

## Phase 1: Problem Understanding & Industry Analysis

### Key Activities:

- Requirement Gathering
- Stakeholder Analysis
- Business Process Mapping
- Industry-specific Use Case Analysis
- AppExchange Exploration

### Description:

In this phase, the primary goal is to clearly understand the problem we are solving and analyze the education/institute industry context. For the Institute Management System, this includes:

#### 1. Requirement Gathering:

- Identify the core needs: student enrollment, course management, attendance tracking, email alerts, scheduling, reporting.
- Talk to institute admins, teachers, and students to understand their expectations.

#### 2. Stakeholder Analysis:

- Admin: Manage courses, assign teachers, monitor attendance, generate reports.
- Teacher: Mark attendance, manage course content, view student performance.
- Student: Enroll in courses, check attendance, receive notifications.

#### 3. Business Process Mapping:

- Student joins institute → Enrollment → Assigned to a course → Attendance tracked daily → Alerts sent if attendance is low → Reports generated monthly.

#### 4. Industry-specific Use Case Analysis:

- Many institutes face problems managing attendance and reporting manually.
- Need for automation to improve efficiency and reduce errors.

#### 5. AppExchange Exploration:

- Check existing Salesforce solutions for education/institute management.
- Analyze features and gaps to decide what to build in our custom project.

### Outcome:

By the end of Phase 1, we have a clear problem statement, identified stakeholders, mapped business processes, and explored existing tools. This serves as the foundation for designing the Salesforce Institute Management System.