

## Project Design Phase

### Problem – Solution Fit Template

Date	20 June 2025
Team ID	LTVIP2025TMID20393
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

### Introduction:

The project titled "Educational Organisation Using ServiceNow" aims to digitally transform core administrative and academic processes within educational institutions. By leveraging ServiceNow's no-code capabilities, the solution addresses key challenges such as student registration, admission workflows, academic progress tracking, and administrative analytics. This initiative is designed to enhance operational efficiency, reduce manual errors, and improve communication between stakeholders including administrators, teachers, students, and parents.

**Problem-Solution fit** canvas 2.0

Educational Organization Using ServiceNow

Define CS, fit into CC	<div style="display: flex; justify-content: space-between;"> <div>1. CUSTOMER SEGMENT(S)</div> <div>CS</div> </div> <p>School administrators, teachers, students, and parents in educational institutions.</p>	<div style="display: flex; justify-content: space-between;"> <div>6. CUSTOMER CONSTRAINTS</div> <div>CC</div> </div> <ul style="list-style-type: none"> <li>Budget constraints</li> <li>Lack of technical staff</li> <li>Resistance to change</li> <li>Limited internet access in rural areas</li> </ul>	<div style="display: flex; justify-content: space-between;"> <div>5. AVAILABLE SOLUTIONS</div> <div>AS</div> </div> <ul style="list-style-type: none"> <li>Paper-based forms</li> <li>Excel sheets for marks</li> <li>Phone calls for updates</li> <li>Basic school management software (limited features)</li> </ul>	Explore AS, differentiate
	<div style="display: flex; justify-content: space-between;"> <div>2. JOBS-TO-BE-DONE / PROBLEMS</div> <div>J&amp;P</div> </div> <ul style="list-style-type: none"> <li>Manual student registration and admission processes</li> <li>Lack of centralized academic tracking</li> <li>Poor communication between institution and parents</li> <li>No real-time dashboards for decision-makers</li> </ul>	<div style="display: flex; justify-content: space-between;"> <div>9. PROBLEM ROOT CAUSE</div> <div>RC</div> </div> <ul style="list-style-type: none"> <li>Educational institutions lack integrated digital platforms tailored to their workflows.</li> <li>Existing tools are either too generic or too complex to adopt without technical expertise.</li> </ul>	<div style="display: flex; justify-content: space-between;"> <div>7. BEHAVIOUR</div> <div>BE</div> </div> <ul style="list-style-type: none"> <li>Use manual registers and spreadsheets</li> <li>Call parents for updates</li> <li>Conduct physical meetings for progress review</li> <li>Try free or low-cost tools with limited success</li> </ul>	
<div style="display: flex; justify-content: space-between;"> <div>3. TRIGGERS</div> <div>TR</div> </div> <ul style="list-style-type: none"> <li>Admission season rush</li> <li>Government audits or inspections</li> <li>Complaints from parents about delays</li> <li>Need for digital transformation in education</li> </ul>	<div style="display: flex; justify-content: space-between;"> <div>10. YOUR SOLUTION</div> <div>SL</div> </div> <p>A modular, no-code digital platform built on ServiceNow to streamline educational workflows. It includes:</p> <ul style="list-style-type: none"> <li>Student Registration Module</li> </ul> <p>Role-based form with auto-generated admission numbers and parent contact capture.</p> <ul style="list-style-type: none"> <li>Admission Workflow Automation</li> </ul> <p>Digital approval flow with real-time status updates and notifications.</p> <ul style="list-style-type: none"> <li>Academic Progress Tracker</li> </ul> <p>Subject-wise marks entry with automatic total and percentage calculation.</p> <ul style="list-style-type: none"> <li>Admin Dashboard &amp; Analytics</li> </ul> <p>Real-time visual insights for decision-makers using ServiceNow widgets and filters.</p>	<div style="display: flex; justify-content: space-between;"> <div>8. CHANNELS of BEHAVIOUR</div> <div>CH</div> </div> <div>8.1 ONLINE</div> <p>Email, WhatsApp, school websites, Google Forms</p> <div>8.2 OFFLINE</div> <p>Paper forms, phone calls, notice boards, in-person meetings</p>	Extract online & offline CH of BE	
<div style="display: flex; justify-content: space-between;"> <div>4. EMOTIONS: BEFORE / AFTER</div> <div>EM</div> </div> <ul style="list-style-type: none"> <li>Before: Frustrated, overwhelmed, anxious, confused</li> <li>After: Confident, informed, relieved, empowered</li> </ul>				

Educational Organisation Using ServiceNow Canvas created by ch. Venkat teja

### References:

- <https://www.ideahackers.network/problem-solution-fit-canvas/>
- <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>