

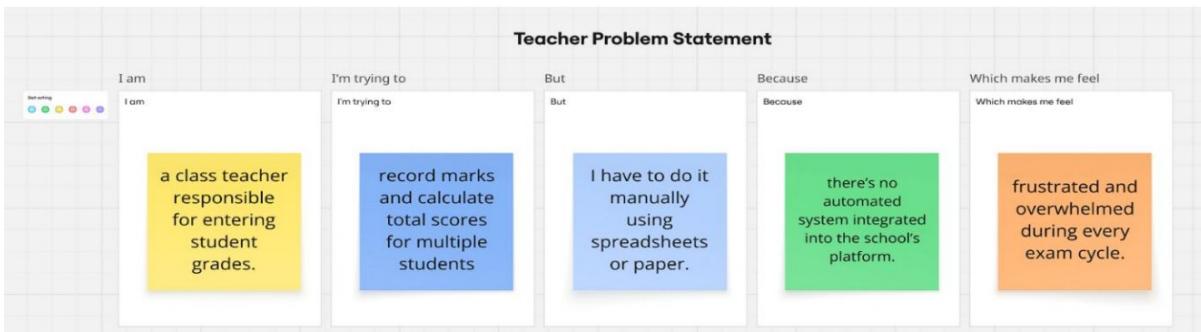
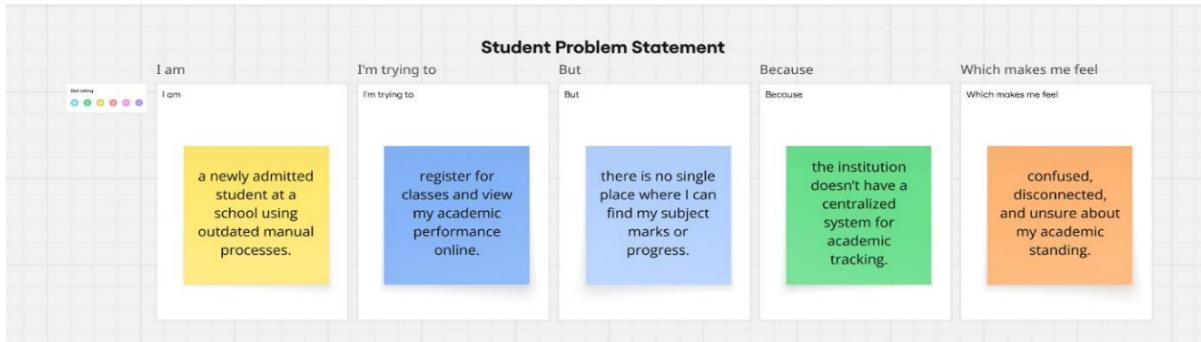
Ideation Phase

Define the Problem Statement

Date	11-09-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using service now
Maximum Marks	4 Marks

Problem Statement Template:

The educational organization is currently grappling with significant hurdles in delivering fair access to high-quality learning experiences, maintaining consistent teaching standards, and leveraging technology effectively to improve learning outcomes. Numerous students still face obstacles like inadequate resources, uneven support, and disinterest in their education. Simultaneously, educators are often hindered by outdated teaching approaches and a lack of proper training. These challenges not only affect academic achievements but also impede skill development, underscoring the urgent need for innovative, data-driven, and student-focused solutions that foster inclusivity, enhance teaching effectiveness, and equip students for the challenges of an ever-changing world.



Parent Problem Statement

I am	I'm trying to	But	Because	Which makes me feel
I am  A parent wanting to stay informed about my child's progress	I'm trying to Monitor academic performance and receive updates	But Results are only shared during meetings or in printed form	Because There is no self-service access or automated notification setup	Which makes me feel Disconnected and uninformed about my child's academic journey

Admin Problem Statement

I am	I'm trying to	But	Because	Which makes me feel
I am  an administrator in charge of handling admissions and academic records.	I'm trying to track admission requests, student data, and generate performance dashboards.	But I have to manage multiple files and approve everything manually.	Because our current process lacks workflow automation and dashboard visibility.	Which makes me feel inefficient, overloaded, and unable to focus on improving outcomes.

Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	A newly admitted student	Register for classes and view my academic performance	There is no single place to find my subject marks or progress	The institution lacks a centralized academic tracking system	Confused, disconnected, and unsure about my performance
PS-2	A class teacher responsible for entering student marks	Record subject-wise marks and calculate totals easily	I have to do everything manually using paper or spreadsheets	There's no automated mark entry or result calculation system	Frustrated and overwhelmed during exam time
PS-3	A school administrator managing admissions and records	Track admission requests and monitor student performance	The data is scattered and approvals are completely manual	We lack a workflow system with live dashboards and status notifications	Inefficient, overloaded, and slow to respond
PS-4	A parent wanting to stay informed about my child's progress	Monitor academic performance and receive updates	Results are only shared during meetings or in printed form	There is no self-service access or automated notification setup	Disconnected and uninformed about my child's academic journey