Ideation Phase Define the
Problem Statements

Date	NOV- DEC 2025
Team ID	NM2025TMID00750
Project Name	Educational Organisation using ServiceNow
Maximum Marks	2 Marks

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a school admin	Record and manage new student admissions	it takes too long and has errors	the current process is manual and lacks automation	frustrated and overworked
PS-2	a teacher or academic coordinator	track student performance consistently	I can't quickly calculate results or view performance trends	the system doesn't automate calculations or provide a dashboard	inefficient and unsupported