Project Design Phase
Proposed Solution Template

Date	27 June 2025
Team ID	https://github.com/Mounika-penke/Educational-Organisation-Using-Servicenow
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Educational institutions face inefficiencies, delays, and poor communication due to manual or outdated service request management systems.
2.	Idea / Solution description	Implement a centralized ServiceNow platform to automate workflows, manage service requests, and provide real-time tracking for students and staff.
3.	Novelty / Uniqueness	Integrates academic and IT services into a unified system tailored for educational environments, enhancing both administrative and student services.
4.	Social Impact / Customer Satisfaction	Increases transparency, reduces wait times, and improves satisfaction among students, faculty, and support staff.
5.	Business Model (Revenue Model)	Offered as a SaaS model where institutions pay based on user volume or subscription; cost-effective with long-term value.
6.	Scalability of the Solution	Easily scalable to multiple departments, campuses, or institutions;supports increasing user base and custom service modules.

References:

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https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f