Brainstorm & Idea Prioritization Template

Date	02 November 2025
Team ID	NM2025TMID06204
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Prevent User Deletion if Assigned to an Incident:

This project focuses on implementing a safeguard within the ServiceNow platform to prevent the accidental deletion of user records that are actively assigned to incidents. The solution begins by creating test user accounts and linking them to sample incidents to simulate real-world scenarios. A business rule is then configured to intercept deletion attempts, checking whether the user is associated with any active incidents. If an assignment is found, the system blocks the deletion and displays a clear error message, ensuring data integrity and maintaining accountability in incident management workflows.

The process includes comprehensive testing to validate the restriction. First, a user with no incident assignments is successfully deleted to confirm normal operation when no dependencies exist. Next, an attempt to delete a user assigned to an incident is blocked, verifying the enforcement of the safeguard. This approach minimizes operational risks, preserves audit trails, and prevents disruptions to active workflows by ensuring critical user records remain accessible when linked to unresolved tasks.

Step-1: Team Gathering, Collaboration and Select the Problem Statement :
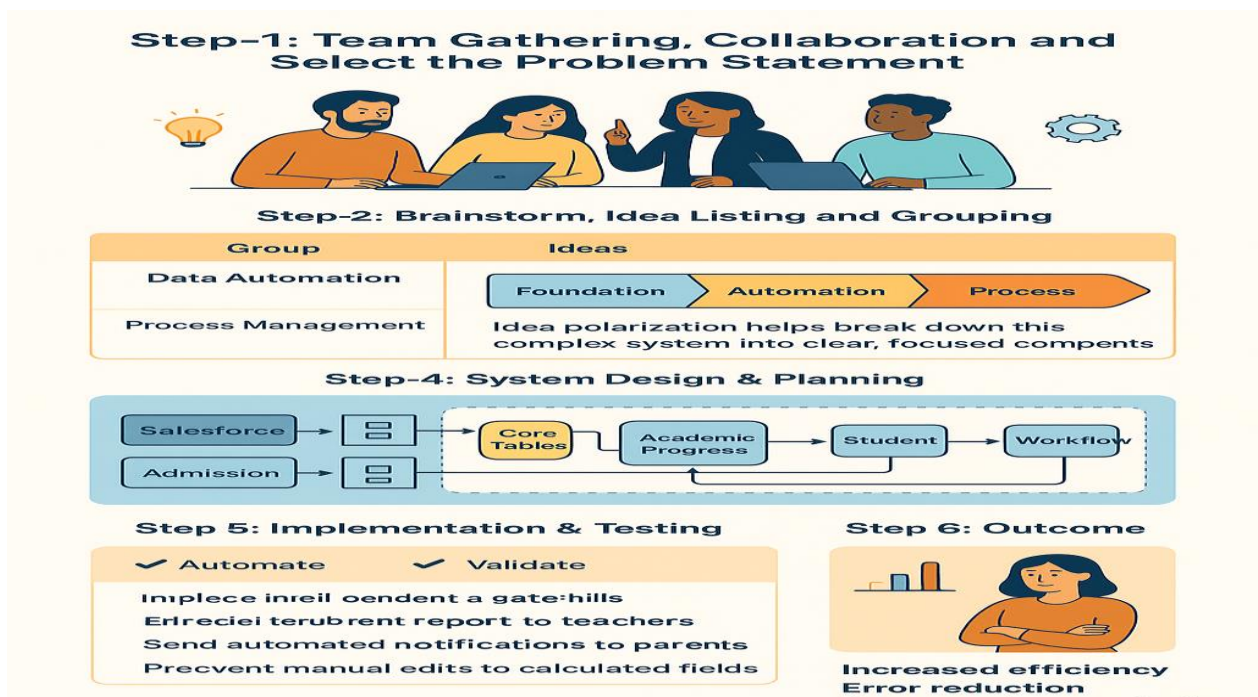
Step-2: Brainstorm, Idea Listing :

2 **Brainstorm**

Write down any ideas that come to mind that address your problem statement.

Data Automation	Process Management	User Interface & Experience	Reporting & Communication
Auto-generate student iD numbers	Create a status workflow for admissions (New → In Progress → Joined→ Closed)	Design intuitive forms for data entry	Automatically determine pass/ fail results
Automatically calculate grade totals and percentages	Track student academic prog-ress over time	Create a portal for parents to check admission status	Generate progress reports for teachers

Grouping :

3 **Group ideas**

Take turns sharing and clustering similar ideas. Group related suggestions under logical themes to organize the project plan for automation and workflow efficiency.

Automate Student Data and Admissions Workflow	Enhance Academic Tracking and Communication	Improve Interface and User Experience
Automatically generate student IDs, populate admission forms, and streamline the admission approval process.	Track student progress, calculate grades, and send automated notifications to teachers and parents for transparency	Create intuitive forms, dashboards, and reports that simplify access for staff, students, and parents

Step-3: Idea Prioritization :

3 Group ideas

Take turns sharing and clustering ideas. Group related suggestions under logical themes to organize the project plan for automation and workflow efficiency.

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