

# Project Design Phase

## Problem – Solution Fit Template

|               |  |
|---------------|--|
| Date          | 27-01-2026                                   |
| Team ID       | LTVIP2026TMIDS24894                          |
| Project Name  | Educational Organization<br>Using ServiceNow |
| Maximum Marks | 4 Marks                                      |

### Problem-solution fit template:

The main purpose of this project is to **develop a centralized and automated platform** for educational organizations using **ServiceNow**. This project aims to **improve communication, automate administrative tasks, and enhance service delivery** within the institution.

By using ServiceNow, all operations — from student requests to department workflows — can be managed on a **single, transparent, and efficient platform**. The goal is to transform traditional manual processes into a **digital, user-friendly system** that ensures faster responses, accountability, and improved productivity.

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#### Proposed Solution:

The proposed solution is to design and implement an **Educational Organization Management System** powered by **ServiceNow**. The system will:

- Provide a **student request portal** for submitting academic or administrative issues.
- Use **automated ticketing and workflow management** to assign tasks to respective departments.
- Offer a **dashboard and reporting feature** for administrators to track performance and service requests.
- Send **real-time notifications and alerts** to students and staff for updates.

# Problem Statement

1

## What is a Problem Statement?

When starting a research project or writing a research paper, you should be prepared for a range of possible outcomes.

2

## Problem Statement Template

The next important step after identifying the problem is to propose a solution or improvements that can be made to improve the overall research paper.

3

## Crafting a Problem Statement

If your paper has any specific objectives, define them in the study and outline the aim to achieve through your research.

4

## Problem Statements Examples

A problem statement for a project can be crafted if a research topic needs further enhancement or required refinement.