**Define the Problem Statements**

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| Date | 31 October 2025 |
| Team ID | NM2025TMID01330 |
| Project Name | Educational Organisation Using ServiceNow |
| Maximum Marks | 2 Marks |

Customer Problem Statement Template

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| --- | --- | --- | --- | --- |
| an educational institution administrator | manage and monitor student, staff, and course details efficiently | manual record keeping is time-consuming and prone to errors | there is no centralized digital platform for automation and updates | frustrated and overworked |

Problem Statement Table

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| --- | --- | --- | --- | --- | --- |
| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
| PS-1 | an educational institution administrator | streamline academic and administrative processes | existing systems are scattered and lack integration | there is no centralized ServiceNow-based system to manage academic operations | frustrated due to redundant manual work and data inconsistency |
| PS-2 | a teacher or staff member | manage student progress and attendance easily | maintaining records manually is time-consuming and inefficient | traditional methods do not support real-time updates or automation | stressed and dissatisfied due to repetitive work |
| PS-3 | a student | access academic information and updates quickly | communication between departments is slow | there is no unified system to track progress or access updates | anxious and uncertain about academic progress |