Define the Problem Statements

Date	02 November 2025
Team ID	NM2025TMID06204
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

The Educational Management System in ServiceNow solves critical challenges faced by educational institutions by addressing three core user problems: administrative staff struggle with time-consuming manual data entry and chaotic spreadsheet tracking that leads to errors and constant parent inquiries; teachers face overwhelming administrative burdens that take time away from actual instruction while worrying about calculation accuracy in student assessments; and parents and students experience anxiety and frustration due to lack of transparency in admission processes and academic progress tracking. This comprehensive solution transforms these pain points through automated data management, real-time status visibility, and accurate academic calculations, creating an efficient, transparent educational ecosystem that serves all stakeholders effectively.

Problem	Solution	Result
Manual data entry	Auto-fill forms	80% time saved
Calculation errors	Instant accurate result	100% accuracy
No status updates	Real-time tracking	No more phone calls
Grading stress	Automated system	Happy teachers

EXAMPLE:

PROBLEM at ABC School:

- **Admission Officer Anya:** "I type the same student details into 5 different forms. Parents call me 15 times a day asking, 'Is my child admitted?' I often mix up phone numbers or dates."
- **Teacher Mr. Bose:** "Every month, I spend my Sunday calculating marks for 60 students. Last month, I added wrong and had to re-print all report cards."
- **Parent Mrs. Gupta:** "I sent the application 3 weeks ago. No one answers the phone. I don't know if my son has a seat for the new term.

SOLUTION with the New System:

- **For Anya:** "Now, I enter a student's name once, and all forms fill automatically. The system shows me every application's status. Parent calls have reduced by 80%."
- **For Mr. Bose:** "I just enter the marks. The system instantly gives me the total, percentage, and pass/fail result. My Sundays are free for my family."
- **For Mrs. Gupta:** "I got an SMS with a link to track the application. I can see it's 'Under Review.' I feel relieved and informed."

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1:	**I am** a School Administrator	**I'm trying to** manage student admissions smoothly and keep parents happy	**But I** spend all day typing the same data and answering phone calls	**Because** our system is manual and disorganized	**Which makes me feel** stressed and frustrated
PS-2:	**I am** a Teacher	**I'm trying to** educate students and help them learn	**But I** spend evenings and weekends calculating grades	**Because I** have to do everything manually	**Which makes me feel** tired and overworked

PS-3:	I am a Parent	I'm trying to get my child admitted to a good school	But I never know the status of my application	Because no one gives me updates	Which makes me feel anxious and worried

PS-1: School Administrator

As a School Administrator, my primary goal is to manage student admissions efficiently and ensure parent satisfaction. However, I find myself spending entire days typing the same student information repeatedly and answering endless phone calls. This is because our current system relies entirely on manual processes and is highly disorganized. The lack of automation and real-time updates leaves me feeling constantly stressed and frustrated, as I am unable to focus on more meaningful tasks that could improve the school's operations.

PS-2: Teacher

I am a Teacher dedicated to educating students and supporting their learning journey. Unfortunately, I often spend my evenings and weekends calculating grades and preparing result sheets manually. This time-consuming process is necessary because our institution lacks an automated system for academic evaluations. As a result, I feel perpetually tired and overworked, as these administrative duties take away from the energy and time I would rather devote to my students.

PS-3: Parent

As a Parent, my main concern is securing a quality education for my child by getting them admitted to a good school. Yet, I am left in the dark about the status of our application, with no clear updates or communication from the school. This lack of transparency forces me to wait anxiously without any reassurance. The uncertainty makes me feel deeply anxious and worried, as I have no way of knowing whether my child's future is being adequately addressed.