Ideation Phase

Define the Problem Statements

Date	1 November 2025
Team ID	NM2025TMID05413
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Problem Statement Template:

Educational institutions often face challenges in managing academic and administrative processes efficiently. Manual handling of student admissions, staff management, course assignments, and performance tracking leads to errors, delays, and lack of transparency.

Administrators and staff struggle to maintain accurate records and coordinate effectively due to disconnected systems and paperwork. Students face difficulties accessing information or submitting queries through a centralized platform.

They need a digital solution that automates workflows, integrates student and staff data, and provides real-time visibility into academic operations. Implementing such a system on ServiceNow ensures process automation, accuracy, and improved collaboration across all departments, leading to better management and enhanced learning experiences.

Problem & Solution Table

Problem	Description	Solution
Manual Administration	Managing student admissions, staff records, and academic data manually causes errors and consumes	Automate administrative workflows in ServiceNow using forms, approval flows, and digital records
Lack of Centralized System	Data is scattered across multiple systems, making it difficult for staff and students to access accurate	Develop a centralized ServiceNow dashboard integrating student, staff, and course data for sear`
Inefficient Communication	Students face delays when raising queries or accessing course updates due to lack of a unified com-	Implement a student query portal and notification system in Service-Now to streamline communicati-
Limited Transparency	Faculty and students are unaware of the progress or status of administrative tasks	Enable automated status updates, notifications, and tracking dashboards for transparency
Data Inconsistency	Manual record-keeping often results in data duplication or outdated information	Use ServiceNow's workflow automation and validation rules to ensure data accuracy and consistency

Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	An Administrator	Manage student and faculty records efficiently	The process is manual and time-consuming	Data is stored in multiple systems without integration	Overwhelmed and inefficient
PS-2	A Student	Access academic details and raise queries	There is no unified platform for interaction	Communication with faculty and staff takes longer	Frustrated and unsupported

Problem Statement PS-1:

As an administrator, I am trying to manage student admissions, staff information, and course assignments efficiently, but the process is still manual and fragmented. This makes me feel overwhelmed as I struggle to maintain accurate data and coordinate between departments. A centralized digital system on ServiceNow would automate tasks, reduce redundancy, and provide real-time data visibility, leading to more efficient academic management.

Problem Statement PS-2:

As a student, I want to access my academic details, course schedules, and raise queries easily. However, the institution lacks a unified digital platform, which causes delays in communication and issue resolution. A dedicated ServiceNow-based portal would help streamline communication, allow quick query handling, and enhance the overall learning experience.