

Ideation Phase

Empathize & Discover

Date	31 January 2025
Team ID	LTVIP2025TMID30392
Project Name	Automated Car Catalog System For Enhanced Showroom Management
Maximum Marks	4 Marks

Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to help teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

Planning Logic for Mahendra Car Catalog System (ServiceNow)

To develop the Mahendra Car Catalog System efficiently, we followed an **agile sprint-based planning model** using **epics, stories, and story points**. Each sprint was structured over **5 working days**, with a focused goal for each cycle.

Key Concepts Used:

- **Epic:** A large module like "Catalog Setup" or "Workflow Automation."
- **Story:** A specific task that contributes to an epic.
- **Story Points:** Effort estimation using the Fibonacci scale (1, 2, 3, 5...).
- **Sprint:** A fixed development period of 5 days.
- **Velocity:** Average story points completed per sprint (helps future planning).

