Date: 01/11/2025

Time ID: NM2025TMID06892

Project Name: **Education Organisation using ServiceNow**

Maximum Marks: 2 Marks

Customer Problem Statement Template

Educational institutions often face delays and inefficiencies in managing student and staff requests due to manual processes and lack of centralized communication.
Students struggle to get timely responses for academic or technical queries, while faculty and administrators face challenges tracking and prioritizing these requests.
The absence of an automated workflow and monitoring system results in confusion, data duplication, and reduced productivity across departments.

They need an intelligent, automated ServiceNow-based platform that streamlines all institutional requests, tracks workflow progress, and provides real-time visibility to management.
Implementing such a system will minimize manual work, improve collaboration, ensure faster response times, and enhance overall service quality within the educational environment.

PROBLEM STATEMENT

Problem	Description	Solution
Manual Request Handling	Student and faculty requests are managed manually through emails or paper forms, causing delays.	Implement an automated request submission and approval system using ServiceNow workflows.
Lack of Centralized Tracking	There is no unified platform to track the progress or status of requests.	Develop a ServiceNow dashboard for real-time request tracking and progress monitoring.
Unclear Request Categorization	Requests are not classified by type, leading to confusion and misdirection.	Configure ServiceNow categories (academic,

Problem	Description	Solution
		technical, administrative) with automated routing.
Slow Approval Processes	Administrative approvals take time due to manual dependencies.	Use ServiceNow Flow Designer to automate approval workflows with notifications.
Limited Visibility for Management	Administrators cannot easily analyze performance or workload distribution.	Integrate ServiceNow Performance Analytics for data visualization and decision-making.