

Project Design Phase
Proposed Solution Template

Date	27 June 2025
Team ID	LTVIP2025TMID28869
Project Name	Educational Organization using Serivcenow
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 struggle with inefficient service management, slow support, and disconnected systems, affecting student and staff satisfaction.
2.	Idea / Solution description	Use ServiceNow to create a unified platform for managing IT support, HR requests, student helpdesks, and workflow automation in education.
3.	Novelty / Uniqueness	Custom workflows for education, AI chatbots, analytics, and integrations with LMS tools make it more tailored than generic IT solutions.
4.	Social Impact / Customer Satisfaction	Faster support, 24/7 access, reduced admin burden, and better user experience for students and staff.
5.	Business Model (Revenue Model)	Subscription-based pricing per user/institution, with additional revenue from setup, customization, and support services.
6.	Scalability of the Solution	Cloud-based, modular, and easily expandable across departments or campuses, with integration and multilingual support.