expenses to the family budget or provides timely alerts and clear reports.
which makes me feel	Describe the emotions from the customer's point of view – *how does it impact them emotionally?*	Stressed, anxious about overspending, and frustrated by the effort required to manage expenses manually without clarity.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Family member / parent	Record and track daily expenses	I often miss entries	There's no centralized system	Disorganized and uncertain
PS-2	Family head / budget owner	Stay within a monthly household budget	I don't get alerts on overspend	No automated budget tracking	Worried and reactive
PS-3	Family member	Link daily expenses to household spending	It's difficult to consolidate	Records are stored separately	Confused and overwhelmed
PS-4	Financial planner (for family)	Analyze spending patterns	I lack categorized reports	No reporting functionality	Uninformed and unsupported
PS-5	Tech-savvy family member	Manage expense records efficiently	Data entry is slow and manual	No custom forms or automation	Frustrated and inefficient

	Describe customer with 5-4 key characteristics - who are they?	A Project Manager or Team Member in a smrall project manag: aiming to ensure task clarity, secure accountability and progres
I am		
I'm trying to	List their outcome or "job" the care obout - what ore they trying to achieve?	Track daily and track project expenses efficiently, link them to th budget, and gain insights into spending patterns.
but	Describe what problems or barriers stand in the way – what bothers them most?	Manual tracking methods are disorganized and time-consumin monitor spending accurately or on time.
because	Enter the "root cause" of why the problem or barrier exists – what needs to be solved?	There is no centralized systern that enforces role-based access tracks task status, or provides visibility into team responsibilities.
which makes me feel	Describe the emotions from the customer's point of view – how does it impact them	Frustrated, disorganized, and uncertain about project progress especially when tasks are delayed or mishanndelen·clled.

I am (Customer)	I'm trying to	But	Because	Which makes me feel
Project Manager (Alice)	Assign and monitor project tasks	Team members edit or ignore assignments	There is no role-based access control	Frustrated and powerless
Team Member (Bob)	View and update only my assigned tasks	I can see or edit tasks not meant for me	No proper user permissions defined	Confused and overwhelmed
Project Manager (Alice)	Track progress through task workflow	Tasks skip steps or lack accountability	No structured or enforced workflow	Uncertain and stressed
Team Member (Bob)	Understand my responsibilities clearly	I receive unclear or overlapping tasks	No role definition or assignment rules	Lost and disengaged
Project Manager (Alice)	Approve completed tasks reliably	Some tasks are marked done without review	Missing approval steps in the workflow	Concerned and reactive