**Project Design Phase**

**Proposed Solution Template**

|  |  |
| --- | --- |
| Date | 30 June 2025 |
| Team ID | LTVIP2025TMID30156 |
| Project Name | Educational Organisation Using ServiceNow |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Parameter** | **Description** |
| 1. | Problem Statement (Problem to be solved) | Educational institutions face delays and inefficiencies in managing student and staff services due to manual or scattered systems. |
| 2. | Idea / Solution description | Implement ServiceNow as a unified platform to automate and manage IT, academic, and administrative services. |
| 3. | Novelty / Uniqueness | Offers a centralized, cloud-based portal tailored for education, combining multiple services with workflow automation. |
| 4. | Social Impact /  Customer  Satisfaction | Improves service delivery speed and transparency, leading to better student and staff satisfaction. |
| 5. | Business Model  (Revenue Model) | Subscription-based SaaS model with optional customization, training, and support services. |
| 6. | Scalability of the Solution | Easily expandable across departments and institutions of any size, with flexible module additions. |