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

Customer Problem Statement Template:

The following structure can serve as a template for educational institutions:

Field Name	Description / Guidance for Educational Context
Short Description	A concise summary of the issue (e.g., "Students unable to access Canvas LMS during peak hours").
Problem Statement	A detailed description of the symptoms, impact, and when it started. This is often a mandatory field in ServiceNow.
Affected Service	The specific service or system experiencing the problem (e.g., "Canvas LMS," "Campus Wi-Fi," "Student Information System").
Configuration Item (CI)	The specific IT infrastructure component involved, if known (e.g., specific server, network equipment, application instance).
Impact	The effect on the institution's operations and users (e.g., "High: Entire student body unable

to submit assignments," "Medium: Faculty cannot access grade book").

Urgency	The required speed of resolution (e.g., "High: Immediate action needed," "Medium: Needs attention within 24 hours").
Priority	The overall priority, often automatically calculated from Impact and Urgency (e.g., P1, P2).
Assignment Group	The technical team responsible for investigating the root cause (e.g., "Network Operations Team," "LMS Support Team").
Workaround	A temporary solution, if available, to restore service for users (e.g., "Students can access Canvas via mobile app").
Root Cause	The underlying reason for the problem, discovered during analysis (documented later in the process).
Fix Notes	Details of the permanent solution implemented (documented later).

Related Incidents   A list of all individual user reports (incidents)
                                         linked to this single underlying problem.

PROBLEM STATEMENT:

An education organization often faces challenges from disconnected silos, manual processes, and an inability to provide seamless, modern services to students, faculty, and staff. This results in operational inefficiencies, slow issue resolution, and a poor overall experience for the campus community.