

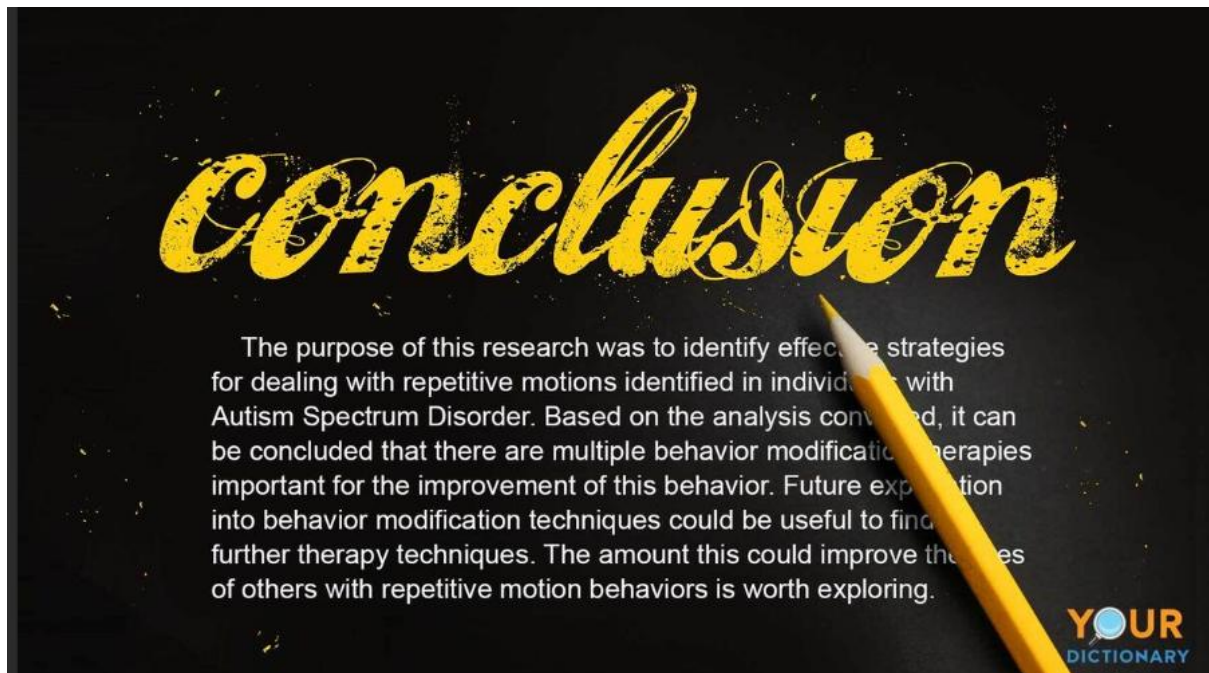
Project Design Phase

Proposed solution

Date	27-01-2026
Team ID	LTVIP2026TMIDS24889
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Proposed Solution

S.No	Feature / Module	Description	Purpose / Benefit
1	Student Request Portal	Allows students to submit academic or administrative requests online through ServiceNow.	Simplifies communication and reduces manual paperwork.
2	Automated Ticketing System	Automatically assigns tickets to respective departments or staff based on the type of request.	Speeds up issue resolution and improves accountability.
3	Dashboard and Reporting	Displays real-time data on student requests, performance, and departmental activity.	Helps management monitor progress and make data-driven decisions.
4	Notifications and Alerts	Sends automatic notifications via email/SMS when a request is updated or resolved.	Keeps users informed and improves transparency.
5	Role-Based Access Control	Provides separate login access for students, faculty, and administrators with proper permissions.	Enhances system security and data protection.
6	Knowledge Base / FAQ Section	Stores common questions and solutions related to student and staff services.	Reduces repetitive queries and improves self-service.
7	Feedback and Evaluation Module	Collects feedback from students on services provided through the platform.	Helps the institution improve service quality and user satisfaction.
8	Integration with Existing Systems	Connects ServiceNow with institut ↓ databases or LMS (Learning Management System).	Enables smooth data exchange and unified management.



Solution Description:

The project “**Educational Organization Using ServiceNow**” successfully demonstrates how digital transformation can simplify and enhance the management of academic and administrative processes in educational institutions. By implementing ServiceNow, the project provides an efficient platform that automates workflows, improves communication between departments, and ensures transparency in handling student requests and services.

The proposed system not only reduces manual workload and processing time but also strengthens coordination among staff, students, and administrators. Features such as the student request portal, automated ticketing, dashboards, and notifications contribute to faster problem resolution and improved decision-making.

Overall, this project emphasizes the importance of adopting **ServiceNow as a centralized solution** for educational organizations, leading to improved efficiency, accountability, and satisfaction for all users. It aligns with the modern vision of creating a **smart, digital, and service-oriented educational environment** that meets the growing needs of students and institutions alike.