Ideation Phase

Define the Problem Statements

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

Problem Statement Template:

In educational organizations, administrators face challenges when attempting to delete courses that are still assigned to active students or trainers.

This results in incomplete course records, confusion in student progress tracking, and potential loss of important training data. It also affects the accuracy of reports and compliance with academic or institutional standards.

Administrators need a way to prevent course deletion until all active associations (students or trainers) are resolved.

Implementing a clear notification system or automatic reassignment process would help maintain data consistency, ensure accountability, and improve operational efficiency within the learning management system.

Example:

- Problem Statement (PS)I am   I'm trying to But Because
  Which makes me feel
- PS-1   An Admin   Delete a course The system doesn't allow it The
  course is still assigned to active students or trainers   Confused and
  restricted
- PS-2   A Trainer/Coordinator   Manage course assignments   Courses
  get deleted without any alerts There's no automatic check for
  enrolled students or trainers Frustrated and concerned about data
  loss

Problem Statement PS 1:

- As an admin, I am trying to delete a course that is no longer part of
  the active curriculum. However, the system prevents me from doing
  so because the course is still assigned to active students or trainers.
- This makes me feel confused and restricted, as I cannot maintain a
  clean and updated list of available courses or efficiently manage data.
- It interrupts academic workflows and causes delays in administrative
  operations. I need a better way to identify and resolve dependencies
  (like enrolled students or trainers) before proceeding with course
  deletion.

Problem Statement PS 2:

- As a trainer or course coordinator, I want to ensure that all student
  enrollments and trainer associations are properly handled when a
  course is deleted.
- However, the system currently allows deletion without providing any
  warnings or summaries of linked users.
- This results in untracked progress, missing records, and confusion
  among students and staff.
- A built-in alert or automatic reassignment mechanism would help
  prevent data loss, maintain accountability, and ensure smooth
  academic operations within the educational organization.