

Ideation Phase

Brainstorm & Idea Prioritization

Template

Date	31 OCTOBER 2025
Team ID	NM2025TMID00531
Project Name	Educational Organization using serviceNow
Maximum Marks	4 Marks

Educational Organization using ServiceNow:

This guided project showcases how ServiceNow can be utilized to streamline and manage operations within an educational organization. It begins by setting up essential roles such as administrators, faculty members, and students, followed by configuring core modules tailored for academic workflows. A custom workflow is then created to handle student service requests—such as enrollment inquiries, certificate applications, and IT support—ensuring smooth case routing and timely resolution.

The project also demonstrates how to automate notifications and approvals, improving communication between departments and students. A test scenario is included to validate proper request handling: first, a student submits a support request, allowing administrators to verify assignment rules and fulfillment steps. Finally, the workflow processes a faculty request to confirm consistent behavior across roles. This setup helps institutions enhance efficiency, reduce manual paperwork, and provide a seamless digital experience for all campus users.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:



Step-2: Brainstorm, Idea Listing and Grouping:

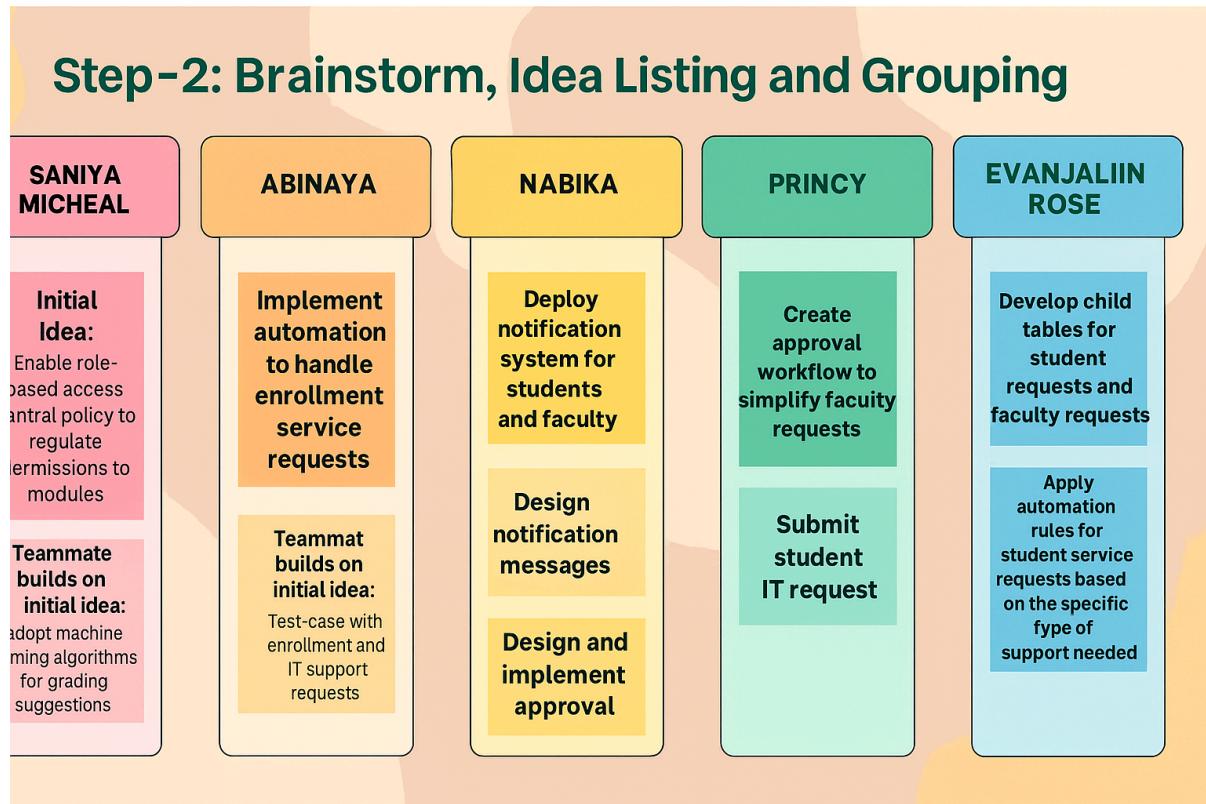


Fig2: Image that describes the work done by teammates.

■ Brainstorm:

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

■ Idea Listing:

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

■ Grouping:

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

■ Action Planning:

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

Step-3: Idea Prioritization:

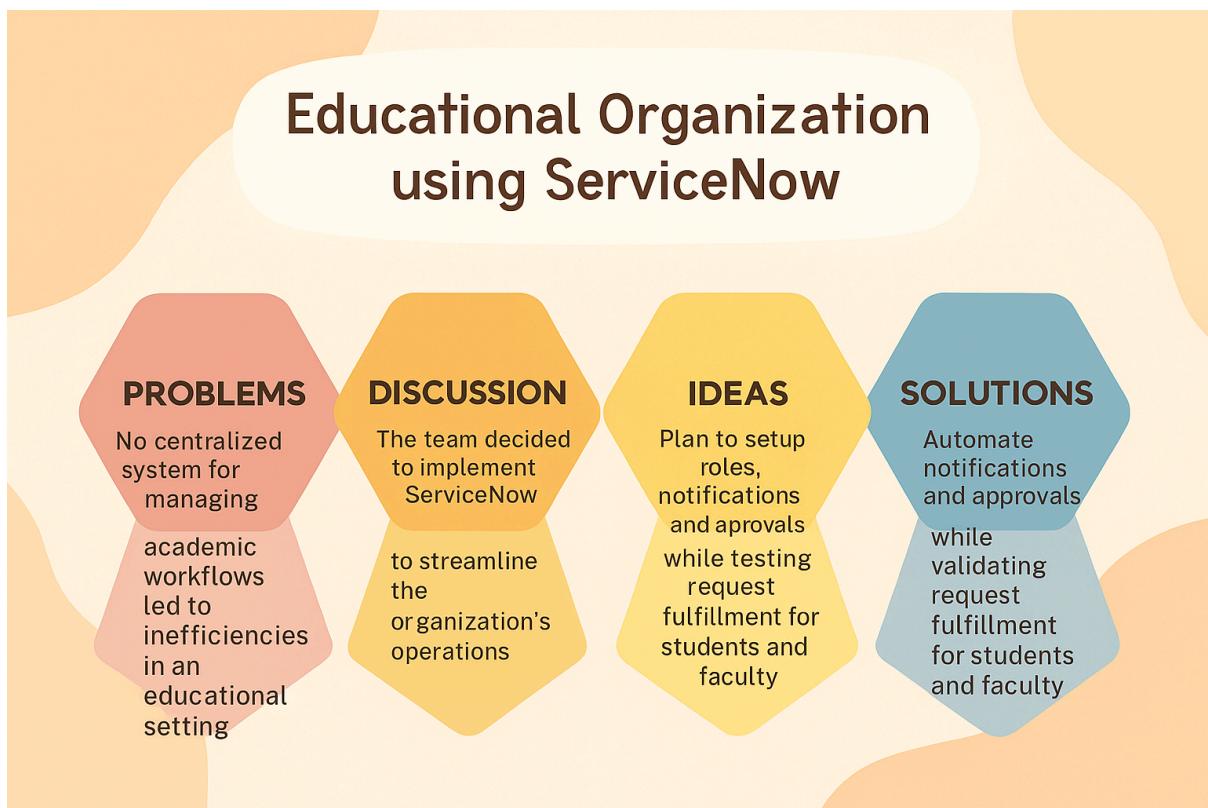


Fig3: Image of steps to prevent user deletion.

Idea Prioritization:

Idea polarization helps break down complex projects into clear, focused components. In this project, the main goal is to prevent user deletion if the account is assigned to an active incident. This approach ensures that data integrity and accountability are maintained during critical workflows. By polarizing ideas, we can separate incident management processes from routine administrative tasks. It also helps in highlighting the importance of user account security and controlled access. Each step, from detection to restriction, becomes easier to plan and implement. Clear visual representations like diagrams and flowcharts can simplify communication. Overall, idea polarization strengthens project clarity and supports smooth execution.