Ideation Phase

Define the Problem Statement
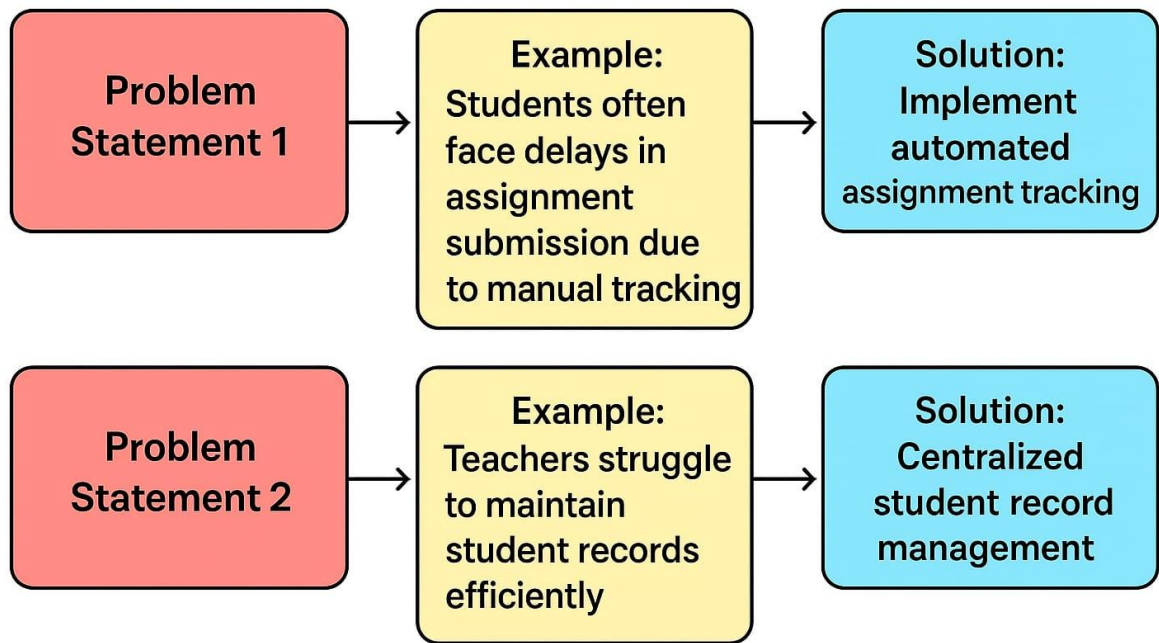
Date:	4 November 2025
Team ID:	NM2025TMID01472
Project:	Educational Organization Automation
Maximum Marks:	2 Marks

Problem Statement

In the current educational landscape, institutions face increasing challenges in managing their administrative processes, student data, faculty coordination, and IT service requests efficiently. Traditional systems are often fragmented, leading to delayed communication, poor visibility of requests, and inefficient workflow management. As education becomes more digital and student-centric, institutions require a unified platform that can automate routine tasks, enhance transparency, and improve collaboration across departments.

ServiceNow, being a powerful cloud-based workflow automation platform, provides a solution to these challenges by integrating various processes—ranging from student support to academic resource management—into a centralized system. Implementing ServiceNow in an educational environment can significantly improve service delivery, reduce human dependency, and provide real-time insights for better decision-making.

| Problem Statement 1 | → | Example: Students often face delays in assignment submission due to manual tracking | → | Solution: Implement automated assignment tracking |
| Problem Statement 2 | → | Example: Teachers struggle to maintain student records efficiently | → | Solution: Centralized student record management |

Problem–Solution Table

S.No	Problem Statement	Example Scenario	Proposed Solution (Using ServiceNew)
1	Inefficient Student Support and Query Management	Students face long delays for resolving academic and administrative queries through manual	Develop a ServiceNow-based student portal for automated ticket creation, category-based touting
2	Lack of Coardination Between Academic and Administrative Departments	Different departments use separate tools and manual approvals. A new faculty onboarding process takes several days due	and real-time tracking. This enure faster resolution, proper accountability, and improved student satistaction.
3	Poor Transparency and Tracking of Institutional Requests	Institutions lack visibility on service requests and task completion rates, leading to inefficient in reporting and to-	Use ServiceNow dashboards and reports for live monitoring of tickets, request categories, and SLA complian-
4	Manual Administrative Processes	Administrative requests like mainte-nance, ID creation, or equipment repair handled through	Automate repetitive administrative work-flows on ServiceNow, enabling self-service portals and requc-

Problem Statement 1: Inefficient Student Support and Query Management

Description:
Most educational institutions rely on manual methods or separate digital tools to handle student queries, complaints, or requests related to academics, fees, or facilities. This results in miscommunication, lost requests, and delayed resolutions, directly affecting student satisfaction and institutional reputation.

Example:
At XYZ College, students often face long waiting times to resolve issues like course registration errors, hostel maintenance requests, or exam-related doubts. These issues are typically tracked through emails or manual forms, leading to confusion and no clear accountability.

How ServiceNow Helps:
A ServiceNow-based portal can automate student support ticketing, track progress in real-time, categorize requests, and assign them to the right departments automatically. This ensures faster resolution, better tracking, and improved transparency for both students and staff.

Problem Statement 2: Lack of Coordination Between Academic and Administrative Departments

Description:
Many institutions face challenges in coordinating between academic and administrative units—such as scheduling classes, managing IT assets, approving leave requests, or allocating resources. Without a unified workflow, departments operate in silos, causing inefficiencies and duplication of efforts.

Example:
At ABC University, the IT department, examination cell, and finance team use separate tools and paper-based approvals. When a new faculty member joins, their onboarding—like ID creation, system access, and workspace allocation—takes several days due to disjointed processes.

How ServiceNow Helps:
ServiceNow enables centralized workflow automation where all departments can collaborate on a single platform. For instance, faculty onboarding can be turned into a seamless automated workflow—triggering necessary approvals, notifications, and task assignments instantly—reducing the process time from days to hours.