Project Design Phase
Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID04024
Project Name	Garage Management System
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, users assigned to incidents can still be deleted. This leads to broken incident references, loss of accountability, and disruption of workflows.
2.	Idea / Solution description	A business rule is implemented on the sys_user table. It checks whether the user is currently assigned to any active incidents. If so, deletion is blocked with an error message.
3.	Novelty / Uniqueness	It addresses a critical real-world ITSM issue in a simple and effective way using native ServiceNow logic (no external plugins needed).
4.	Social Impact / Customer Satisfaction	It ensures better accountability and reliability for IT support teams, avoiding mistakes that lead to process breakdowns.
5.	Business Model (Revenue Model)	Not applicable directly, but can save time, reduce data corruption, and avoid miscommunication — leading to cost-effective ITSM operations for companies.
6.	Scalability of the Solution	The solution can be extended to include other modules like Change Requests or Problem Tickets. It can also be adapted for role-based restrictions in large teams.

Conclusion

The prjc "**Garage Management System**" focuses on solving key challenges faced by garages in managing daily operations, staff coordination, and customer service efficiently. By providing a unified digital platform to handle mechanic assignments, service tracking, vehicle maintenance records, and customer communication, the system enhances transparency and accountability across all activities.
It ensures that no service job is left unattended, automates routine processes like job allocation and billing, and minimizes human errors in record keeping.

Reference: Infographic designed using **Canva**, inspired by **Garage Management System Process Visualization Models**.

Solution Description:
The **Garage Management System** is designed to streamline and digitize daily garage operations by efficiently managing vehicle service records, customer information, billing, and inventory. The system allows garage owners and mechanics to log customer details, record vehicle issues, assign mechanics, track repair progress, and generate automated invoices — all within a single platform.
By automating routine tasks such as appointment scheduling, spare parts management, and service tracking, the solution minimizes human error and reduces administrative overhead. It also provides real-time insights into workload distribution, service history, and revenue generation.
Built using a user-friendly interface, the system ensures smooth navigation for both administrators and staff. The solution enhances transparency, boosts customer satisfaction through timely updates, and improves overall efficiency in garage management operations.