# Project Design Phase

## Proposed Solution

**Date:** 20 June 2025

**Team ID:** LTVIP2025TMID28652

**Project Name**: **Educational Organisation Using ServiceNow**

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| |  |  |  | | --- | --- | --- | | 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 | | |
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