

Project Design Phase

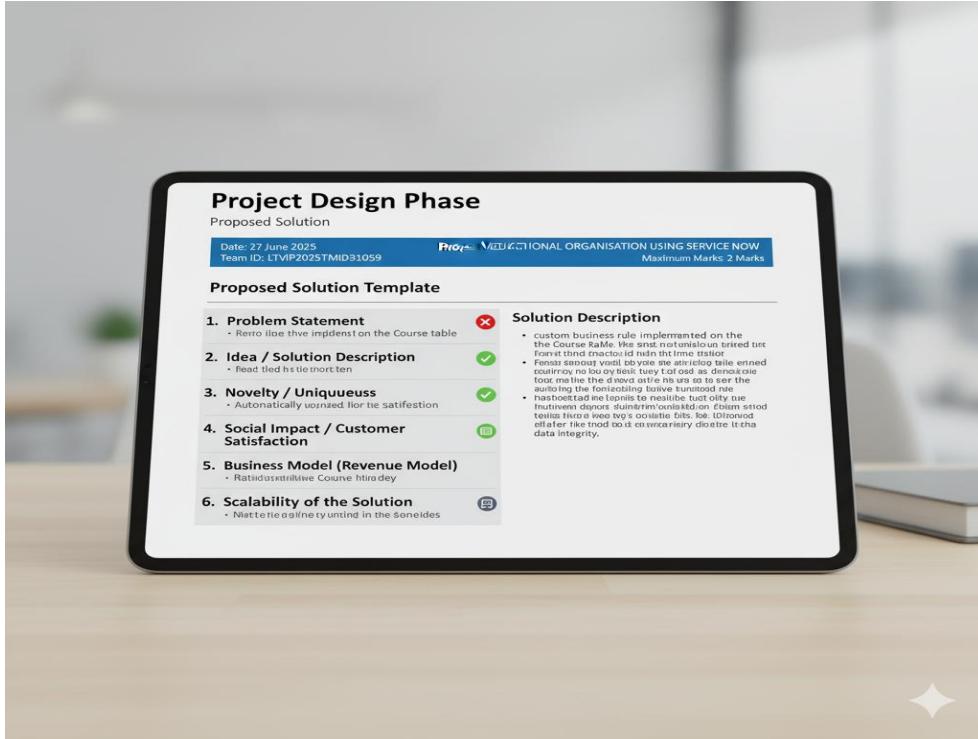
Proposed Solution

Date	Team ID	Project Name	Maximum Marks
01 NOV 2025	NM2025TMID00669	EDUCATIONAL ORGANISATION USING SERVICE NOW	2 Marks

Proposed Solution Template:

1. Problem Statement (Problem to be solved)-In ServiceNow, courses that are still assigned to active students or trainers can be deleted. This leads to loss of learning data, incomplete academic records, and disruption in course tracking and management.
2. Idea / Solution Description-A business rule is implemented on the Course table in ServiceNow. It checks whether the course is currently assigned to any active students or trainers. If any such associations exist, the deletion process is automatically blocked, and an alert message is displayed to the administrator.
3. Novelty / Uniqueness-The solution addresses a critical issue in educational data management through a simple, effective, and fully native ServiceNow approach — without the need for external integrations or plugins.
4. Social Impact / Customer Satisfaction-It ensures better accountability, transparency, and accuracy in academic administration. Students and trainers benefit from uninterrupted access to courses, and institutions maintain reliable data for audits and reporting.
5. Business Model (Revenue Model)-While not directly revenue-generating, this solution saves significant administrative time, prevents accidental data loss, reduces support workload, and improves institutional efficiency — resulting in cost-effective educational operations.

6. Scalability of the Solution-The solution can be extended to other academic modules such as Assignments, Exams, or Training Programs. It can also be adapted for role-based validations, ensuring that only authorized users can perform course deletions.



Solution Description:

- To prevent accidental deletion of courses that are still assigned to active students or trainers in ServiceNow, a custom business rule is implemented on the Course table.
- This rule performs a real-time check to identify whether the course is associated with any enrolled students or assigned trainers. If the system finds such active associations, the deletion process is blocked automatically, and a notification or error message is displayed to the administrator.
- The approach leverages native ServiceNow functionalities, making it simple, lightweight, and free from external dependencies. This solution significantly enhances data integrity, ensures accountability in academic operations, and prevents workflow disruptions caused by accidental or unauthorized deletions.

- By integrating this validation mechanism into the educational organization's ServiceNow environment, the system becomes more reliable, transparent, and efficient, ensuring smoother digital management of academic processes.