<p style="text-align:center">**Project Design Phase**
Problem – Solution Fit Template</p>

Template

Date	02 NOVEMBER 2025
TEAM ID	NM2025TMID05272
Project Name	Education Organisation Using ServiceNow
Maximum Marks	4 Marks

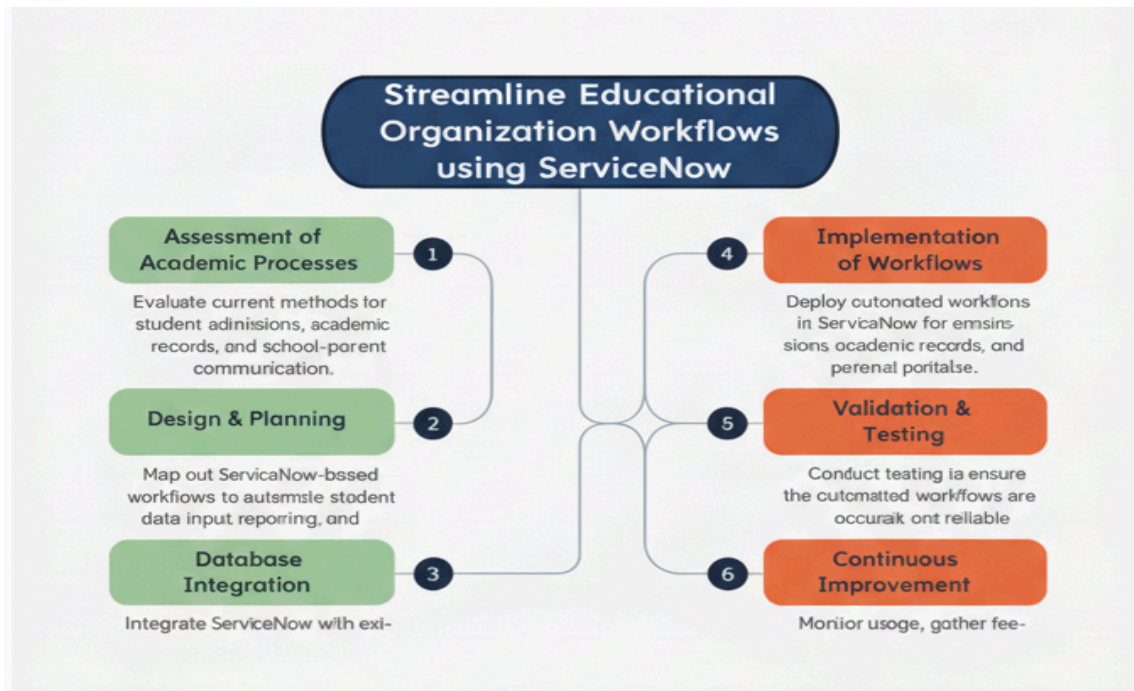## Problem – Solution Fit Template

The Problem–Solution Fit focuses on aligning institutional challenges with an effective ServiceNow-based digital solution for academic management. Educational organizations often face inefficiencies in handling admissions, student progress tracking, and administrative coordination due to reliance on manual systems or disconnected tools. These issues lead to data inconsistencies, delays in communication, and difficulties in monitoring student performance. By implementing ServiceNow, institutions gain an integrated environment that automates academic workflows, centralizes data, and enhances visibility across departments. This approach not only resolves operational inefficiencies but also strengthens accountability, transparency, and the overall educational experience for all stakeholders.

Purpose:

- Digitize and integrate academic processes such as admissions, student performance tracking, and administrative operations.

- Ensure accurate, consistent, and easily accessible student records across the institution.

- Enhance collaboration between departments, teachers, and students through unified access to information.

- Reduce dependency on manual record-keeping, minimizing human error and improving productivity.

- Empower educators to make data-driven decisions that support student growth and institutional performance.

- Provide parents and administrators with real-time insights into student activities and academic outcomes.

- Simplify complex educational workflows, promoting efficiency, accountability, and a connected digital campus environment.

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References:

The project "Educational Organization using ServiceNow" aims to digitize and optimize key academic and administrative processes in educational institutions. By utilizing ServiceNow's automation, integration, and centralized data capabilities, the system simplifies student enrollment, academic progress management, and institutional coordination. Through intelligent workflows and real-time tracking, the platform minimizes manual intervention, reduces delays, and ensures greater transparency in operations. It fosters effective communication between departments, students, and faculty, resulting in a more efficient and responsive campus environment. Overall, this project enables institutions to transition from traditional administrative methods to a unified, technology-driven ecosystem that enhances productivity, accuracy, and long-term sustainability in education management.