

Ideation Phase

Define the Problem Statements

Template

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TEAM ID	NM2025TMID05272
Project Name	Education Organisation Using ServiceNow
Maximum Marks	4 Marks

Educational Organization using ServiceNow:

Educational institutions often face challenges in handling academic and administrative requests efficiently. Many processes—such as student record updates, staff approvals, and academic service requests—are still managed manually or through scattered communication channels. This leads to delays, miscommunication, and difficulty in monitoring the progress of requests.

By implementing ServiceNow, these institutions can centralize their operations within a single, automated platform. The system allows for easy tracking, timely notifications, and faster issue resolution. This not only improves coordination among students, faculty, and administrators but also enhances transparency, reduces manual workload, and supports a more organized and responsive campus environment.

Problem & Solution Table

Problem	Description	Solution
 Complex Student Onboarding	New students face a confusing process involving departmental portals (IT, Registrar, Financial Aid) to complete necessary tasks, leading to high drop-off rates and rejections from a single dashboard.	Create a Unified Student Portal on ServiceNow with automated workflows to guide students, step through them, and handle requests from a single dashboard.
 Over-reliance on IT Staff for Basics	IT staff spend a significant portion of their time on simple requests like password resets, password changes, form submissions, and basic troubleshooting instead of scaling up IT strategic projects.	Implement a Comprehensive Self-Service Catalog and Knowledge Base within ServiceNow, enabling students and staff to resolve common issues instantly, freeing up IT resources for innovation.
 Lack Cross-Campus Visibility	Administrators cannot easily track requests that span multiple departments (e.g., student needing both IT and Facilities approval), making accountability and solution difficult.	Utilize ServiceNow's Integrated Workflows to break down departmental silos, allowing a single request to be tracked across IT and Facilities with full audit trails.

Problem Statement Examples

Role / User	I am...	I'm trying to...	But...	Because...	Which makes me feel...
PS-1	A Faculty Member	Approve student leave requests quickly	The requests take too long to reach me	The process is handled manually through emails	Frustrated and unable to respond on time
PS-2	A Student	Submit a query about course registration	I don't know where to raise it or track its status	There's no centralized system to manage student requests	Confused and uncertain about the next steps

Problem Statement PS-1 Description:

Faculty members face delays in approving student leave requests because the current manual email-based process is slow and unorganized. A centralized digital system is needed to route and track approvals efficiently.

Problem Statement PS-2 Description:

Students struggle to submit and track course registration queries due to the lack of a unified request platform. This creates confusion and delays in communication between students and administrators.