Ideation Phase

Empathize & Discover

Date	Team ID	Project Name	Maximum Marks
01 NOV 2025	NM2025TMID00669	EDUCATIONAL ORGANISATION USING SERVICE NOW	4 Marks

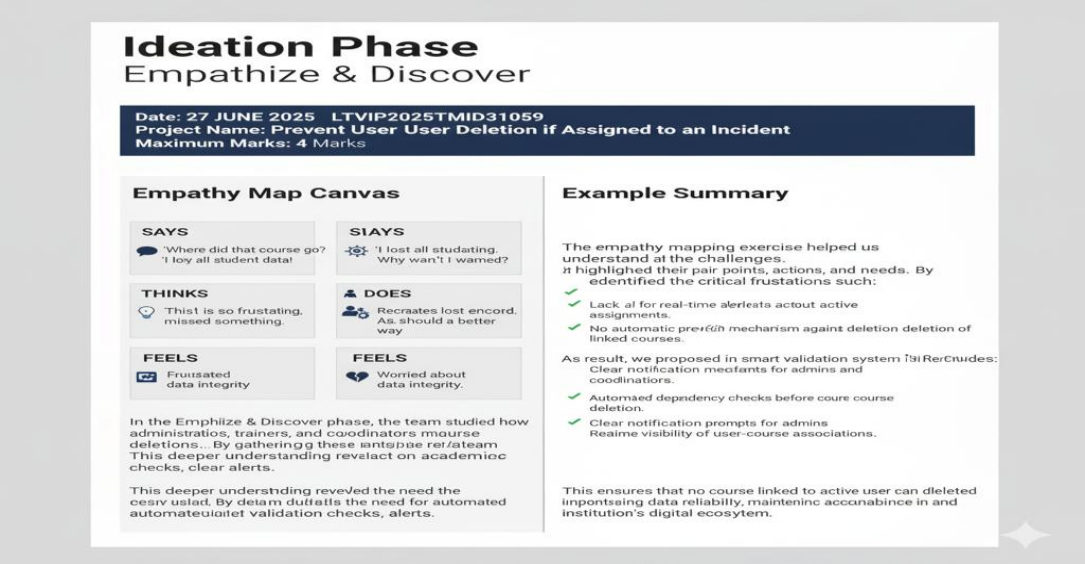
Empathy Map Canvas:

In the Empathize & Discover phase, the team studied how administrators, trainers, and coordinators manage course deletions within the educational system. Through observation and interviews, they discovered that users often experience frustration and confusion when attempting to delete a course that is still assigned to active students or trainers.

Many administrators were unaware that a course still had linked users, which led to incomplete student records, loss of progress data, and workflow disruptions. Trainers expressed concerns about sudden removal of course materials and missing performance reports caused by unverified deletions.

By gathering these insights, the team understood the real impact on academic operations, data consistency, and user satisfaction. This deeper understanding revealed the need for automated validation checks, clear alerts, and dependency summaries before allowing any course deletion.

These findings emphasize the importance of designing a user-friendly, intelligent system that ensures transparency and prevents accidental data loss, thus maintaining the integrity of both teaching and learning processes.



Example Summary:

The empathy mapping exercise helped us understand the challenges faced by users when managing course deletions in an educational organization.It highlighted their pain points, actions, and needs for improved visibility and control.This guided us to design a more secure and supportive environment within ServiceNow, where each deletion attempt is checked for linked student or trainer associations.

By deeply empathizing with users, we identified the critical frustrations such as:

- Lack of real-time alerts about active assignments.
- Unclear visibility of enrolled students or trainers.
- No automatic prevention mechanism against deletion of linked courses.
- As a result, we proposed a smart validation system in ServiceNow that includes:
- Automated dependency checks before course deletion.
- Clear notification prompts for admins and coordinators.
- Real-time visibility of user-course associations.

This ensures that no course linked to an active user can be deleted unintentionally, improving data reliability, maintaining academic accountability, and boosting confidence in the institution’s digital ecosystem.