

Project Design Phase

Proposed Solution

Date	Team ID	Project Name	Maximum Marks
02 NOV 2025	NM2025TMID02905	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 currently be deleted.

This leads to loss of learning data, incomplete academic records, and disruptions in course tracking and management.

Administrators face difficulties maintaining accurate academic information and ensuring the integrity of institutional records.

2. Idea / Solution Description

A Business Rule is implemented on the Course table in ServiceNow.

This rule automatically checks whether a course is assigned to any active students or trainers before allowing deletion.

If active associations are detected, the deletion process is blocked, and an alert message is displayed to the administrator.

This ensures that no course can be removed while it is still in use, thereby maintaining data integrity and operational stability.

3. Novelty / Uniqueness

The proposed solution tackles a critical issue in educational data management using a simple, effective, and fully native ServiceNow approach.

It does not require external integrations or third-party plugins, making it easy to deploy and maintain within existing institutional frameworks.

The use of ServiceNow's built-in automation ensures both scalability and seamless integration with other platform modules.

4. Social Impact / Customer Satisfaction

This solution promotes accountability, transparency, and accuracy in academic administration.

Students and trainers benefit from uninterrupted course access, while institutions maintain reliable records for audits and reporting.

It enhances user confidence, minimizes human errors, and improves the overall satisfaction of both administrators and learners.

5. Business Model (Revenue Model)

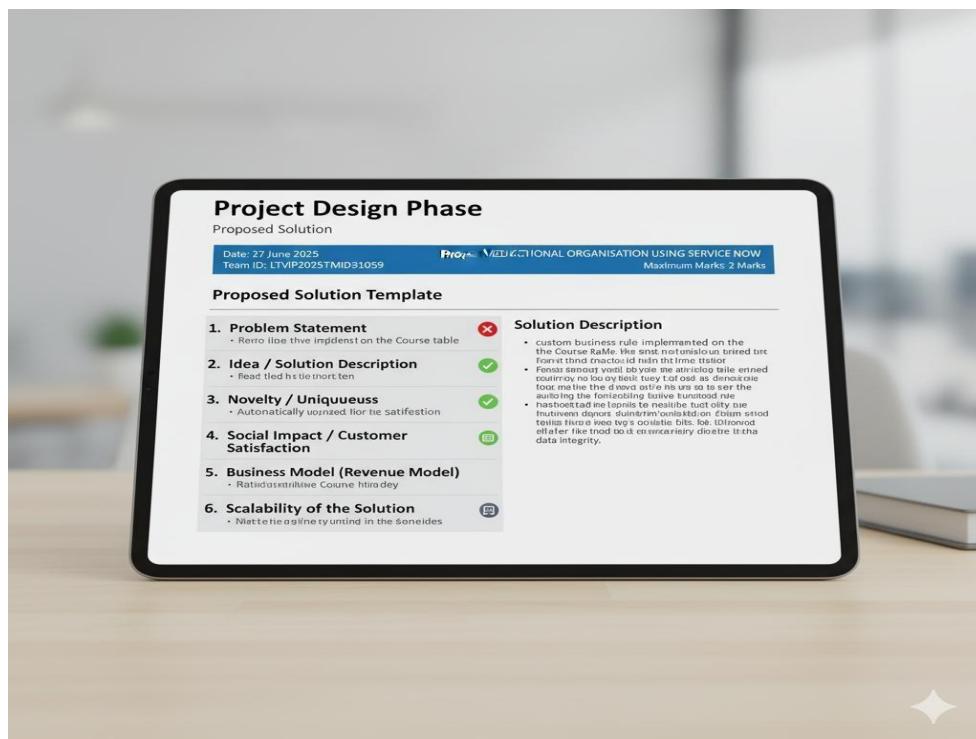
While the solution is not directly revenue-generating, it provides significant operational and financial benefits by:

- Reducing administrative workload and error rates
- Preventing accidental data loss
- Improving efficiency in course and user management

These efficiencies contribute to cost-effective educational operations and better institutional performance.

6. Scalability of the Solution

The same validation logic can be extended to other academic modules such as Assignments, Exams, and Training Programs. It can also support role-based validations, ensuring that only authorized users are permitted to delete or modify academic data. This makes the solution flexible and adaptable to evolving institutional needs.



Solution Description:

To prevent accidental deletion of courses still assigned to active students or trainers, a **custom Business Rule** is implemented on the Course table in ServiceNow.

This rule performs a **real-time check** to identify any enrolled students or assigned trainers linked to the course.

If such associations exist, the **deletion process is blocked automatically**, and a **notification or error message** is displayed to the administrator.

This approach leverages **native ServiceNow capabilities**, making it **lightweight, reliable, and free from external dependencies**.

It significantly enhances **data integrity, ensures accountability**, 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**.

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