

# Educational Organization

## Using ServiceNow

Proposed solution

Date	1 November 2025
Team ID:	NM2025TMID03095
Project Name :	Educational organization using service now
Maximum marks:	2 Marks

### Proposed Solution Template :

	Parameter	Description
1.	Problem Statement (Problem to be solved)	In many educational institutions, administrative and academic service requests are handled manually or through unorganized communication channels. This leads to delays in resolving student/staff issues, lack of transparency, and difficulty in tracking requests or approvals.
2.	<i>Idea / Solution</i>	The solution implements an Education Service Management System using ServiceNow to automate academic and administrative workflows. Modules such as student support requests, IT helpdesk, asset management, and faculty service requests will be managed through a centralized ServiceNow portal, improving efficiency and accountability.
3.	Novelty / Uniqueness	The solution leverages ServiceNow's ITSM features and custom applications tailored specifically for educational workflows. Unlike traditional ITSM setups, it integrates academic processes such as course registration issues, student ID requests, and facility management, all within one platform.

4.	Social Impact / Customer Satisfaction	Students, faculty, and administrators benefit from faster response times, transparent tracking of requests, and improved communication. It enhances the overall experience within the educational organization by reducing manual errors and promoting digital transformation.
5.	Business Model (Revenue Model)	While the project is designed for internal institutional use, it can be scaled as a managed solution for other educational institutions. It reduces administrative overhead, optimizes staff time, and ensures cost savings by minimizing paper-based and manual operations.
6.	Scalability of the Solution	The platform can be expanded to include HR services, library management, research support, and student feedback systems. It can also integrate with Learning Management Systems (LMS) and external education tools, making it a flexible solution for growing institutions

## Conclusion:

- To managing academic and administrative workflows in educational institutions. By digitizing service approvals, and communications, it bridges the gap between students, faculty, and administrative departments. This solution improves accountability, transparency, and efficiency while reducing dependency on manual processes. Leveraging ServiceNow's automation and reporting capabilities ensures that requests are resolved promptly and tracked effectively. By implementing rule-based workflows and continuous monitoring, this

project establishes a foundations.

## **Reference:**

- Infographic created using MidJourney

## **Solution Description:**

- The Educational Organization Using ServiceNow project focuses on automating educational service processes within institutions. It utilizes ServiceNow's workflow engine to handle student and staff requests—such as IT support, facility issues, academic queries, and administrative approvals. Each request is automatically routed to the concerned department, with progress tracking and notifications to ensure timely resolution.
- This approach simplifies operations, ensures accountability, reduces communication gaps, and improves the overall user experience. It demonstrates how ServiceNow can be customized beyond ITSM to build a comprehensive service management solution for educational environments.