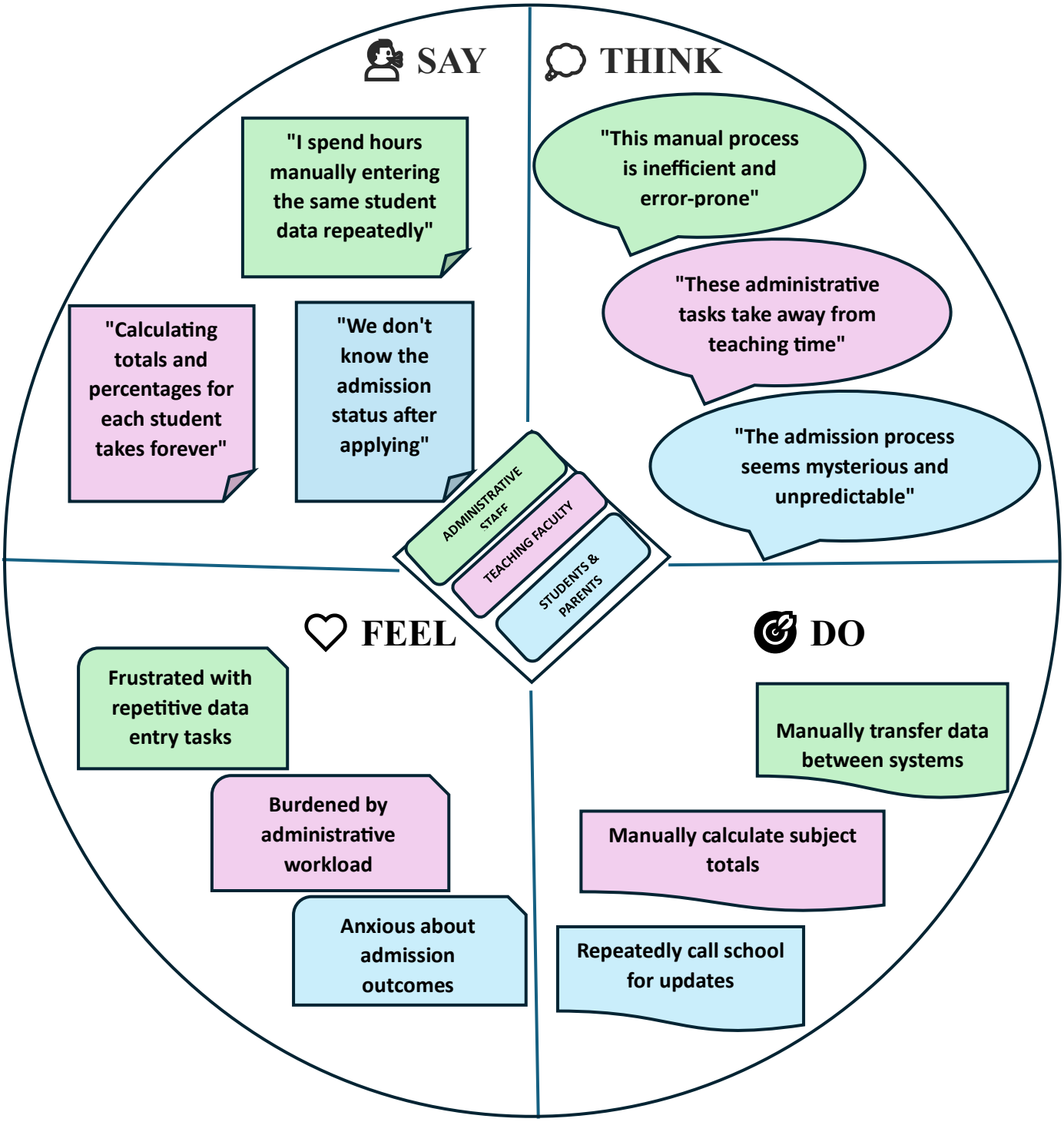
Empathize & Discover

Date	02 November 2025
Team ID	NM2025TMID06204
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Empathy Map Canvas:



🎯 Pain & Gain

🔴 PAINS (Problems)

1. **Manual Data Entry** - Hours wasted on repetitive typing
2. **Calculation Errors** - Stress about mistakes in results
3. **Status Confusion** - No visibility on admission progress

🟢 GAINS (Solutions)

1. **Auto-Fill Forms** - Instant data population, zero typing
2. **Instant Calculations** - Perfect accuracy, no stress
3. **Real-Time Tracking** - Clear status, no confusion

The implementation of the Educational Management System in ServiceNow directly addresses the core challenges faced by all users, transforming their daily experiences from frustrating to efficient. For administrative staff, the pain of endless manual data entry and chaotic spreadsheet tracking is eliminated by automated form filling and organized, real-time systems. Teachers burdened by hours of grade calculations and anxiety over result accuracy now benefit from instant, error-free results and reclaimed teaching time. Meanwhile, parents and students no longer suffer from information black holes and constant phone calls, instead enjoying immediate status updates and transparent communication throughout the admission and academic process. This comprehensive solution turns operational pain points into measurable gains, creating a seamless educational ecosystem for everyone involved.