Project Design Phase

Proposed solution

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

Proposed solution Template

S.No	Paramete	Description
1	Affected User	The **name of the person** experiencing the IT issue (Student, Faculty, or Staff).
2	Campus Location	The **building, lab, or office** where the issue is occurring (e.g., "Library 3rd Floor," "Science Lab 101").
3	Service Affected	The **specific IT service** that is degraded or down (e.g., "Campus Wi-Fi," "Learning Management System," "Email Services").
4	Request Category	The **type of administrative or academic request** (e.g., "Transcript Request," "Housing," "Financial Aid," "HR/Payroll").
5	Student ID	The **unique student identification number** associated with the request.
6	Academic Program	The **degree, major, or program** the student is currently enrolled in.
7	Approval Flow	The automated **workflow required to approve the request** (e.g., requires 'Advisor Approval' then 'Registrar Approval').
8	Target Fulfillment Time	The **Service Level Agreement (SLA)** defining the target time for resolving or fulfilling the request

9	Facility Asset	The **specific physical asset** that needs service (e.g., "HVAC Unit 5," "Classroom Door Lock").
10	Area/Room Number	The **precise room or area number** where the maintenance is needed.
11	Safety Impact	Indicates if the issue poses a **potential safety hazard** to staff or students (e.g., "High Safety Risk," "None").
12	Maintenance Type	The **nature of the work required** (e.g., "Repair," "Inspection," "Preventative Maintenance," "Cleaning").
13	Preferred Time	The **time window requested for the work** to minimize disruption (especially for classroom repairs).

Conclusion: Education Organisation Using ServiceNow

The implementation of ServiceNow within an education organisation represents a crucial and transformative **digital shift from fragmented administrative processes to a unified service delivery model.** The project's success is defined by its validated Problem-Solution Fit, its clear performance metrics, and its core focus on user empathy.