DEFINE THE PROBLEM STATEMENTS

Date	1 November 2025
Team ID	NM2025TMID03847
Project Name	Educational Organisation using Service Now
Maximum Marks	2 Marks

Customer Problem Statement Template

Educational institutions struggle with fragmented systems and manual processes that slow down operations and increase the risk of errors. Students face delays in admissions and lack visibility into their academic progress. Teachers and administrators spend excessive time on paperwork and data entry, while management lacks real-time insights for decision-making.

They need a centralized digital platform that automates workflows, integrates departmental data, and provides dynamic reporting. ServiceNow can streamline admissions, progress tracking, and communication across stakeholders, improving efficiency and transparency.

Problem & Solution Table

Problem	Description	Solution
Manual Data Handling	Student and teacher records are managed manually, leading to inefficiencies.	Create centralized tables for student and teacher data with easy access.
Admission Inefficiency	Multi-step admission processes cause delays and duplication.	Automate admission workflows using ServiceNow forms and scripts.

Departmental Silos	Lack of integration causes communication gaps and data fragmentation.	Link modules across departments for seamless data sharing.
Poor Progress Visibility	No dynamic system to track student performance.	Build automated progress tracking with real-time reporting.
Lack of Automation	Routine tasks require manual intervention.	Use scripts to automate calculations, data entry, and transitions.
Limited Decision Support	Management lacks consolidated dashboards and analytics.	Implement dashboards for performance metrics and data-driven decisions.

Example Problem Statements

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a Teacher	update student grades	it takes too long	the system is manual and errorprone	frustrated and overwhelmed
PS-2	an Admin	manage admissions efficiently	the process is fragmented	there's no automation or integration	stressed and inefficient

Problem Statement PS 1:

As a teacher, I am trying to update student grades quickly and accurately, but the current system is manual and prone to errors. This makes me feel frustrated and overwhelmed, especially during exam periods. I need a streamlined way to enter and calculate grades with minimal effort.

Problem Statement PS 2:

As an admin, I want to manage student admissions efficiently, but the process involves multiple disconnected steps and manual data entry. This causes delays and duplication, making me feel stressed and inefficient. A centralized and automated admission system would solve this problem.