

Project Design Phase

Problem–Solution Fit Template

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

Problem–Solution Fit Overview

The Problem–Solution Fit ensures that the challenges faced by educational institutions are directly addressed through targeted ServiceNow implementations. This framework helps align stakeholder needs with practical automation strategies, improving adoption, usability, and long-term impact.

Purpose

- ☒ Solve complex educational workflow issues with tailored automation
- ☒ Accelerate solution adoption by aligning with stakeholder behavior
- ☒ Improve communication and system design through clear triggers and feedback
- ☒ Build trust by resolving frequent inefficiencies and data gaps
- ☒ Understand current administrative pain points to design smarter systems

Implementation Template

- **Educational Organisation using ServiceNow**
- **1. Requirement Gathering** Identify key workflows in admissions, grading, and student tracking. Understand how data is currently managed and where bottlenecks occur.

- **2. Plan Development** Design a roadmap for creating custom tables (Salesforce, Admission, Student Progress), UI enhancements, and scripting logic.
- **3. System Analysis** Audit existing data structures and departmental workflows to ensure compatibility and identify integration points.
- **4. Rule Implementation** Develop automation scripts for admission number generation, pincode auto-fill, and grade calculations.
- **5. Testing & Validation** Conduct unit and integration testing to verify data accuracy, form behavior, and workflow transitions.
- **6. Monitoring & Feedback** Track system usage, gather feedback from students, teachers, and admins, and refine the solution for better performance and usability.

Summary

The project addresses critical inefficiencies in educational administration by automating admissions, centralizing data, and enabling real-time academic tracking. Through ServiceNow, the team delivers a solution that improves transparency, reduces manual workload, and enhances decision-making. With continuous monitoring and stakeholder feedback, the system evolves to meet institutional needs more effectively.