

Ideation Phase

Define Problem Statement

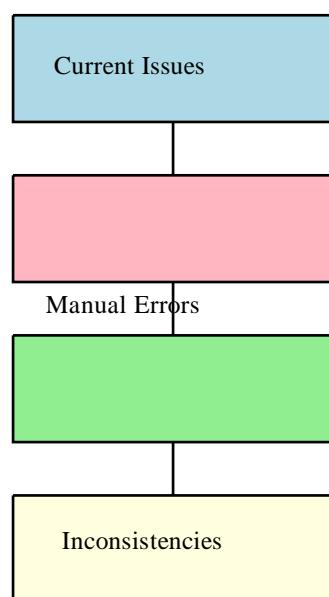
Date:	07 November 2025
Team ID:	NM2025TMID09069
Project Name:	Educational Organisation Using ServiceNow
Maximum Marks:	2 Marks

Customer Problem Statement

Educational institutions commonly face issues such as manual data handling, inconsistent admission information, delays in student progress tracking, and a lack of workflow automation. These result in operational delays, errors, and inefficiencies.

Institutions require a centralized, digital system that automates student lifecycle processes, ensures accuracy, and improves administrative productivity.

Problem Flow Diagram



Need Automation