

Project Design Phase

Problem–Solution Fit Template

Date:	07 November 2025
Team ID:	NM2025TMID09069
Project Name:	Educational Organisation Using ServiceNow
Maximum Marks:	2 Marks

1. Problem Summary

Educational institutions struggle with manual management of student admissions, records, and academic progress. The manual calculation of student marks often results in errors, inconsistencies, and delays. There is no centralized system to automate the marks calculation process, leading to inefficiency.

2. Target Users

- Administrative Staff
- Admission Coordinators
- Teachers & Evaluation Staff- Management Team

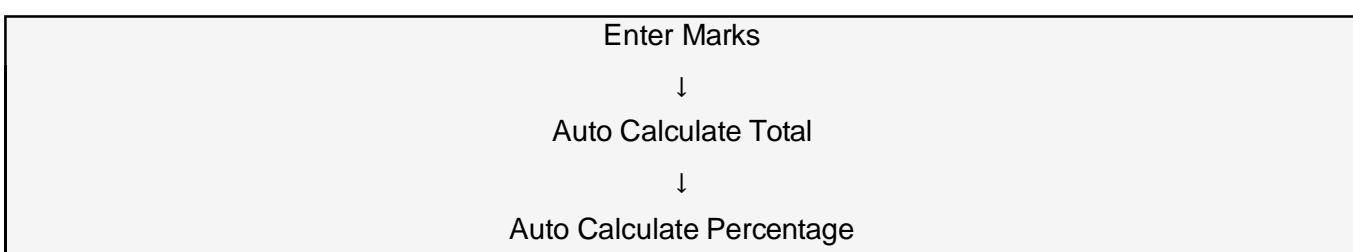
3. User Pain Points

- Manual marks calculation leads to errors
- Difficulty tracking student performance history
- No automated progress calculation or result generation
- Time-consuming data entry process

4. Proposed Solution

A centralized digital system built on ServiceNow that automates student marks calculation, total/percentage computation, and result generation. The platform ensures accuracy, reduces workload, and increases operational speed.

5. Marks Calculation Flowchart



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Generate Result (Pass/Fail)

6. Expected Outcomes

- Error-free marks calculation
- Fast result generation
- Improved student performance visibility
- Seamless academic management workflow