Ideation Phase

Idea Prioritization Template

Date	31 OCTOBER 2025
Team ID	NM2025TMID04230
Project Name	Education Organisation Using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement:

An educational institution (such as a university or college) is facing significant challenges in managing and delivering IT and administrative services efficiently. Students, faculty, and staff currently rely on multiple disconnected systems (emails, phone calls, spreadsheets) to report issues, request services, or get information. This leads to:

- **Delayed response times** for IT and facility-related issues.

- **Lack of visibility and tracking** for requests or incidents.

- **Inconsistent communication** between departments (IT, HR, Facilities, and Academic Services).

- **Manual workflows** causing administrative inefficiency.

- **Poor user experience**, as students and staff often do not know where or how to raise requests.

The organization wants to **digitally transform its service management process** by implementing **ServiceNow** as a unified platform to handle IT Service Management (ITSM), HR Service Delivery, and Facilities Requests — all from a single self-service portal.

Goal:

To design and implement a ServiceNow-based solution that streamlines service requests, automates workflows, and provides real-time visibility into operations — improving user

satisfaction, reducing turnaround time, and increasing operational efficiency across the educational institution.

Example Use Cases:

1. **IT Support:** Students submit requests for password resets or software access through a self-service portal instead of emailing IT support.

2. **HR Requests:** Faculty can request onboarding help, ID cards, or leave approvals through automated ServiceNow workflows.

3. **Facilities Management:** Staff can raise facility-related issues (e.g., classroom maintenance) that are automatically routed to the right team.