**Ideationphase**

**DefinetheProblemStatement**

| Date | 3NOV 2025 |
|------|-----------|
| TeamID | NM2025TMID05044 |
| ProjectName | LeaseManagement |

**customerproblemstatementtemplate:**

Customers face several issues when users assigned to active Lease Management incident templates are deleted. The most common problems include disrupted workflows, as there is no responsible user left to handle ongoing lease incidents; loss of critical data and historical records relatedtothoseincidents;delaysinresolvingtenantorlease-relatedissues;andconfusionamong teams due to unassigned or orphaned incident templates. Additionally, customers mayexperiencereducedservicequality,communicationgaps,andmissedfollow-upsbecausedeleted users' responsibilities are not automatically reassigned. Overall, this leads to inefficiency, poor customer experience, and a lack of accountability in the lease management process.



From Problem to Solution

**Example:**

| Problem statement | I am (customer) | I'm trying to | But | Because | Which makes me feel |
|---|---|---|---|---|---|
| PS-1 | I am a lease manager who depends on the system to efficiently manage and track all lease-related incidents. | Ensure that every lease incident has a responsible user assigned and that records remain consistent and accurate. | Users who are assigned to active lease incident templates can still be deleted from the system. | There is no restriction or validation rule that prevents deletion of users linked to ongoing lease management incident templates. | There is no restriction or validation rule that prevents deletion of users linked to ongoing lease management incident templates. |
| Ps-1 | I am a property administrator who manages multiple lease agreements and tracks related incidents in the system. | Keep all lease records updated and ensure that every tenant issue is assigned to the correct user for quick resolution. | When users handling specific lease cases are deactivated or deleted, their assigned incidents become unmonitored. | There is no automatic reassignment or restriction process in place to handle user removal from active lease templates. | Face operational delays, confusion among team members, and poor tracking of ongoing lease issues. |

## PS1 Description:

In the Lease Management system, users who are assigned to active incident templates can still be deleted, which causes data inconsistencies, broken links between users and incidents, and loss of accountability. This issue disrupts lease tracking and impacts the smooth management of ongoing lease-related activities.

## PS2 Description:

The system currently lacks a safeguard or validation mechanism to prevent the accidental deletion of users assigned to active lease incident templates. As a result, workflows are interrupted, unresolved incidents remain unattended, and overall operational efficiency and service quality are negatively affected.