

## Ideation Phase

### Define the Problem Statements

|               |  |
|---------------|--|
| Date          | 27 June 2025                               |
| Team ID       | LTVIP2025TMID31281                         |
| Project Name  | EDUCATIONAL ORGANISATION USING SERVICE NOW |
| Maximum Marks | 2 Marks                                    |

#### Customer Problem Statement Template:

Educational institutions struggle with fragmented systems for managing IT services, administrative tasks, and student support. Staff often face delays in addressing service requests due to the lack of a centralized, automated workflow. Students are unable to track their queries or requests in real-time, leading to dissatisfaction and poor communication. The absence of a unified platform causes inefficiencies, repeated work, and data silos across departments. By implementing ServiceNow, these institutions can streamline operations, enhance user experience, and ensure transparency in service delivery.

#### Reference:

1. <https://github.com/Mounika-penke/Educational-Organisation-Using-Servicenow>
2. [https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3D4a733dfa830622102e10b0d6feaad31f](https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f)