Project Design Phase
Proposed Solution Template

Date	27 febraury 2026
Team ID	LTVIP2026TMIDS60356
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 rely heavily on manual processes, spreadsheets, and disconnected systems to manage admissions, attendance, faculty records, and student performance. Data is scattered, workflows are slow, and there is limited real-time visibility into institutional operations. This leads to delays, errors, and difficulty in decision-making. There is a need for a centralized, automated, and integrated platform to streamline academic and administrative management.
2.	Idea / Solution description	Develop a **ServiceNow-based Educational Management System (EMS)** that centralizes student, faculty, and academic data into a unified platform. The system will include: • Automated admission and approval workflows • Attendance and performance tracking dashboards • Faculty workload and leave management • Student query and complaint ticketing system
3.	Novelty / Uniqueness	Unlike traditional Student Information Systems (SIS), this solution leverages **ServiceNow's workflow automation, ticketing, and performance analytics** capabilities. It provides: • Real-time dashboards instead of static reports • Automated approval processes • Role-based access control • Integrated service management for students and staff

4.	Social Impact / Customer Satisfaction	This system enhances institutional efficiency and stakeholder satisfaction by reducing administrative workload and improving communication between students, faculty, and management. Real-time visibility into attendance and academic progress increases transparency and trust. Faster processing of requests and automated workflows improve the overall user experience, contributing to better academic outcomes and institutional reputation.
5.	Business Model (Revenue Model)	The Educational Management System can be offered as a Software-as-a-Service (SaaS) solution to schools, colleges, and universities. Institutions can subscribe based on the number of users or modules required. Additional revenue can be generated through customization services, implementation support, and annual maintenance packages.
6.	Scalability of the Solution	The ServiceNow-based EMS is highly scalable and can support multiple departments, campuses, and increasing student populations. New modules such as examination management, alumni tracking, and learning management integration can be added as needed..