

Project Design Phase

Problem – Solution Fit Template

Template

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

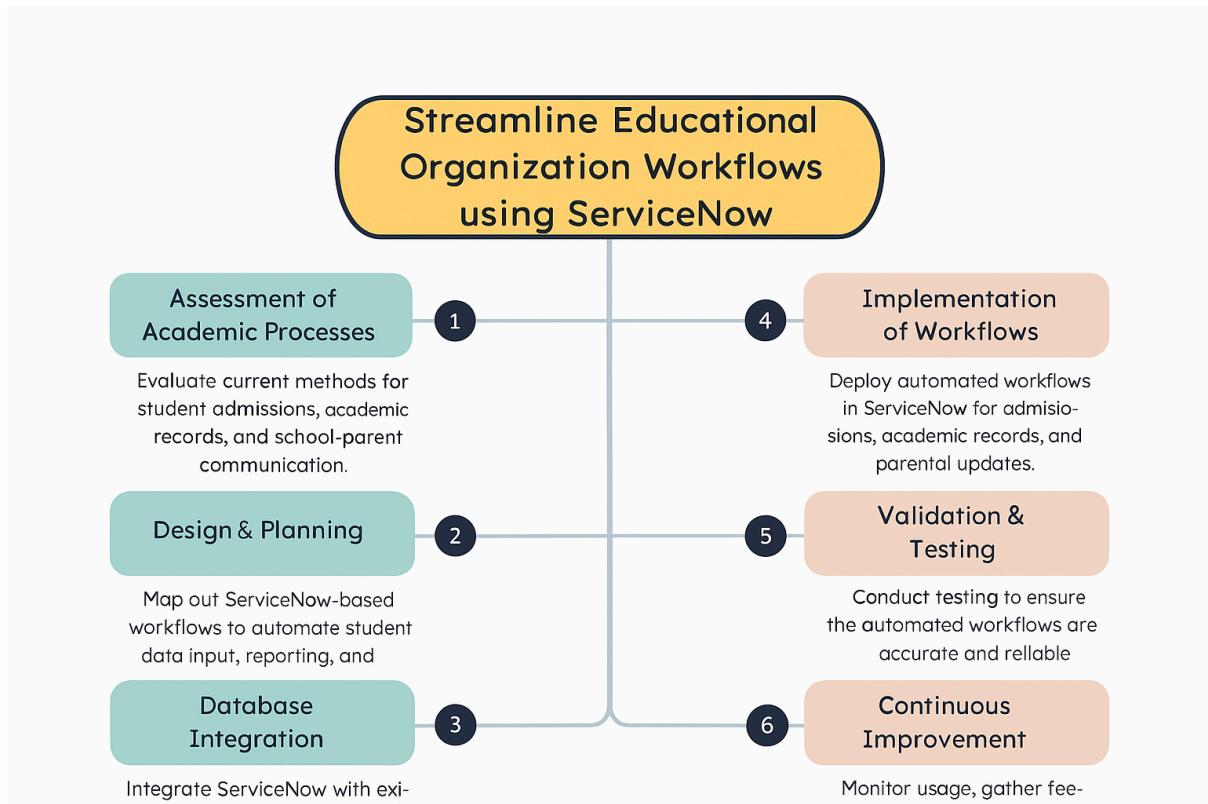
Problem – Solution Fit Template:

The Problem-Solution Fit ensures that the challenges faced by educational institutions are deeply understood and that the ServiceNow-based solution effectively addresses them. In an educational environment, managing student admissions, academic records, progress tracking, and parent communication can be complicated when handled manually or across fragmented systems. ServiceNow provides a unified digital platform to automate workflows, maintain accurate student data, and improve institutional efficiency and transparency. This framework identifies operational pain points in academic administration and validates that the ServiceNow solution meaningfully enhances the experience for students, parents, and administrative staff.

Purpose:

- Streamline academic and administrative processes such as admissions, student records, and performance tracking through automation.
- Improve data accuracy, eliminate manual errors, and ensure transparency across student information systems.
- Enhance communication between school administration, students, and parents using centralized access to information.
- Reduce repetitive tasks for staff, allowing educators and administrators to focus more on student development and academic excellence.
- Build trust and credibility with parents and stakeholders by providing real-time access to student progress and institutional updates.
- Understand current education workflows and improve them to deliver a seamless digital experience for the academic community.

Template:



References:

The project "Educational Organization using ServiceNow" focuses on modernizing and streamlining core academic and administrative operations within educational institutions. By leveraging ServiceNow's workflow automation and centralized data management capabilities, this solution enhances student admission processing, academic record tracking, communication, and overall school administration efficiency. Implementing automated workflows reduces manual errors, accelerates data handling, and ensures consistent, transparent information flow across departments. This approach not only improves the student and staff experience but also strengthens institutional governance, reporting accuracy, and operational scalability. With ServiceNow as the foundation, this initiative empowers educational institutions to adopt smarter, more secure, and future-ready digital management systems that support academic excellence and organizational growth.