Project Title: Educational organisation using service now
Organization: [SmartInternz]
Project Duration: [may 19] – [June 30]

Project Objectives

Automate and streamline IT service management (ticketing, asset management, incident management).

Improve response and resolution times for IT-related queries.

Centralize student and staff support requests.

Enable workflow automation across administrative departments.

Enhance visibility and reporting for decision-makers.

Scope of Work
In-Scope Modules:
Incident Management
Service Request Management
Change Management
Asset and Configuration Management (CMDB)
Knowledge Base
Self-Service Portal (for students & staff)
Integration with Email & Active Directory
Out-of-Scope:
HR and Finance automation (Phase 2)
Custom App Development

Stakeholders

Stakeholder Group	Role
IT Department	Administer ServiceNow, manage tickets
Students & Staff	End users of self-service portal
Admin Departments	Use workflows for approvals, updates
Management	Receive dashboards and analytics

Implementation Phases

Phase	Description	Timeline
Requirement Gathering	Workshops with departments	Month 1
Platform Setup	Instance configuration, user access	Month 2
Module Implementation	Incident, Request, Change Mgmt	Month 3–4
4. User Training	Conducted for IT staff and end users	Month 5
5. Go-Live & Support	Production release and hypercare	Month 6

Outcomes and Benefits

80% reduction in email-based IT support queries.

Faster resolution of incidents (SLA compliance improved from 60% to 90%).

Improved transparency through tracking of requests.

Knowledge base reduced repeat queries by 30%.

Self-service portal empowered users to solve common issues independently.

Challenges Faced

Resistance to change among staff.

Need for customization to suit academic workflows.

Integration delays with legacy systems.

Training required additional sessions to achieve adoption.

Recommendations

Plan for phased implementation with user feedback loops.

Invest in continuous training and onboarding materials.

Schedule periodic platform audits to maintain performance.

Engage a ServiceNow partner for advanced module rollout.

Conclusion

The ServiceNow implementation has transformed the way IT services are delivered across the organization. It laid the foundation for future workflow digitization in HR, Finance, and academic departments. With improved service delivery and user satisfaction, this initiative aligns with the institution's digital transformation goals.