

Ideation Phase
Brainstorm & Idea Prioritization
Template

Date	27 OCT 2025
Team ID	NM2025TMID08741
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

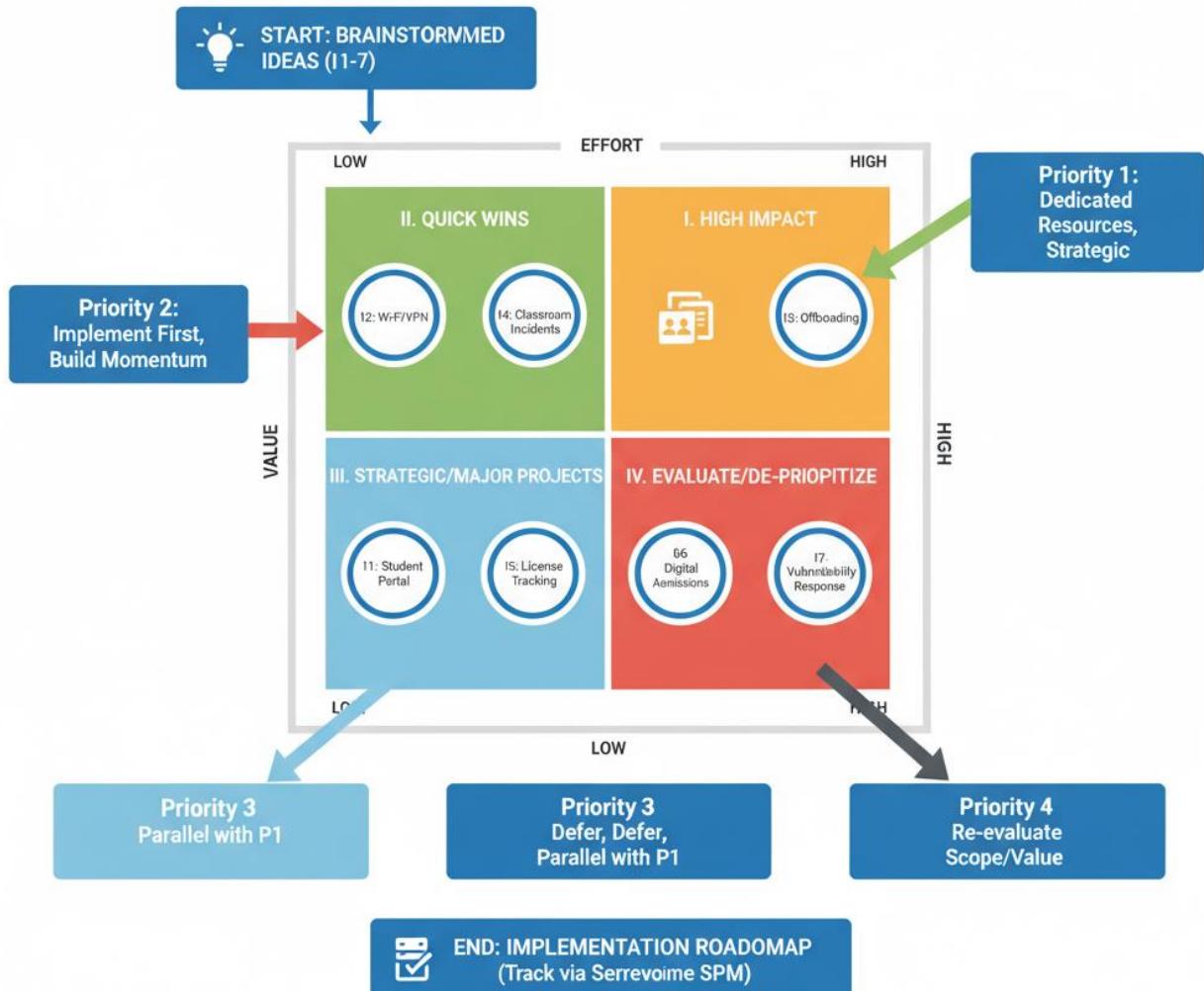
Prevent user deletion if assigned to an incident Template :

Department	Challenges Identified	Ideas / Potential Solutions using ServiceNow	Expected Benefits
Students	- Delayed responses to academic and hostel queries- No single platform to track requests- Difficulty finding information about exams, fees, etc.	- Create a unified Student Self-Service Portal for all queries and requests- Use Virtual Agent / Chatbot for 24/7 assistance- Build a Knowledge Base for FAQs	- Faster query resolution- Improved student experience- Transparent communication
Administration	- Manual approvals for leave, maintenance, and procurement- Paper-based workflows- Poor visibility into process status	- Implement workflow automation for approvals and procurement- Use ServiceNow Flow Designer to manage processes- Dashboard for tracking pending tasks	- Time savings- Increased transparency- Real-time tracking of requests
IT Department	- Overloaded with support tickets- Lack of categorization of issues- No SLA tracking for incidents	- Deploy IT Service Management (ITSM) module- Automate ticket creation, categorization, and escalation - Integrate Performance Analytics to monitor SLAs	- Reduced IT workload- Faster resolution times- Data-driven improvement
Human Resources (HR)	- Complex onboarding process- Difficulty managing leave, attendance, and employee data- Manual	- Create HR Service Delivery Portal on ServiceNow- Automate employee onboarding/offboarding workflows- Enable HR case tracking	- Better employee engagement- Consistent HR processes- Simplified HR management

Department	Challenges Identified	Ideas / Potential Solutions using ServiceNow	Expected Benefits
	communication		
Facilities Management	- Maintenance requests not tracked properly- Delays in repairs and services- No accountability	- Introduce Facilities Management module for maintenance requests- Automated routing to technicians- Track completion with dashboards	- Improved campus upkeep- Reduced downtime- Clear accountability
Finance / Accounts	- Delay in expense approvals- Manual billing and reimbursement tracking	- Build Expense Approval Workflow on ServiceNow- Integrate with ERP for automatic status updates	- Faster processing- Reduced paperwork- Better financial control

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

ServiceNow Implementation Prioritization for Educational Institutions



Step-2: Brainstorm, Idea Listing and Grouping:

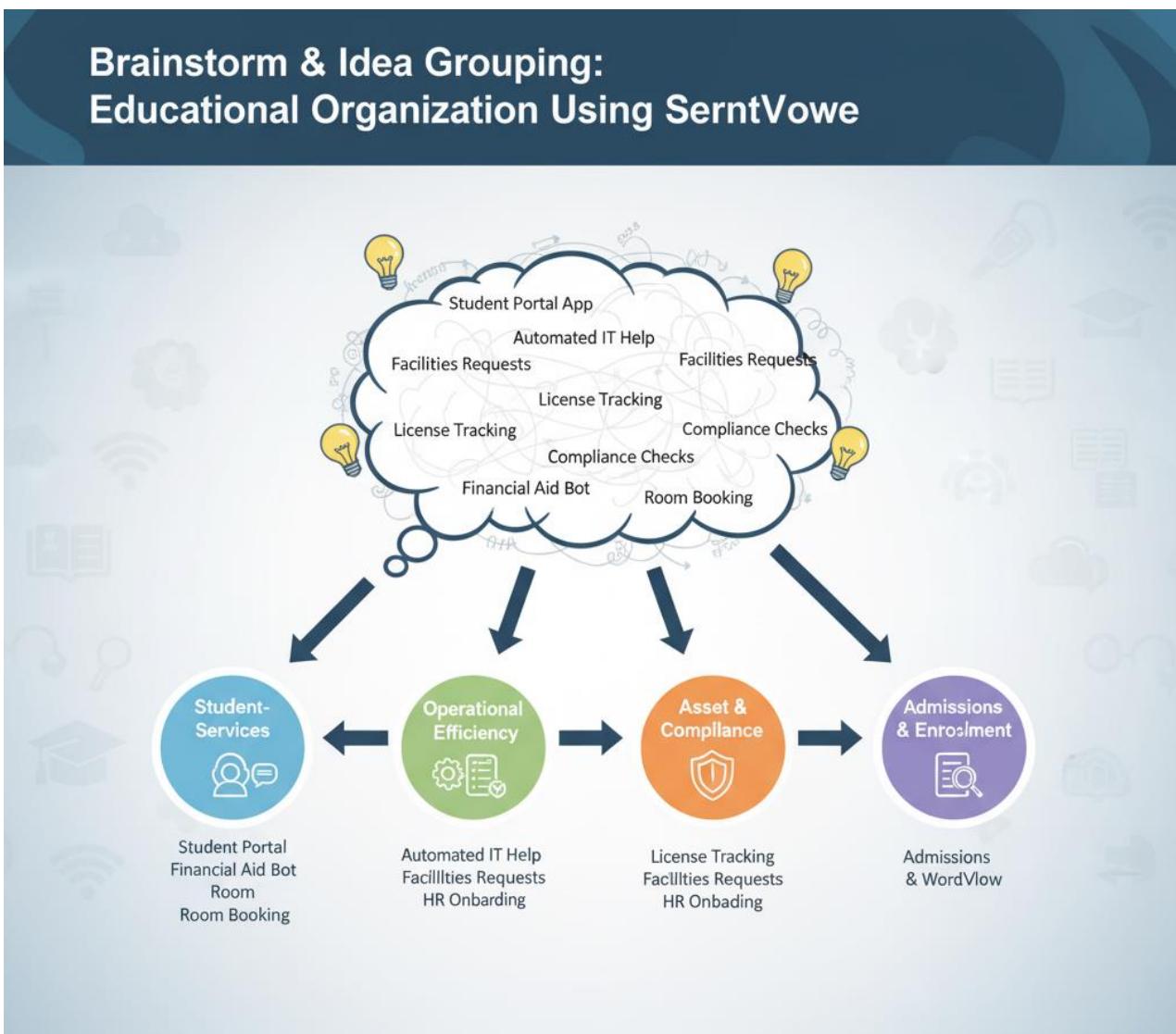


Fig2: Image that describes the work done by teammates.

■ Brainstorm:

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

■ Idea Listing:

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

■ Grouping:

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

✓ Action Planning:

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

Step-2: Idea Prioritization

Idea Prioritization: Educational Organization Using SerntVowe

