

Ideation Phase

Define the Problem Statements

Template

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

Educational Organization using ServiceNow:

Schools and colleges often struggle with managing student, staff, and faculty requests because many tasks are handled through emails or manual processes. This causes delays, confusion, and missed issues, making it difficult for users to track the status of their requests and get timely support.

With ServiceNow, the educational organization can manage all requests in one place. This system helps track issues, send updates, and resolve problems faster, improving communication and efficiency. It creates a smoother experience for students, teachers, and staff while supporting better campus operations.

Problem & Solution Table

Problem	Description	Solution
Inefficient Manual Requests	Using emails or manual tracking for student and staff requests causes delays and confusion.	Implement ServiceNow to consolidate and automate request management.
Miscommunication	Without a central system, users struggle to track the status of the requests.	Use ServiceNow to keep request statuses visible and transparent.
Slow Issue Resolution	Important problems don't get solved promptly, disrupting learning and operations.	Speed up issue handling, through automated updates and streamlined processes.

Example:

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	A Student	Submit a request for technical support	I don't know where to submit it or track it	the organization uses manual ways like emails and calls	confused and unsure
PS-2	An Administrative Staff	Manage and track student/teacher service requests	requests get mixed up or delayed	there is no central platform to organize and monitor tasks	stressed and frustrated

 **Problem Statement PS-1**

As a student, I am trying to submit a request for technical support related to my learning portal, but I am unsure where to send it or how to track its progress because the institution still uses emails and informal communication channels. This situation makes me feel confused and unsure about whether my issue will be resolved on time.

I need a centralized system where I can easily raise a request, view updates, and get timely support without constantly following up.

 **Problem Statement PS-2**

As an administrative staff member, I want to efficiently manage and track student and faculty service requests.

However, requests often get mixed up or delayed because there is no central system to record and monitor them — everything is handled manually through messages and emails. This causes stress, delays in resolving important tasks, and lowers service efficiency. A unified platform like ServiceNow would help organize, track, and complete requests promptly, improving productivity and user satisfaction.