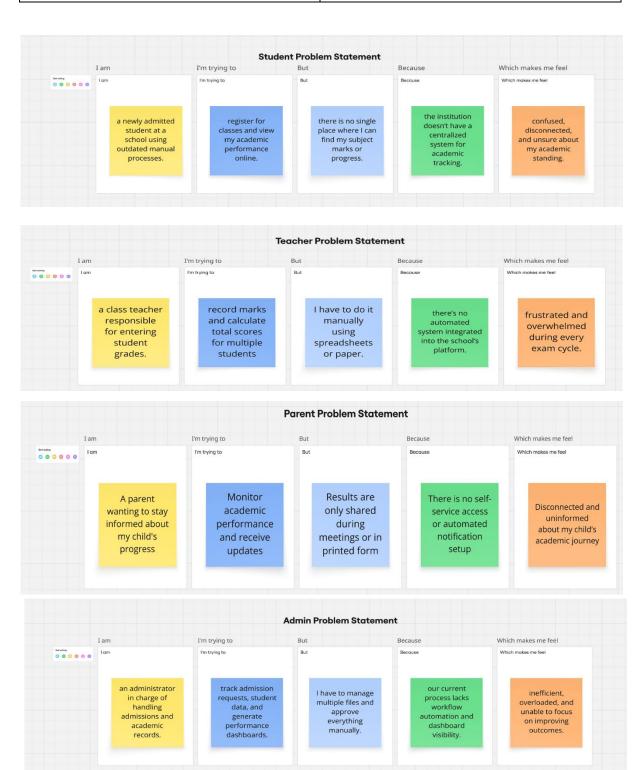
Ideation Phase Define the Problem Statements

Date	19 June 2025
Team ID	LTVIP2025TMID20393
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks



Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	A newly admitted student	Register for classes and view my academic performance	There is no single place to find my subject marks or progress	The institution lacks a centralized academic tracking system	Confused, disconnected, and unsure about my performance
PS-2	A class teacher responsible for entering student marks	Record subject-wise marks and calculate totals easily	I have to do everything manually using paper or spreadsheets	There's no automated mark entry or result calculation system	Frustrated and overwhelmed during exam time
PS-3	A school administrato r managing admissions and records	Track admission requests and monitor student performance	The data is scattered and approvals are completely manual	We lack a workflow system with live dashboards and status notification s	Inefficient, overloaded, and slow to respond
PS-4	A parent wanting to stay informed about my child's progress	Monitor academic performance and receive updates	Results are only shared during meetings or in printed form	There is no self-service access or automated notification setup	Disconnected and uninformed about my child's academic journey

Reference: https://miro.com/templates/customer-problem-statement/