Ideation Phase

Empathize & Discover – Empathy Map Canvas

Date	15 February 2025
Team ID	LTVIP2026TMIDS84378
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	4 Marks

1. Target User

- ServiceNow Administrator responsible for ITSM system management.

2. Think & Feel

- Concerned about maintaining data integrity.
- Responsible for preventing operational risks.
- Wants automated validation before user deletion.

3. See

- User records in sys_user table.
- Incidents assigned to multiple users.
- Delete option available for user records.

4. Hear

- Audit and compliance requirements.
- Management emphasis on data consistency.

5. Say & Do

- Deletes inactive users for system cleanup.
- Monitors incident lifecycle and ownership.

6. Pain Points

- Accidental deletion of users assigned to incidents.
- Loss of incident ownership traceability.

7. Gains Expected

- Automated safeguard mechanism.
- Improved system reliability and compliance.