Ideation Phase

Define the Problem Statements

Date	1 November 2025
Team ID	NM2025TMID04779
Project Name	Educational Organisation System using ServiceNow
Maximum Marks	4 Marks

Customer Problem Statement Template:

Educational institutions are facing challenges in managing student and teacher information across different manual and non-centralized systems.Data often becomes scattered across multiple tools (spreadsheets, forms, emails), which leads to duplication, missing records, and delays in administrative processing.

This causes confusion among staff members who depend on accurate and updated data for admissions, timetable planning, fee management, and student progress tracking. Manual data handling also increases the risk of errors and slows down the decision-making process.

Problem & Solution Table

Problem	Description	Solution
Data Integrity Risk	Deleting users who are still linked to incidents causes loss of incident history and incomplete records.	Implement a validation check to block deletion if active incident assignments exist.
User Confusion	Admins may accidentally remove users without realizing they are assigned to open incidents.	Show clear warnings and display a list of linked incidents before confirming deletion.
Compliance Issues	Requirements mandate preserving incident records and responsible user assignments.	Automatically archive user-related data or reassign incidents before allowing deletion.
Workflow Disruption	Removing assigned users disrupts workflows and delays incident resolution.	Create a reallocation workflow that reassigns incidents to other users or a default incident owner.
Audit Challenges	Without safeguards, audit trails are incomplete, making it difficult to trace actions and responsibilities.	Maintain detailed logs and enforce deletion policies to ensure audit records remain intact and accessible.

Example:

Problem Statement	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An admission Officer	Update student records in the system	the system is slow and not synced properly	there is no automated data validation and bulk update support	stressed and delayed
PS-2	An Academic Coordinator	Track student performance and progress	I don't get accurate realtime dashboards	data from different modules (attendance, marks, activities) is not integrated	confused and unable to make decisions

Problem Statement PS 1:

As an admission officer, I am trying to update multiple student records during the admission process. However, the system is slow and not properly synced, which blocks me from updating all student data smoothly. This limitation makes me feel stressed and delayed because the admission workload is time-critical.

It affects overall admission processing time and creates unnecessary manual rework. I need a seamless bulk update capability and automated validations so that student records can be maintained accurately without technical delays.

Problem Statement PS 2:

As an academic coordinator, I want to monitor student academic progress in real time. However, the current system does not provide integrated dashboards, since attendance,marks, and activity details are stored separately across modules. This causes difficulty in assessing overall performance quickly and leads to confusion while making academic decisions. A centralized dashboard with real-time analytics would help reduce manual analysis and improve decision making quality.