

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	31 January 2025
Team ID	LTVIP2026TMIDS73881
Project Name	Prevent User Deletion in ServiceNow
Maximum Marks	4 Marks


Brainstorm & Idea Prioritization Template:

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

Reference: <https://www.mural.co/templates/brainstorm-and-idea-prioritization>

Step-1: Team Gathering, Collaboration and Select the Problem Statement



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- 🕒 10 minutes to prepare
- 🕒 1 hour to collaborate
- 👤 2-8 people recommended

1 Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕒 10 minutes

- 📌 **Team gathering**
Define you should participate in the session and send an invite, introduction or pre-work ahead.
- 📌 **Set the goal**
Think about the problem you'll focus on solving in the brainstorming session.
- 📌 **Learn how to use the facilitation tools**
Use the Facilitation Superpowers to run a happy productive session.
[Open article](#) →

1 Define your problem statement

What problem are you trying to solve? Frame your problems as a How Might We statement. This will be the focus of your brainstorm.

🕒 5 minutes

How might we prevent deletion of users assigned to active incidents in ServiceNow?

Key rules of brainstorming

To run a smooth and productive session

- 👉 Stay in topic.
- 💡 Encourage wild ideas.
- 🕒 Defer judgment.
- 👂 Listen to others.
- 👁️ Go for volume.
- 👁️ If possible, be visual.

Step-2: Brainstorm, Idea Listing and Grouping

2 Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

Nikhil Reddy	Ajay Pydi	Pulikonda Chandu	Karthikeyan Reddy Musali
Prevent user deletion	Before delete validation	User-Incident relation check	sys_user table rule
Check incident assignment	Error message display	Abort delete action	Incident dependency logic
ServiceNow Business Rule			Safe record handling

User	Admin	Developer	Venkata Datta Chandan Sure
			Assigned user cannot delete
			Unassigned user delete allowed
			System data protection

2 Group Ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the last 10 minutes, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

🕒 20 minutes

TIP
Use Business Rule on sys_user table to validate assigned_to field in incident table before deletion.

User Deletion Control in ServiceNow

- Assigned user cannot be deleted
- Unassigned can be deleted
- Business rule validation logic
- Incident reference dependency

Step-3: Idea Prioritization

3 Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

🕒 20 minutes

Importance
Each card decides placed cards get stuck without any difficulty, or user email address also provides more impact.

Feasibility
Regardless of their placement, sticky notes are more feasible than other options, effort, or complexity.

Tip
Participants can use your keyboard to drag sticky notes. Website canvas/master by dragging the space bar. Keyboard shortcut: hold the **Alt** key on the keyboard.