

## Project Design Phase

### Proposed Solution

Date	30 October 2025
Team ID	F6ECDDC2BAA51CF97204E983A5BEFB35
Project Name	Medical Inventory Management
Maximum Marks	2 Marks

#### Proposed Solution Template:

S.No.	Parameter	Description (Adapted for Medical Inventory Management)
1.	Problem Statement (Problem to be solved)	In a Medical Inventory System, staff members or inventory items that are linked to active stock transactions, purchase orders, or medical supplies can still be deleted. This causes broken references, corrupts stock data, and disrupts inventory audits.
2.	Idea / Solution Description	<p>Implement a Business Rule on the sys_user or custom inventory tables to prevent deletion when:</p> <ul style="list-style-type: none"> <li>+ The staff is referenced in active stock movements, approvals, or supplier communications.</li> <li>+ The item is used in any pending purchase orders, stock issues, or expiry tracking.</li> </ul> <p>The system throws a meaningful error message ensuring data consistency.</p>
3.	Novelty / Uniqueness	A simple, efficient, and fully native ServiceNow-based solution that prevents accidental deletion of critical medical staff and inventory items—without plugins or complex customization. Ideal for healthcare/medical procurement workflows.
4.	Social Impact / Customer Satisfaction	Ensures patient safety, reliable audits, and accurate inventory availability. Prevents gaps in supply tracking, reduces miscommunication among pharmacy/warehouse teams, and improves compliance with hospital standards.
5.	Business Model (Revenue Impact)	Though not a direct revenue generator, it significantly reduces operational risk: <ul style="list-style-type: none"> <li>+ Prevents stock discrepancies</li> <li>+ Avoids regulatory audit issues</li> <li>+ Saves time by reducing rework</li> <li>+ Ensures uninterrupted medical supply, improving operational efficiency</li> </ul>
6.	Scalability of the Solution	The logic can be expanded to: <ul style="list-style-type: none"> <li>+ Prevent deletion of Suppliers if used in pending orders</li> <li>+ Prevent deletion of Medical Items used in stock ledger</li> <li>+ Enforce role-based deletion rules for pharmacy managers vs. warehouse staff</li> <li>+ Extend to modules like Asset Management, Bio-Medical Equipment, or Drug Expiry Management</li> </ul>

## Conclusion (For Medical Inventory Management System)

The project “**Prevent Staff or Item Deletion if Referenced in Medical Inventory Records**” addresses a critical gap in data integrity and operational control within medical inventory management systems. By ensuring that no active staff member or essential medical item involved in stock transactions, purchase orders, expiry tracking, or dispensing processes can be accidentally or unknowingly deleted, the solution significantly enhances accountability, inventory accuracy, and overall workflow transparency.

This safeguard not only protects the continuity of medical supply operations but also strengthens audit readiness and regulatory compliance—both crucial for hospitals and healthcare organizations. With the successful implementation of automated rule-based checks and continuous monitoring within platforms like ServiceNow, this solution sets a strong foundation for building smarter, safer, and more reliable medical inventory systems in enterprise healthcare environments.

## Solution Description (Medical Inventory Management)

To prevent accidental deletion of staff members or medical items that are actively involved in inventory operations, a custom business rule is implemented on the relevant tables (such as **sys\_user**, **Medical Item**, or **Stock Ledger**). This rule checks whether the staff member or item is currently associated with any open stock transactions, pending purchase orders, dispensing records, or expiry-tracking entries.

If the system detects any active references, it blocks the deletion process and displays a clear error message to the user. This approach uses native ServiceNow capabilities, making it simple, plugin-free, and highly adaptable to different medical inventory workflows.

The solution improves data integrity, ensures accountability among inventory staff, and prevents disruptions in supply chain processes—ultimately supporting accurate inventory management and safer healthcare operations.