Ideation Phase
Define the Problem Statements

Date	28 June 2025
Team ID	LTVIP2025TMID28932
Project Name	Prevent User Deletion If Assigned To An Incident
Maximum Marks	2 Marks

Customer Problem Statement Template:

Customers face issues when trying to delete users who are still assigned to active incidents. This leads to broken workflows and incomplete incident tracking. It creates confusion among team members who rely on accurate assignment records. Delays in incident resolution can also impact service quality and compliance.

They need a way to prevent user deletion unless all incident associations are resolved, ensuring data integrity and system reliability.A clear notification or automatic reassignment process would help avoid accidental data loss. This solution will improve operational efficiency and user confidence in the system.
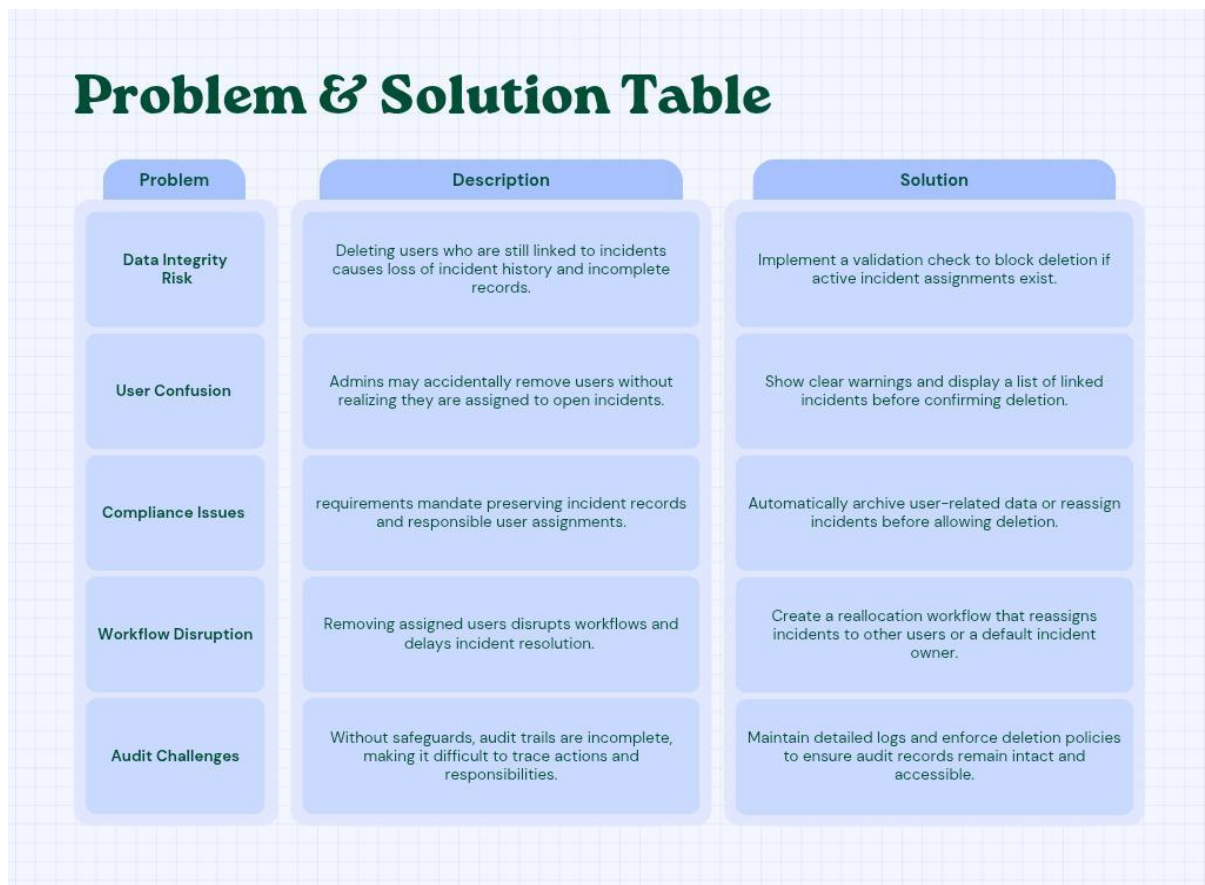
Reference:

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an Admin	Delete a user	the system doesn't allow it	the user is still assigned to active incidents	stuck and confused
PS-2	A Team Manager	Manage incident ownership	users get deleted without warnings	there's no alert or automatic check for active incident assignments	Frustrated and worried

✓Problem Statement PS 1:

As an admin, I am trying to delete a user who is no longer part of the organization, but the system prevents me from completing this action because the user is still assigned to active incidents. This limitation makes me feel confused and stuck, as I cannot maintain clean records or reassign responsibilities easily.

It interrupts the workflow and delays task management, especially during critical times. I need a better way to identify and resolve such dependencies before proceeding with deletion.

☑ Problem Statement PS 2:

As a team manager, I want to ensure that incidents are properly reassigned when a user is removed. However, the system allows deletion without any warning or summary of assigned tasks.

This causes incidents to be left unmanaged, which affects team performance and service quality. A built-in alert or automatic reassignment would reduce errors and maintain accountability.