

Ideation Phase

Define the Problem Statements

Date	01 NOVEMBER 2025
Team ID	NM2025TMID03588
Project Name	Educational Organization using ServiceNow
Maximum Marks	2 Marks

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

Problem Statement PS-1 :

This statement delineates the student's experience as the primary stakeholder. The student functions as the "customer" requiring fundamental academic and administrative services, such as certification issuance, identification card processing, and fee inquiries. The objective is to obtain these services efficiently and with minimal effort. Currently, the process is impeded by a manual, decentralized system that necessitates physical visits to multiple departments, manual form completion, and prolonged waiting periods. The underlying cause is the absence of an

integrated, automated platform, resulting in increased student frustration, stress, and service delays.

Problem Statement PS-2 :

This statement addresses challenges from the administrative and faculty perspective. Staff members function as "service providers" responsible for managing student requests, approval processes, and record-keeping. However, they are also constrained by the manual system, which necessitates extensive manual data entry, repetitive paperwork, and approval follow-ups. The absence of automated workflows results in increased workload, time inefficiencies, and perceived operational overload, thereby contributing to delays that generate student dissatisfaction, as described in PS-1.