Project Design Phase

Problem – Solution Fit Template

Date	Team ID	Project Name	Maximum Marks
01 NOV 2025	NM2025TMID00669	**EDUCATIONAL ORGANISATION USING SERVICE NOW**	**2 Marks**

Problem– Solution Fit Template:

- The Problem–Solution Fit ensures that the identified problem within the educational organization is effectively addressed through a tailored ServiceNow solution. It confirms that the developed system not only meets user needs but also enhances accuracy, transparency, and efficiency in academic data management.
- This phase focuses on identifying gaps in course and user dependency tracking, and designing a solution that prevents accidental data loss, ensures accountability, and supports institutional data reliability.

- **Purpose:**

- Solve complex academic management issues in a way that fits the needs of administrators, trainers, and students.
- Achieve faster adoption of the solution by integrating it seamlessly with existing educational workflows in ServiceNow.
- Improve communication and administrative processes through automated alerts and clear validation checks.
- Increase trust and efficiency by preventing accidental deletion of important academic records and ensuring proper reassignment.
- Understand current data management challenges to create a more secure and transparent learning environment.

Problem–Solution Fit Summary:

- There exists a significant gap in course and user management within educational systems, especially when courses assigned to active students or trainers are deleted without verification.
- Such deletions can lead to loss of academic progress records, incomplete data, and operational confusion among staff and students.
- By implementing a ServiceNow-based validation rule, the system ensures that no course currently linked to active users can be deleted accidentally or unknowingly.
- This approach enhances accountability, maintains data integrity, and improves administrative transparency across the institution.
- The solution safeguards the educational workflow by introducing automated checks, real-time alerts, and business rule validations, ensuring all dependencies are resolved before deletion.
- With the successful implementation of these rule-based mechanisms in ServiceNow, this project establishes a strong foundation for smarter, safer, and more reliable course management systems in educational organizations.