

# Ideation Phase

## Define Problem Statement

<b>&lt;b&gt;Date:&lt;/b&gt;</b>	07 November 2025
<b>&lt;b&gt;Team ID:&lt;/b&gt;</b>	NM2025TMID09069
<b>&lt;b&gt;Project Name:&lt;/b&gt;</b>	Educational Organisation Using ServiceNow
<b>&lt;b&gt;Maximum Marks:&lt;/b&gt;</b>	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

