1.IDEATION PHASE

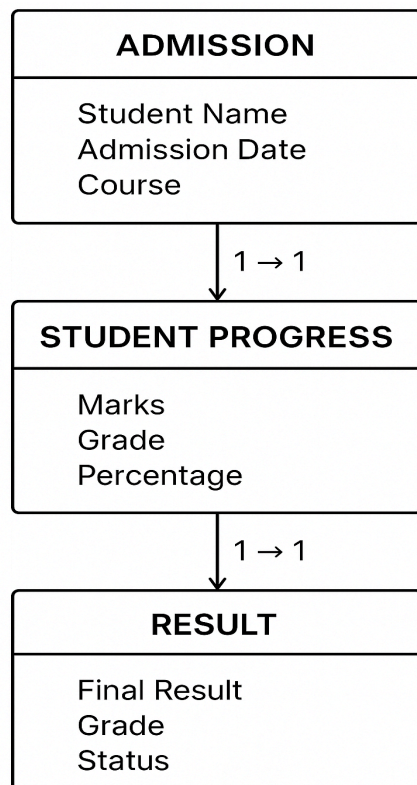| Date	02 November 2025
NM_ID	E8134801B1EE0ABB927495C424A84A47
Project Name	**Educational Organisation Using ServiceNow**

Description :

The "Educational Organisation using ServiceNow" project is designed to digitize school administration processes — specifically student admissions, record maintenance, and progress tracking — through a custom-built ServiceNow application.
It reduces manual paperwork and improves record accessibility for both staff and students.

Key Objectives :

- **To automate student admission entry and data storage.**
- **To maintain structured tables for Admissions, Student Progress, and Results.**
- **To generate grades and percentages automatically through client scripts.**
- **To build a user-friendly interface with forms and list views.**

Conceptual ER Diagram :

```
┌─────────────────────────────┐
│          ADMISSION          │
├─────────────────────────────┤
│  Student Name               │
│  Admission Date             │
│  Course                     │
└─────────────────────────────┘
              │  1 → 1
              ▼
┌─────────────────────────────┐
│      STUDENT PROGRESS       │
├─────────────────────────────┤
│  Marks                      │
│  Grade                      │
│  Percentage                 │
└─────────────────────────────┘
              │  1 → 1
              ▼
┌─────────────────────────────┐
│           RESULT            │
├─────────────────────────────┤
│  Final Result               │
│  Grade                      │
│  Status                     │
└─────────────────────────────┘
```

Customer Problem Statement Template

Problem Statement (PS-1)

I am an educational administrator or school office staff,
 I'm trying to manage student admissions, maintain records, and generate grades efficiently,
 But manual data entry and paper-based management lead to errors, delays, and loss of data,
 Because there is no centralized automated system to store and update student information,
 Which makes me feel frustrated, overworked, and uncertain about data accuracy.

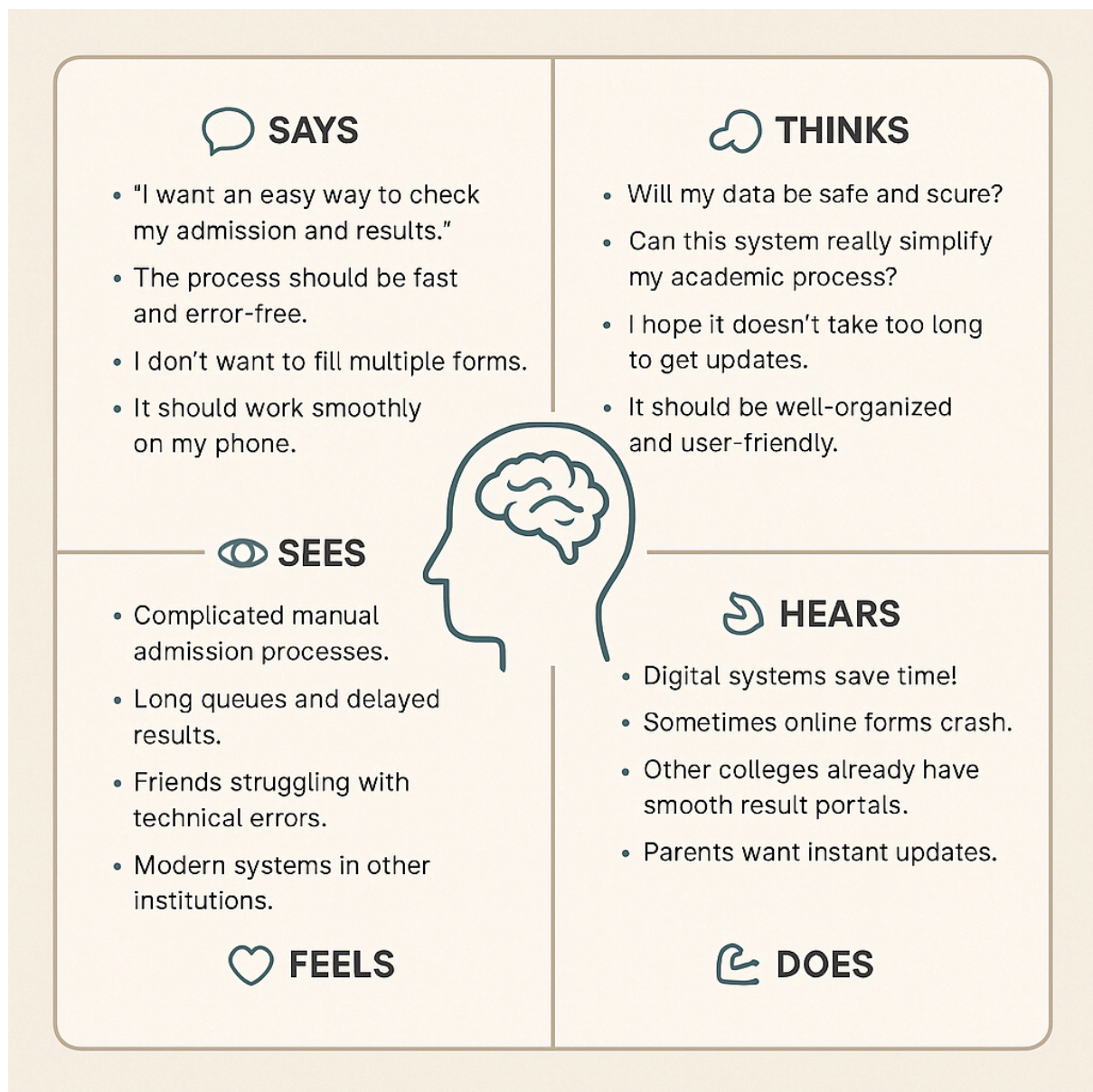## Problem Statement (PS-2)

I am a student or parent,
 I'm trying to submit admission details and check progress updates easily,
 But the current process requires multiple physical visits and manual form filling,
 Because the institution lacks a digital platform for admission and performance tracking,
 Which makes me feel inconvenienced and disconnected from the school's process.

Empathy Map :

SAYS

- "I want an easy way to check my admission and results."
- The process should be fast and error-free.
- I don't want to fill multiple forms.
- It should work smoothly on my phone.

THINKS

- Will my data be safe and scure?
- Can this system really simplify my academic process?
- I hope it doesn't take too long to get updates.
- It should be well-organized and user-friendly.

SEES

- Complicated manual admission processes.
- Long queues and delayed results.
- Friends struggling with technical errors.
- Modern systems in other institutions.

HEARS

- Digital systems save time!
- Sometimes online forms crash.
- Other colleges already have smooth result portals.
- Parents want instant updates.

FEELS

DOES

Conclusion :

The ideation phase helped in clearly defining the project goal and understanding the challenges faced in traditional educational systems. It provided a clear vision to create an automated platform using ServiceNow to manage admissions and student records effectively.