

Educational Organization using ServiceNow

	Student	Faculty	Approve	View Material	Pain	Opportunities
Student	Access portal	Revluim ServiceNow	Hope my request is approved	I need this material soon.	Request process is not clear	Improve portal usability
	Submit course request	Is my login working as needed?	Let me check courses prequesites.	No update on request status.	No update on request status	Provide detailed request guidelines
Faculty	Approve request	Pme check requests.	Vcheck approve this soon.	This material request. ready.'	Login issues	Simplify login process
	View material requests	I hope requests aron track.	Request requirements not visible	Difficulty in tracking backlog	Request requirment's not visible	implement workflow analytics
IT Support	Sign in	Let's see if there are any issues	This should resolve the. problem.	Quick fix for approval notification.	Notification not sent to student	Preemptively address login challenges
	Assist with login issue	This should resolve the problem.	Quick fix for approval notification.	I'll look into this issue.	Recurrent access problems	Automate notification processes