

## Ideation Phase

### Define the Problem Statements

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

**Student Problem Statement**

I am

I am

I'm trying to

I'm trying to

But

But

Because

Because

Which makes me feel

Which makes me feel

a newly admitted student at a school using outdated manual processes.

register for classes and view my academic performance online.

there is no single place where I can find my subject marks or progress.

the institution doesn't have a centralized system for academic tracking.

confused, disconnected, and unsure about my academic standing.

**Teacher Problem Statement**

I am

I am

I'm trying to

I'm trying to

But

But

Because

Because

Which makes me feel

Which makes me feel

a class teacher responsible for entering student grades.

record marks and calculate total scores for multiple students

I have to do it manually using spreadsheets or paper.

there's no automated system integrated into the school's platform.

frustrated and overwhelmed during every exam cycle.

**Parent Problem Statement**

I am

I am

I'm trying to

I'm trying to

But

But

Because

Because

Which makes me feel

Which makes me feel

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

**Admin Problem Statement**

I am

I am

I'm trying to

I'm trying to

But

But

Because

Because

Which makes me feel

Which makes me feel

an administrator in charge of handling admissions and academic records.

track admission requests, student data, and generate performance dashboards.

I have to manage multiple files and approve everything manually.

our current process lacks workflow automation and dashboard visibility.

inefficient, overloaded, and unable to focus on improving outcomes.

<b>Problem Statement (PS)</b>	<b>I am</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
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 administrator 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 notifications	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/>