**Template**

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

## Educational Organization Using ServiceNow

This project uses ServiceNow to simplify and automate daily operations in educational institutions. It replaces manual, paper-based, and email-driven processes with a centralized digital system that manages student admissions, faculty coordination, and academic progress tracking. By integrating all these functions, the platform improves data accuracy, reduces duplication, and enhances communication between departments, ensuring smoother and more efficient operations.

The system also includes automated workflows for tasks like admission approvals, data verification, and progress updates, minimizing human errors and saving time. Role-based access ensures data privacy, while automated alerts keep staff, students, and administrators informed. Tested through real scenarios, the solution proves to be reliable and efficient, helping institutions boost productivity, transparency, and collaboration through a smart, technology-driven approach.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:
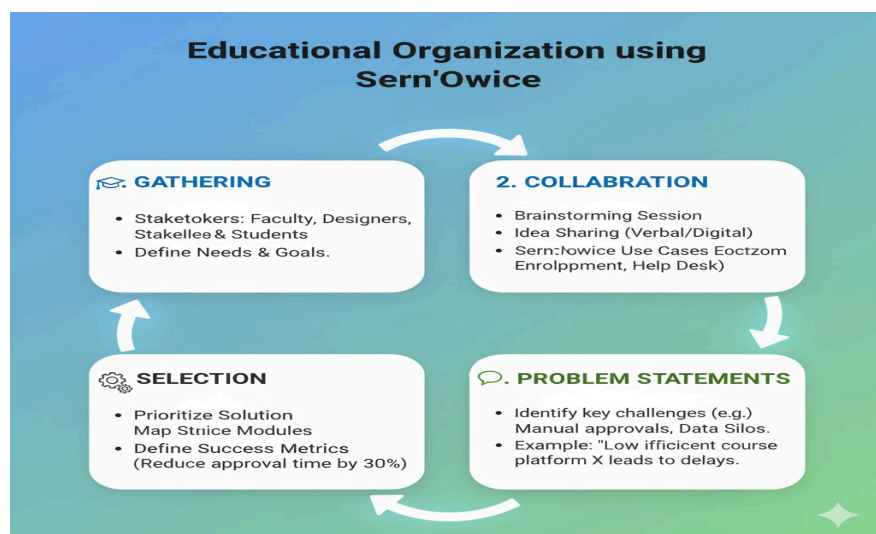
Step-2: Brainstorm, Idea Listing and Grouping:
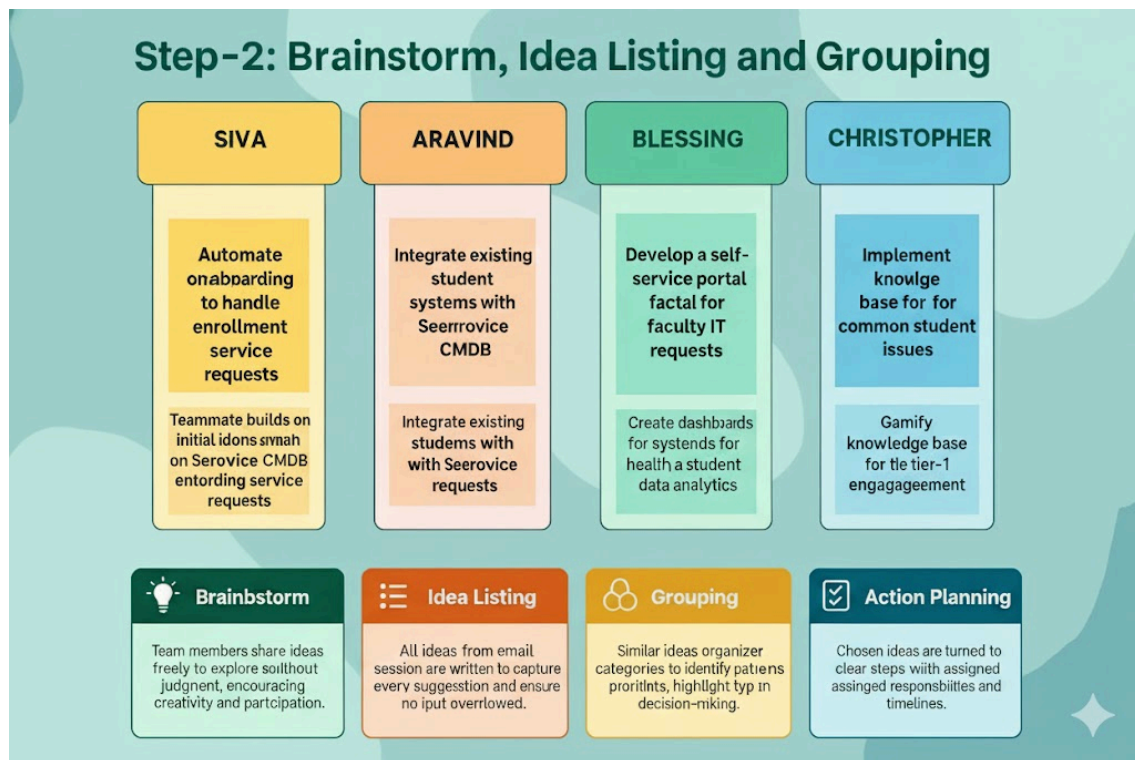
Brainstorming, Idea Generation, and Prioritization

Brainstorm:
Team members freely shared creative ideas on improving academic and administrative processes using ServiceNow.

Idea Listing:
All suggestions were recorded, including automation of requests, real-time notifications, and custom academic workflows.
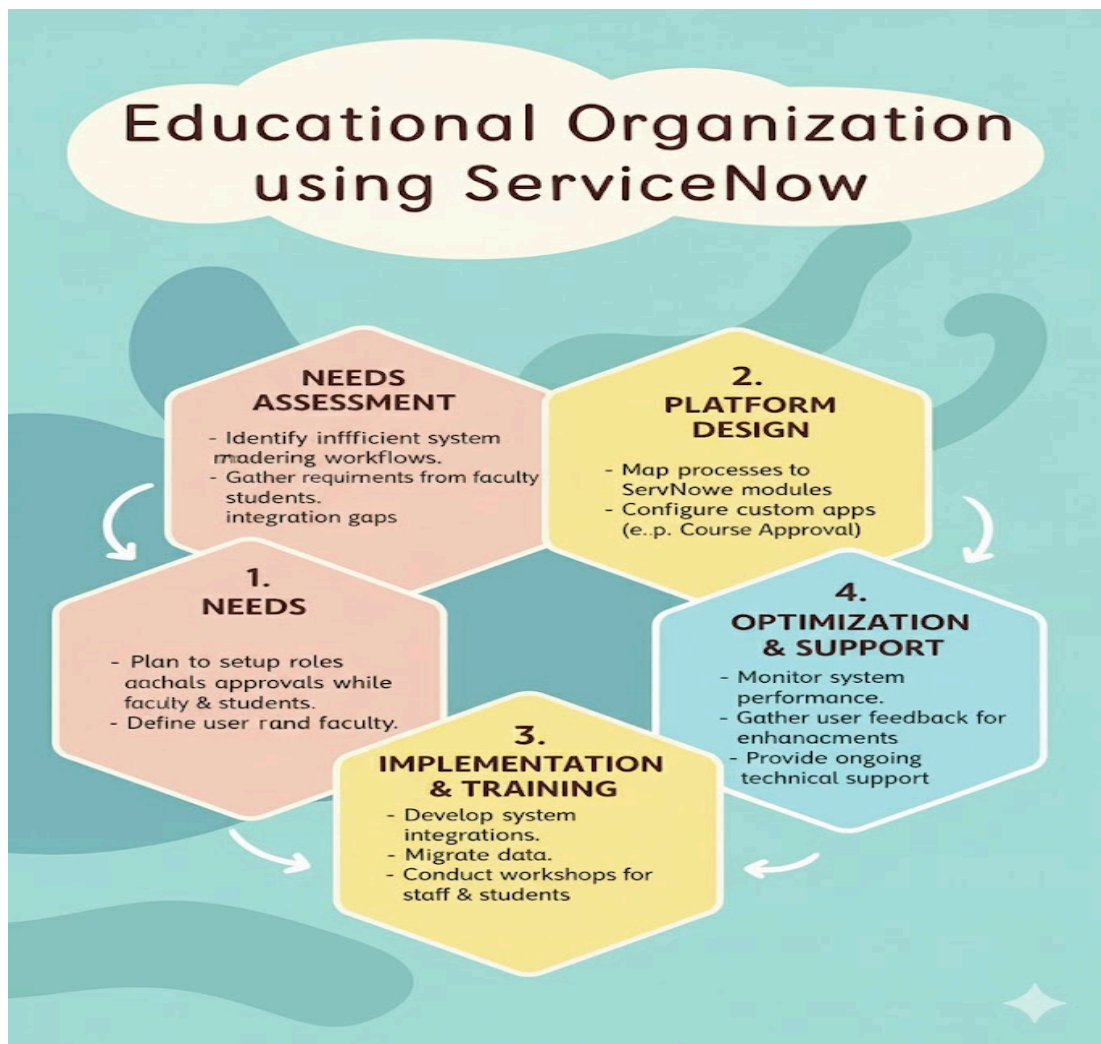
Grouping:
Similar ideas were organized into categories like efficiency, data management, and communication to identify key priorities.

Action Planning:
The best ideas were selected and converted into actionable steps with clear roles and timelines for implementation.

Step-3: Idea Prioritization:

Idea Prioritization

Idea prioritization allows the team to focus on the most valuable and achievable improvements within the project. For this initiative, the primary goal is to enhance institutional efficiency by automating essential academic and administrative workflows. Prioritizing ideas helps distinguish between high-impact automation tasks, such as request handling and data validation, and routine functions like form updates or record maintenance.

This process ensures that the most beneficial ideas—those that improve accuracy, save time, and enhance communication—are implemented first. Visual tools such as priority charts and workflow diagrams were used to evaluate feasibility and impact. By following this structured approach, the team maintained clarity in decision-making and achieved balanced progress across all development stages.