

Project Design Phase
Problem – Solution Fit Template

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

Problem – Solution Fit Template:

The Educational Management System built on ServiceNow achieves a strong problem-solution fit by directly addressing the most pressing challenges faced by educational institutions today. For administrative staff, it eliminates the burden of manual data entry and chaotic spreadsheet tracking through intelligent automation and real-time dashboards. Teachers benefit from instant grade calculations and automated reporting, freeing them from weekend paperwork and calculation errors that compromise academic integrity. Parents and students experience transformed communication with transparent admission tracking and 24/7 status visibility, ending the anxiety of unanswered calls and uncertain timelines. This solution fits perfectly because it doesn't just automate tasks—it solves real emotional and operational pains: replacing staff frustration with efficiency, teacher overload with empowerment, and parent anxiety with confidence. By delivering immediate time savings, guaranteed accuracy, and complete transparency, the system creates value from day one while building trust through reliable performance that meets each user group's specific needs and existing workflows.

Purpose:

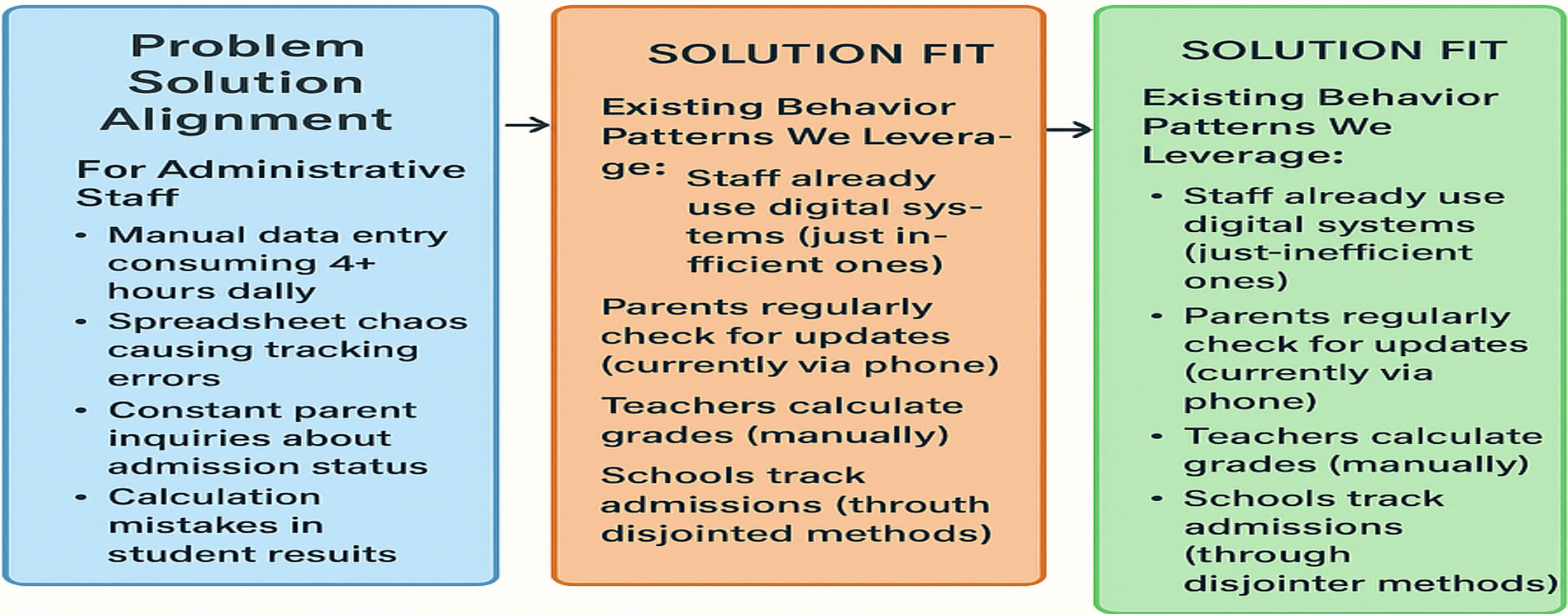
The purpose of the Educational Management System is to transform administrative efficiency and enhance communication within educational institutions by replacing manual, error-prone processes with automated, integrated digital workflows. It aims to:

- 1. Eliminate Administrative Burden – Free up staff from repetitive data entry and paperwork, allowing them to focus on higher-value tasks.
- 2. Ensure Accuracy and Consistency – Automate student data management, grade calculations, and reporting to reduce human error and maintain data integrity.
- 3. Improve Stakeholder Experience – Provide parents, students, and teachers with real-time access to information, transparent processes, and timely updates.
- 4. Support Institutional Growth – Create a scalable and organized system that adapts to increasing student numbers and evolving educational needs.

Template:

Step-3: Solution Fit

Our Educational Management System directly addresses critical operational challenges in educational institutions by replacing manual, error-prone processes with automated, efficient workflows.



Behavioral Transformation

Current Customer State → Improved State

Administrative Staff

- Frustrated → Efficient
- From manual typing to auto-filled forms
- From chaotic spreadsheets to organized tracking
- From constant interruptions

Teaching Faculty

- Overwhelmed → Empowered
- From weekend grading to instant reisitts
- From accuracy worries to guaranteed correctness
- From paperwork to teaching focus