

Problem – Solution Fit Template

Date	01-11-2025
Team ID	NM2025TMID06892
Project Name	Educational Organisation Management Using Servicenow
Maximum Marks	2 Marks

Streamlining Academic and Administrative Processes using ServiceNow

Requirement Gathering

Identify key challenges faced by students, faculty, and administration—such as manual request handling, delayed responses, and lack of centralized tracking. Collect inputs from all departments to understand workflow inefficiencies

1

Rule Implementation

Implement business rules in ServiceNow for automatic request approvals, priority based ticket assignment, and escalation without delays.

5

System Analysis

Analyze existing institutional systems and categorize requests (e.g. academic, technical, or facility). Map responsible staff and department.

3

Testing & Validation

Test ServiceNow workflows by submitting sample student and staff requests. Validate response times, ticket routing accuracy and approval workflows to ensure process efficiency

4

System Analysis

Analyze existing institutional systems and categorize requests (e.g. academic, technical, or facility). Map responsible staff and faster resolution

5

Monitoring & Feedback

Monitor system performance through dashboards and collect feedback from students and faculty. Refine workflows and improve user experience enhancement

6