

Project Design Phase Proposed Solution

Date	22 oct 2025
Team ID	NM2025TMID01174
Project Name	Educational Organisation Using Servicenow
Maximum Marks	4 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Solution Name	The name or title of the proposed solution. <i>Example:</i> ServiceNow Implementation for Educational Institution.
	Objective	The main goal or purpose of implementing the solution. <i>Example:</i> To automate and centralize service management across departments.
	Target Users	The group of people who will benefit from the solution. <i>Example:</i> Students, faculty, IT staff, and administrators.
	Problem Addressed	The specific issue or pain point that the solution aims to solve. <i>Example:</i> Delay in handling service requests and poor communication.
	Key Features	The main functionalities or tools used in the solution. <i>Example:</i> Incident management, knowledge base, dashboards, and automation.

Conclusion:

The proposed ServiceNow solution enables educational organizations to streamline their operations and improve overall service efficiency. By integrating all IT, HR, and administrative functions into a single digital platform, institutions can reduce manual work, enhance communication, and provide faster, more reliable support to students and staff. This automation not only saves time and resources but also promotes transparency and accountability across departments. Ultimately, ServiceNow helps create a smarter, more connected, and technology-driven educational environment that supports better learning and working experiences for everyone.

Solution Description:

The system design includes key modules such as Incident Management, Request Management, Knowledge Base, and Reporting Dashboards. These modules help streamline operations by ensuring that all service requests are properly categorized, assigned, and resolved without delay. The workflow automation in ServiceNow reduces human errors, improves transparency, and enhances collaboration between departments. During the design phase, the focus is on creating a seamless user experience by customizing the portal layout, defining workflows, and setting up role-based access for different users. Integration with existing systems like email and HR databases ensures smooth data flow across the organization.