

## Ideation Phase

### Define the Problem Statements

|               |   |
|---------------|---|
| Date          | 22 Oct 2025                               |
| Team ID       | NM2025TMID08741                           |
| Project Name  | Educational Organisation Using ServiceNow |
| Maximum Marks | 2 Marks                                   |

#### Problem Statement Template :

The current operational environment within the educational institution suffers from a highly decentralized and fragmented system for managing service requests related to IT support, facility maintenance, HR queries (for faculty), and academic administration (e.g., course changes, transcript requests)

The process for **onboarding new faculty and staff**, as well as the **offboarding of graduating students and departing personnel**, is currently managed through a series of ad-hoc, siloed processes involving multiple departments (IT, HR, Security, Academic Affairs, Finance).

| Aspect                       | Details  |
|------------------------------|--|
| Problem Title                | Streamlining Student Support Requests  |
| Current Situation            | Students face delays in resolving academic, IT, and administrative issues due to manual ticket handling and lack of centralized tracking.  |
| Problem Description          | Educational institutions currently use emails or paper-based systems to manage student queries. This leads to miscommunication, delayed responses, and lack of visibility into request status. |
| Impact                       | - Reduced student satisfaction- Increased workload for staff- Difficulty tracking response times and performance metrics   |
| Proposed ServiceNow Solution | Implement a unified ServiceNow portal for automated ticket creation, categorization, and routing of student requests to appropriate departments.   |
| Expected Outcome             | Faster query resolution, improved transparency, and better analytics for decision-making.  |

#### Problem Statement 1 :

##### **Context:**

Educational institutions manage numerous administrative processes such as student enrollment, leave applications, IT support, and facility management. These processes are often handled manually or through disconnected systems.

##### **Problem:**

Manual handling of these tasks leads to inefficiency, delayed responses, data duplication, and lack of accountability. As a result, both students and staff face difficulties in accessing timely support and updates.

##### **Statement:**

“Educational institutions need an integrated digital solution using ServiceNow to automate and

streamline administrative and student service workflows, ensuring faster response times, better transparency, and improved operational efficiency.”

| Aspect                              | Details   |
|-------------------------------------|---|
| <b>Problem Title</b>                | Automating Administrative Workflows   |
| <b>Current Situation</b>            | Departments handle approvals for leave, procurement, and maintenance manually, causing delays and inconsistencies.  |
| <b>Problem Description</b>          | Many back-office tasks, such as staff leave approvals or facility maintenance requests, are done via emails or physical forms. This creates tracking difficulties and operational inefficiencies. |
| <b>Impact</b>                       | - Time-consuming manual follow-ups- Lack of accountability- Errors in record-keeping  |
| <b>Proposed ServiceNow Solution</b> | Develop automated workflows in ServiceNow for key administrative processes such as leave management, facility maintenance, and purchase requests.   |
| <b>Expected Outcome</b>             | Increased operational efficiency, real-time tracking of requests, and enhanced collaboration between departments.   |

## Problem Statement 2 :

### Context:

Departments within educational institutions—such as academics, IT, administration, and finance—often operate in silos. Communication gaps and lack of centralized information management result in confusion, redundant work, and inconsistent service delivery.

### Problem:

The absence of a unified platform for managing communication, service requests, and knowledge sharing reduces productivity and affects the overall institutional experience for students, faculty, and staff.

### Statement:

“Educational institutions require a centralized ServiceNow-based platform to enhance communication, knowledge sharing, and cross-department collaboration, enabling efficient service management and informed decision-making.”

