

Project Design Phase Proposed Solution

Template

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

Proposed Solution Template:

S.N	Parameter	Description
1	Problem Statement (Problem to be solved)	Educational institutions rely heavily on manual processes for student admissions, progress tracking, and data management, leading to delays, data errors, poor transparency, and inefficiency.
2	Idea / Solution Description	Implement a ServiceNow-based automation system to manage student admissions, student progress, and parent-teacher communication. Forms, workflows, and dashboards are created to streamline data entry, approvals, tracking, and reporting.
3	Novelty / Uniqueness	Uses ServiceNow — traditionally an ITSM platform — for educational institution automation, showcasing innovative cross-domain application of enterprise workflow technology. Eliminates paperwork, improves accuracy, and enhances student lifecycle visibility.
4	Social Impact / Customer Satisfaction	Increases transparency between students, parents, and administration. Reduces administrative workload, enables quicker decisions, improves student record accuracy, and enhances learning support through timely data insights.
5	Business Model (Revenue Model)	Can be offered as a customizable ServiceNow solution for schools, colleges, and training institutions. Potential for subscription-based deployment, implementation services, and ongoing maintenance/support models.

6	Scalability of the Solution	Can be expanded to include attendance management, fee tracking, library system, exam scheduling, student ID management, transport tracking, hostel management, and automated reporting dashboards. Suitable for schools, colleges, and universities.
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Conclusion

This project underscores the transformative potential of integrating educational institutions. By centralizing academic and administrative workflows, the platform addresses critical challenges in record management, and inter-department communication. The adoption of automated workflows through significantly operational efficiency, reduces manual errors, and provides real-time data insights crucial for strategic decision-making. Ultimately, this initiative delivers a more streamlined and experience for students and staff alike, fostering a responsive, and scalable educational environment ready for future demands.

Solution Description:

To streamline and digitize academic and administrative processes within an educational institution, ServiceNow is leveraged as a centralized automation platform. The solution includes creating custom portals and workflows tailored for students, faculty, and administrative staff. These workflows handle key functions such as student admission tracking, course registration, faculty service requests, attendance monitoring, and issue reporting. By configuring forms, approval flows, knowledge bases, and role-based dashboards, the platform enables seamless request submission, real-time status tracking, and automated communication. Native ServiceNow features like catalog items, business rules, notifications, and reporting are used—without requiring external plugins. This solution enhances operational efficiency, improves transparency across departments, reduces manual paperwork, and ensures faster response times to student and staff needs. Overall, it modernizes campus operations and supports digital transformation in educational environments.