Project Design Phase
Proposed Solution

Date	1 November 2025
Team ID	NM2025TMID06410
Project Name	Educational Organization Using ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Educational institutions face challenges in managing admissions, student data, and communication across departments. Manual processes lead to data duplication, delays, and inefficiency.
2.	Idea / Solution description	Develop an Educational Management System using ServiceNow to automate admissions, centralize student and teacher data, and track performance through dashboards and reports. Self-service portals will allow easy access for students and staff.
3.	Novelty / Uniqueness	The solution integrates academic and administrative processes on a single ServiceNow platform. It replaces manual paperwork with automated workflows and provides real-time data access for all stakeholders.
4.	Social Impact / Customer Satisfaction	It improves transparency and efficiency in educational institutions, reduces administrative workload, and provides a better experience for students, teachers, and administrators.
5.	Business Model (Revenue Model)	Can be offered as a subscription-based or institutional license model for schools and colleges, helping them digitally transform their operations efficiently.

6.	Scalability of the Solution	The system can be expanded to include fee management, online examinations, and parent portals. It can also integrate with Learning Management Systems (LMS) and external education databases.

Conclusion

The proposed Educational Management System using ServiceNow provides a comprehensive digital solution for managing the core academic and administrative functions of educational institutions. It automates key processes such as admissions, attendance tracking, and performance monitoring, replacing manual paperwork with efficient online workflows. By integrating all departments into a single centralized platform, the system ensures real-time data accessibility, enhances transparency, and minimizes human errors. Students and staff benefit from an easy-to-use self-service portal, while administrators gain insights through analytical dashboards and reports that support data-driven decisions. This solution not only improves institutional efficiency but also strengthens communication and accountability within the organization. Ultimately, it contributes to the modernization of educational management practices, fostering a more connected, responsive, and technology-enabled learning environment.

Solution Description:

The proposed Educational Management System built on ServiceNow automates key academic and administrative workflows such as admissions, attendance tracking, and performance monitoring. It provides centralized data management and self-service portals for students and staff, ensuring accuracy, security, and ease of use.

Through dashboards and reports, administrators can make data-driven decisions in real time. This digital solution enhances operational efficiency, reduces manual errors, and fosters a transparent, connected, and technology-driven learning environment.