Ideation Phase

Define the Problem Statements

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Team ID	**NM2025TMIDO8585**
Project Name	Educational Organisation Using ServiceNow

Problem Statement Template:

Educational institutions often struggle to manage academic and administrative operations efficiently. Tasks like student admissions, faculty management, course allocation, and performance tracking are mostly handled manually, leading to errors, delays, and lack of transparency.

Administrators and faculty members face challenges in maintaining accurate data and ensuring effective coordination because of disconnected systems and excessive paperwork. Similarly, students encounter difficulties in accessing information or raising queries as there is no single centralized platform for communication.

To overcome these challenges, institutions need a digital platform that can automate workflows, integrate student and staff data, and provide real-time visibility into academic activities. Building such a system on ServiceNow ensures automation, accuracy, and collaboration, leading to better management and an enhanced learning experience for all stakeholders.

Problem & Solution Table

Problem	Description	Solution
Manual Administration	Managing student admissions, staff records, and academic data manua-lly causes errors and consumes	Automate administrative workflows in ServiceNow using forms, approval flows, and digital records
Lack of Centralized System	Data is scattered across multiple sy-stems, making it difficult for staff and students to access accurate	Develop a centralized ServiceNow dashboard integrating student, staff, and course data for sear-
Inefficient Communication	Students face delays when raising queries or accessing course upda-tes due to lack of a unified com-	Implement a student query portal and notification system in Service-Now to streamline communicati-
Limited Transparency	Faculty and students are unaware of the progress or status of admi-nistrative tasks	Enable automated status updates, notifications, and tracking dashbo-ards for transparency
Data Inconsistency	Manual record-keeping often res-ults in data duplication or outda-ted information	Use ServiceNow's workflow auto-mation and validation rules to ens-ure data accuracy and consistency

Reference: https://miro.com/templates/customer-problem-statement/

Problem Statement PS-1:

As an administrator, I am trying to efficiently manage student admissions, staff records, and course assignments, but the current process is manual, time-consuming, and fragmented. Because the data is stored across multiple systems without integration, I often feel overwhelmed and struggle to maintain accuracy while coordinating between departments. A centralized digital system built on ServiceNow would automate these processes, eliminate redundancy, and provide real-time visibility, resulting in more efficient academic and administrative management.

Problem Statement PS-2:

As a student, I want to easily access my academic information, course schedules, and support services, and also be able to raise queries without delays. However, since the institution does not have a unified digital platform, communication with faculty and staff becomes slow and unorganized, making me feel frustrated.

A ServiceNow-based student portal would streamline communication, enable faster query resolution, and improve the overall learning and engagement experience.