

Project Design Phase Problem – Solution Fit Template

DATE	22 Oct 2025
TEAM ID	NM2025TMID01174
PROJECT NAME	Educational Organisation Using Servicenow
MAXIMUM MARK	4 Marks

Problem – Solution Fit Template:

Educational institutions often face challenges in managing student, staff, and IT service requests efficiently. Problems such as delayed responses, lack of communication between departments, and dependence on manual or email-based processes lead to frustration and reduced productivity. Students and faculty members struggle to find a single place to raise requests or track progress, while administrators face difficulties in managing large volumes of queries.

Purpose:

- To automate manual processes and reduce workload
- To provide a self-service portal for students, teachers, and staff

- To improve communication and collaboration between departments
 - To track and resolve issues faster and more efficiently
 - To increase transparency in service requests and approvals

Template:

