

Ideation Phase

Define the Problem Statements

Date	30 october 2025
Team ID	NM2025TMID03158
Project Name	Educational Organization using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:



Problem Statement Table:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A student in a college who needs academic and administrative services (certificates, timetable, fees, complaints)	Access student services quickly and get approvals without delays	I have to visit different departments, fill manual forms and wait in long queues	There is no centralized automated system to handle student requests and approvals	Frustrated, stressed, and delayed in completing important academic tasks
PS-2	A faculty/administrative staff member responsible for student requests and academic services	Manage student queries, approvals, notices, and academic records efficiently	I spend time on manual paperwork, approval cycles, and repetitive tasks	The institution lacks an automated workflow management and notification system	Overloaded, time-pressed, and unable to respond to student requests efficiently