

IDEATION PHASE

EMPATHIZE & DISCOVER

DATE	2 NOVEMBER 2025
TEAM ID	NM2025TMID07809
PROJECT NAME	EDUCATIONAL ORGANIZATION USING SERVICENOW
MAXIMUM MARKS	4 MARKS

Empathy Map Canvas:

In the Empathize & Discover phase, the team analysed how students, faculty, and administrators manage academic and administrative tasks manually. They found delays, miscommunication, and errors caused by paper-based forms and email-based processes. Students face slow approvals, faculty struggle with attendance and record accuracy, and administrators lack centralized visibility.

These findings emphasized the need for a **ServiceNow-based platform** to automate workflows, improve communication, and provide real-time data access. The insights guided the team to design an integrated solution that enhances efficiency, transparency, and user satisfaction.

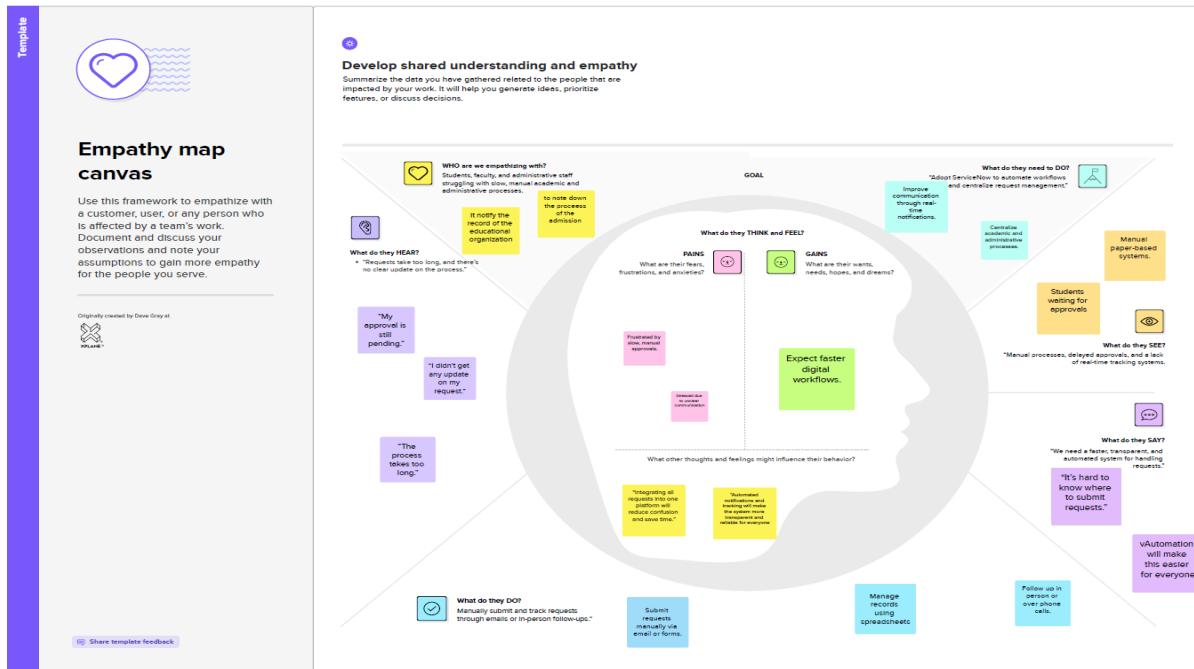


Fig1: Empathy Map representing user experiences and expectations in educational management.