**Project Design Phase**

**Proposed Solution Template**

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| 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.

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| **S.No** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Educational institutions struggle with inefficient service management, slow support, and disconnected systems, affecting student and staff satisfaction. |
|  | Idea / Solution description | Use ServiceNow to create a unified platform for managing IT support, HR requests, student helpdesks, and workflow automation in education. |
|  | Novelty / Uniqueness | Custom workflows for education, AI chatbots, analytics, and integrations with LMS tools make it more tailored than generic IT solutions. |
|  | Social Impact / Customer Satisfaction | Faster support, 24/7 access, reduced admin burden, and better user experience for students and staff. |
|  | Business Model (Revenue Model) | Subscription-based pricing per user/institution, with additional revenue from setup, customization, and support services. |
|  | Scalability of the Solution | Cloud-based, modular, and easily expandable across departments or campuses, with integration and multilingual support. |