

Ideation Phase

Define the Problem Statements

Date	2 November 2025
Team ID	NM2025TMID07809
Project Name	Educational Organisation using ServiceNow
Maximum Marks	2 Marks

Problem Statement

In educational institutions, the management of academic and administrative tasks often relies on multiple disconnected systems or manual processes. This leads to inefficiencies, delays, and poor visibility into service requests raised by students, faculty, or staff. The lack of an integrated service management platform results in communication gaps, redundant work, and inconsistent service delivery.

By leveraging ServiceNow, colleges and universities can centralize their operations, automate workflows, and enhance collaboration between departments. This digital transformation improves transparency, accountability, and overall service quality within the institution.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a school admin	Record and manage new student admissions	it takes too long and has errors	the current process is manual and lacks automation	frustrated and overworked
PS-2	a teacher or academic coordinator	track student performance consistently	I can't quickly calculate results or view performance trends	the system doesn't automate calculations or provide a dashboard	inefficient and unsupported