

## Ideation Phase

### Empathize & Discover

Date	01 October 2025
Team ID	NM2025TMID01723
Project Name	Educational Organisation using ServiceNow
Maximum Marks	4 Marks

Section	Details
Says	<p>"Managing student data manually is time-consuming."</p> <p>"I wish there was a system to reduce our paperwork."</p> <p>"We spend hours just to compile performance results."</p>
Thinks	<p>"Is there a smarter way to handle these repetitive tasks?"</p> <p>"We might make errors in data entry that could affect student records."</p> <p>"Technology could help, but I don't know where to start."</p>
Does	<ul style="list-style-type: none"> <li>-Fills out admission forms manually</li> <li>-Updates student marks in notebooks or Excel</li> <li>-Keeps track of admission status by hand</li> <li>-Sends data manually to other departments</li> </ul>
Feels	 Frustrated due to inefficiency  Anxious about data accuracy  Bored of repetitive tasks  Curious about digital solutions
Pain Points	<ul style="list-style-type: none"> <li>✗ Time-consuming manual entries</li> <li>✗ Prone to human errors</li> <li>✗ No easy tracking of</li> </ul>
Gains / Needs	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> A digital platform to store and update student data</li> <li><input checked="" type="checkbox"/> Auto-calculated results</li> <li><input checked="" type="checkbox"/> Easy, error-free admission tracking</li> <li><input checked="" type="checkbox"/> A clean and user-friendly interface</li> </ul>