Project Design Phase

Proposed Solution

Date: 20 June 2025

Team ID: LTVIP2025TMID28652

Project Name: **Educational Organisation Using ServiceNow**

S.no	Parameters	Details
1	Project Objective	Streamline and automate academic and administrative processes
2	Target Users	Students, Faculty, Administrative Staff
3	Modules/Features	Incident Management, Request Management, Knowledge Base, Self-Service Portal
4	Platform	ServiceNow ITSM (Information Technology Service Management)
5	Integration points	Student Information System (SIS), Email, HRMS
6	Customization Needs	Custom forms for student requests, faculty onboarding, and IT issues
7	Automation Scope	Workflow automation for approvals, ticket routing, and notifications
8	Accessibility	Mobile and Web Access with Role-based Permissions
9	Security & Compliance	Role-based access, data privacy (FERPA compliance if applicable)
10	Reporting & Analytics	Dashboards for ticket trends, response times, and user satisfaction