**Ideation Phase**

**Empathize & Discover**

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| Date | 19 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 |

**Empathy Map Canvas:**

The Empathy Map Canvas is a simple and effective tool that helped our team understand the needs of users managing roles and workflows in the “Optimizing User, Group, and Role Management with Access Control and Workflows” project. It allowed us to visualize user behaviors, attitudes, needs, and challenges. By creating this map, we ensured that our solution was aligned with the actual experiences and goals of users managing roles, permissions, and task workflows.

**Purpose**

Creating an empathy map enabled the team to:

* Step into the users’ shoes and view workflow and permission issues from their perspective.
* Identify the goals, pain points, and motivations of different users involved in the management system.
* Design features that address real operational needs rather than assumptions.

**User Perspective Captured**

| **Aspect** | **Details Captured** |
| --- | --- |
| **Says** | “I want clarity on who can do what.”“I need to make sure sensitive tasks aren’t changed by mistake.” |
| **Thinks** | “Is Bob editing tasks that only I should manage?”“Is this workflow secure and trackable?” |
| **Does** | Assigns tasks without defined permissions.Has difficulty tracking task ownership and changes. |
| **Feels** | Frustrated with permission errors.Worried about accountability and data security. |

**Outcome**

The Empathy Map Canvas exercise helped the team:

* Define clear roles like Project Manager and Team Member with precise access rights.
* Implement role-based access controls to prevent unauthorized changes.
* Create a task workflow with automated tracking and notifications.
* Improve user accountability with audit trails and permission-based task access.

This structure ensures improved transparency, security, and user satisfaction across the project lifecycle.

