Problem -Solution Fit
Educational Organization Using ServiceNow

Date	1 NOVEMBER 2025
Team ID	NM2025TMID03095
Project Name	Educational Organization Using ServiceNow
Maximum Marks	2 Marks

Problem – Solution Fit :

● The Problem–Solution Fit ensures that you have identified a real challenge within your organization and that your proposed solution effectively resolves it. This framework helps educational institutions using ServiceNow streamline workflows, enhance collaboration, and ensure transparency in academic and administrative processes.

Purpose:

• Solve institutional workflow and communication gaps using ServiceNow's automation tools.

• Improve service delivery and responsiveness within departments such as IT, HR, and student support.

• Strengthen data management and accountability across educational operations.

• Increase efficiency by automating routine tasks like student onboarding, faculty requests, and issue resolution.

• Enhance visibility and performance monitoring to ensure smoother academic and administrative coordination.

Template:

Requirement Gathering

Identify key admin &
academic issues to
automate with ServiceNow.

Test modules with staff & students to ensure
accuracy and usability.

System Analysis

Analyze existing systems & data to integrate
ServiceNow smoothly.

Rule Implementation

Implement rule-based
automation for faster and
accountable service.

Monitoring & Feedback

Monitor results and
collect feedback to
enhance system

Plan Development

Design workflows for IT, HR & student processes to
improve efficiency.

Explanation:

- The project "Educational Organization Using ServiceNow" aims to enhance operational efficiency within schools, colleges, and universities through workflow automation and service management. Many educational institutions face delays and confusion in administrative processes due to manual handling of IT requests, student issues, and faculty coordination.

- By implementing ServiceNow, these processes become automated and transparent, reducing workload and improving communication. The system allows centralized tracking of tasks, better reporting, and faster problem resolution. With ServiceNow's flexibility, educational organizations can create customized portals for students, faculty, and staff—ensuring every request is tracked, resolved, and analyzed for future improvements.

- This solution promotes accountability, resource optimization, and continuous improvement—helping educational institutions achieve smarter and more responsive service delivery.