

Ideation Phase

Define the Problem Statements

Team ID	NM2025TMID08917
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW

Customer Problem Statement Template:

Educational institutions struggle with fragmented systems for managing IT services, administrative tasks, and student support. Staff often face delays in addressing service requests due to the lack of a centralized, automated workflow. Students are unable to track their queries or requests in real-time, leading to dissatisfaction and poor communication. The absence of a unified platform causes inefficiencies, repeated work, and data silos across departments. By implementing ServiceNow, these institutions can streamline operations, enhance user experience, and ensure transparency in service delivery.

Reference:

https://dev340899.servicenow.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Dbb66abc0c3c5321041687405e40131c2