

Date	30/10/2025
Time id	NM2025TMID07726
Project name	Education organization using servicenow
Maximum mark	2 marks

PROJECT DESIGN PHASE

PROPOSED SOLUTION

Proposed solution template

Field Name	ServiceNow Field Type/Location	Example Value/Purpose for an Education Org
Name	Template Record	"Common Lab Printer Issue RCA Template" or "Student WiFi Outage RCA"
Table	Template Record	problem
Configuration Item	Problem Form	Specific printer model, "Campus WiFi Infrastructure"
Assignment Group	Problem Form	"IT Infrastructure Team", "Network Services"
Category	Problem Form	Hardware, Network, Software, etc.
Subcategory	Problem Form	Printer malfunction, WiFi connectivity, LMS error

Description	Problem Form	Standard description of recurring problem type
Priority	Problem Form	Automatically set to a standard level (e.g., "High") for this type of issue
Root Cause Analysis (RCA)	Problem Form (Notes/Work Notes)	Template text prompting for the 5 Whys, timeline, contributing factors
Workaround	Problem Form	Temporary solution for incidents (e.g., "Use lab B printers")
Known Error Article	Problem Form	Link to relevant Knowledge Base article once created
Fix in Progress Details	Problem Task	Fields to document the permanent fix, often involving a related Change Request