# Ideation Phase
## Empathize & Discover

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|---|---|
| Date | 22 January 2026 |
| Team ID | LTVIP2026TMIDS67059 |
| Project Name | Educational Organisation using ServiceNow |
| Maximum Marks | 4 Marks |

| Section | Details |
|---|---|
| Says | "Managing student data manually is time-consuming."<br>"I wish there was a system to reduce our paperwork."<br>"We spend hours just to compile performance results." |
| Thinks | "Is there a smarter way to handle these repetitive tasks?"<br>"We might make errors in data entry that could affect student records."<br>"Technology could help, but I don't know where to start." |
| Does | -Fills out admission forms manually<br>-Updates student marks in notebooks or Excel<br>-Keeps track of admission status by hand -Sends data manually to other departments |
| Feels | 😣 Frustrated due to inefficiency<br>😵 Anxious about data accuracy<br>🥱 Bored of repetitive tasks<br>🤓 Curious about digital solutions |
| Pain Points | ✖ Time-consuming manual entries<br>✖ Prone to human errors<br>✖ No easy tracking of |
| Gains / Needs | ☑ A digital platform to store and update student data<br>☑ Auto-calculated results<br>☑ Easy, error-free admission tracking<br>☑ A clean and user-friendly interface |