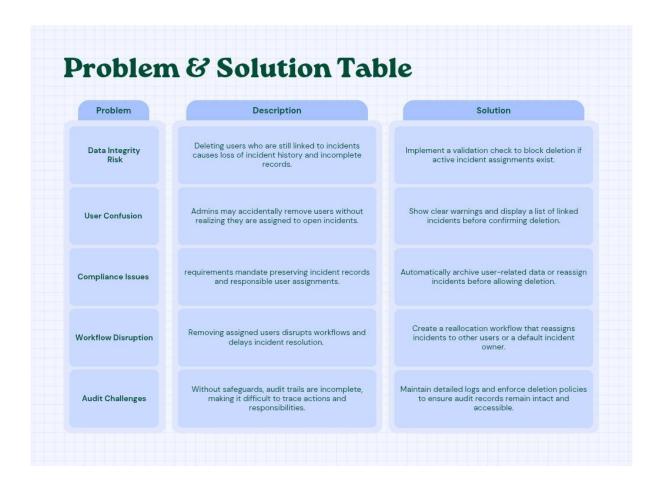
Ideation Phase Define the Problem Statements

Date	27 JUNE 2025
Team ID	LTVIP2025TMID31059
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	2 Marks

Customer Problem Statement Template:

Customers face issues when trying to delete users who are still assigned to active incidents. This leads to broken workflows and incomplete incident tracking. It creates confusion among team members who rely on accurate assignment records. Delays in incident resolution can also impact service quality and compliance.

They need a way to prevent user deletion unless all incident associations are resolved, ensuring data integrity and system reliability. A clear notification or automatic reassignment process would help avoid accidental data loss. This solution will improve operational efficiency and user confidence in the system.



Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem	I am	I'm trying to	But	Because	Which makes me feel
Statement (PS)	(Customer)				
PS-1	an Admin	Delete a user	the	the user is	stuck and confused
			system	still assigned	
			doesn't	to active	
			allow it	incidents	
PS-2	A Team	Manage	users get	there's no	Frustrated and worried
	Manager	incident	deleted	alert or	
		ownership	without	automatic	
			warnings	check for	
				active	
				incident	
				assignments	

✓ Problem Statement PS 1:

As an admin, I am trying to delete a user who is no longer part of the organization, but the system prevents me from completing this action because the user is still assigned to active incidents. This limitation makes me feel confused and stuck, as I cannot maintain clean records or reassign responsibilities easily.

It interrupts the workflow and delays task management, especially during critical times. I need a better way to identify and resolve such dependencies before proceeding with deletion.

✓ Problem Statement PS 2:

As a team manager, I want to ensure that incidents are properly reassigned when a user is removed. However, the system allows deletion without any warning or summary of assigned tasks.

This causes incidents to be left unmanaged, which affects team performance and service quality. A built-in alert or automatic reassignment would reduce errors and maintain accountability.