

Ideation Phase

Empathize & Discover

Date	Team ID	Project Name	Maximum Marks
02 NOV 2025	NM2025TMID02905	EDUCATIONAL ORGANISATION USING SERVICE NOW	4 Marks

Empathy Map Canvas:

In the **Empathize & Discover** phase, the team explored how administrators, trainers, and coordinators handle **course deletions** within the educational management system. Through focused observations and user interviews, the team discovered that users often experience **frustration and confusion** when attempting to delete a course still assigned to active students or trainers.

Many administrators were unaware that certain courses remained linked to users, leading to **incomplete student records, loss of progress data**, and **disruptions in academic workflows**. Trainers, on the other hand, expressed concern over the sudden removal of course materials and missing performance reports caused by unverified deletions.

By collecting these insights, the team gained a deeper understanding of how such issues affect **academic continuity, data consistency**, and **overall user satisfaction**. This analysis highlighted the need for **automated validation checks, clear alerts**, and **dependency summaries** before permitting any course deletion.

These findings underscore the importance of developing a **user-friendly and intelligent system** that enhances transparency, prevents accidental data loss, and maintains the integrity of both teaching and learning processes.

Ideation Phase

Empathize & Discover

Date: 27 JUNE 2025 LTVIP2025TMID31059

Project Name: Prevent User User Deletion if Assigned to an Incident

Maximum Marks: 4 Marks

Empathy Map Canvas

SAYS "Where did that course go? 'I lost all student data!'"	SIAYS "I lost all studatng. Why wan't I wamed?"
THINKS "This is so frustrating. missed something."	DOES Recraates lost encord. As, should a better way
FEELS Frustrated data integrity	FEELS Worried about data integrity.

In the Emphlize & Discover phase, the team studied how administrators, trainers, and coordinators mourse deletions. By gatheringg these ents/pae ref/ateam. This deeper understanding revelact on academic checks, clear alerts.

This deeper understanding reveled the need the cesrv uslad. By detam dufatls the need for automated automateuilet validation checks, alerts.

Example Summary

The empathy mapping exercise helped us understand at the challenges. It highlighted their pain points, actions, and needs. By identified the critical frustations such:

- ✓ Lack al for real-time alerteats actout active assignments.
- ✓ No automatic prevetn mechanism againt deletion of linked courses.

As result, we proposed in smart validation system [si Re/Crudes:

- ✓ Clear notification meditants for admins and coordinators.
- ✓ Automated dependency checks before coure course deletion.
- ✓ Clear notification prompts for admins
- ✓ Reatime visibility of user-course associations.

This ensures that no course linked to active user can be deleted inponentsing data reliability, mainteninc accanabince in and institution's digital ecosystem.

Example Summary:

The empathy mapping exercise enabled the team to clearly understand the **challenges and pain points** faced by users when managing course deletions in an educational environment. It revealed their needs for better visibility, control, and communication throughout the process. This understanding guided the team to design a more **secure, transparent, and supportive system** within ServiceNow, ensuring that every deletion attempt is validated for existing student or trainer associations.

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

- Lack of real-time alerts about active assignments
- Limited visibility of enrolled students or trainers
- Absence of automatic prevention mechanisms for linked courses

As a result, we proposed a **smart validation framework** in ServiceNow that includes:

- Automated dependency checks prior to course deletion
- Clear and informative notification prompts for administrators and coordinators
- Real-time visibility of all user-course relationships

This approach ensures that no course associated with active users can be deleted unintentionally. It improves **data reliability**, strengthens **academic accountability**, and enhances **confidence in the institution's digital ecosystem**.