Ideation Phase Brainstorm & Idea Prioritization Template

Date	30 June 2025
Team ID	LTVIP2025TMID30156
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks

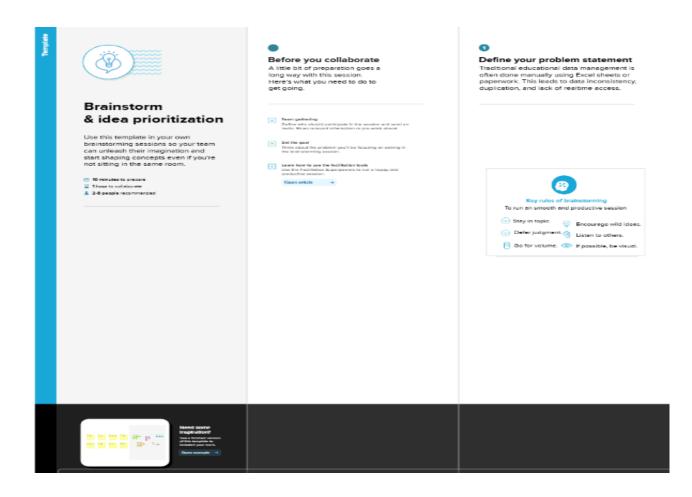
Brainstorm & Idea Prioritization Template: Reference (click here)

By implementing an automated student support ticketing system using ServiceNow, educational institutions can transform operational efficiency by centralizing and automating support requests, thereby enhancing student satisfaction and streamlining issue resolution, which can significantly improve the learning experience..

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Problem Statement: How can our educational organization effectively use ServiceNow to improve student services and campus IT operations?

Team: IT admins, faculty representatives, student council, and operations manager collaborated to identify key challenges in service delivery.

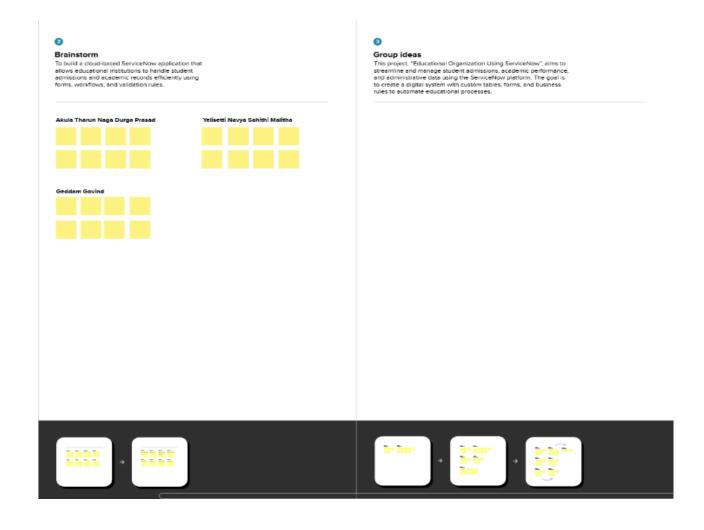


Step-2: Brainstorm, Idea Listing and Grouping

Ideas generated:

- Automate student help desk ticketing
- Set up a self-service knowledge portal
- Use ServiceNow to track IT assets in labs
- Enable faculty to raise IT and HR service requests
- Student mobile app integration with ServiceNow

Grouped into: Student Support, IT Operations, Faculty Services



Step-3: Idea Prioritization

Top Prioritized Ideas:

- 1. Student Help Desk Automation
- 2. Self-service Knowledge Portal

3. IT Asset Management

Criteria considered: Impact on students, ease of implementation, long-term value

