Project Design Phase
Proposed Solution Template

Date	15 February 2025
Team ID	LTVIP2026TMIDS54383
Project Name	Educational organisation using service now
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 organizations face delays in handling student and faculty requests due to manual paperwork, lack of tracking systems, miscommunication between departments, and slow approval processes. These issues reduce efficiency, transparency, and overall service quality.
2.	Idea / Solution description	The proposed solution is to implement a centralized workflow automation system using ServiceNow. The system allows students and staff to submit service requests through an online portal. Requests are automatically routed to the concerned department, tracked in real-time, and processed digitally with notifications at each stage.
3.	Novelty / Uniqueness	The uniqueness of this solution lies in integrating academic and administrative services into a single digital platform. It provides automated approval workflows, real-time tracking dashboards, and centralized data management specifically tailored for educational institutions.
4.	Social Impact / Customer Satisfaction	The solution improves transparency, reduces response time, and enhances student and faculty satisfaction. It minimizes paperwork, supports eco-friendly operations, and ensures better communication between departments, leading to improved institutional efficiency.
5.	Business Model (Revenue Model)	Revenue can be generated through subscription-based licensing for institutions, implementation and customization services, maintenance and support charges, and training programs for staff. Institutions can pay annual or monthly subscription fees for system usage.

6.	Scalability of the Solution	The solution is highly scalable as it is cloud-based. It can be implemented in small schools, colleges, universities, and even multi-campus institutions. Additional modules like attendance, fee management, AI chatbots, and analytics can be integrated in the future.