

Project Design Phase
Problem – Solution Fit Template

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| Date | 04 October 2025 |
| Team ID | NM2025TMID01723 |
| Project Name | Educational Organisation Using ServiceNow |
| Maximum Marks | 2 Marks |

Problem – Solution Fit Template:

| S No | Problem | Solution |
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| 1. | Managing student admissions manually is time-consuming, error-prone, and inefficient. | A ServiceNow-based digital admission form with automated admin number generation, field validations, and data integrity. |
| 2. | Teachers need to manually calculate total marks and percentages, which is repetitive and inconsistent | Auto-calculation logic using Client Scripts to dynamically update total marks, percentage, and result fields in real-time |
| 3. | School staff struggle with tracking admission status and student performance history. | A process flow built in ServiceNow visualizes admission statuses like Joined, Rejected, Rejoined, etc., and organizes student data clearly. |
| 4. | Data duplication and redundancy occur due to disconnected systems. | Centralized tables in ServiceNow reduce duplication by reusing Admission Table data in the Progress Table through reference fields. |
| 5. | Lack of visibility and reporting causes delays in academic tracking. | System-generated records and form-level configurations help generate data logs and support performance tracking and improvement. |

References:

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