Project Design Phase

Problem- Solution Fit Template

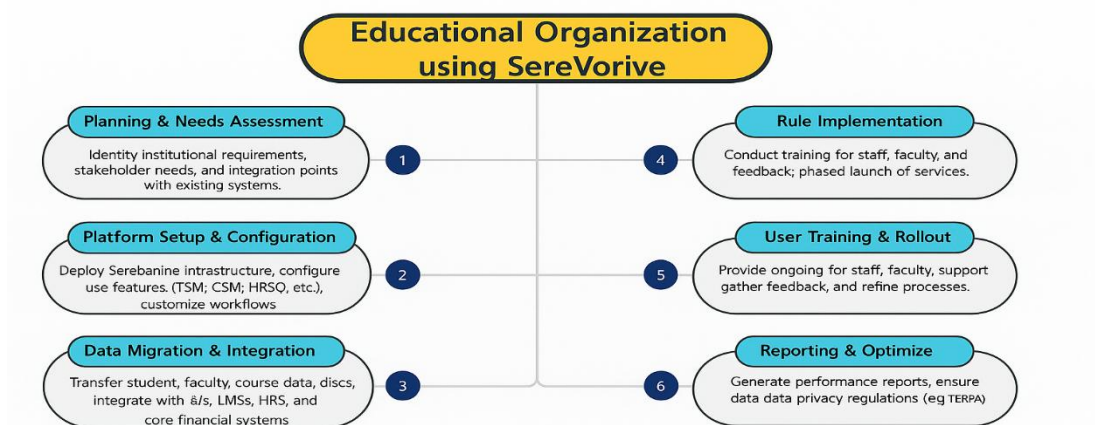|	
Date	02 NOVEMBER 2025
Team ID	NM2025TMID01749
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Problem – Solution Fit Template:

The **Problem–Solution Fit** means identifying the core challenges faced by users and providing a practical solution that directly addresses those issues. It ensures that the solution designed genuinely meets the users' needs and improves their experience.

Purpose:

❑ Simplify and automate the management of educational institution data, including students, staff, and courses.
❑ Reduce manual workload by integrating academic and administrative processes into a single ServiceNow platform.
❑ Improve transparency and efficiency in handling admissions, attendance, and academic records.
❑ Enable data-driven decision-making for administrators with accurate and real-time reports.
❑ Build trust and engagement among students, faculty, and management through a reliable and user-friendly system.

Template:

The project **"Educational Organisation Using ServiceNow"** addresses major challenges in managing academic and administrative operations in schools and colleges. Traditional systems often rely on **manual data entry**, **paper-based processes**, and **separate tools for each department**, leading to duplication, delays, and inefficiency.

Our solution proposes a **centralized ServiceNow platform** that integrates all academic modules — **admission, attendance, staff management, and performance tracking** — into one unified system. By leveraging **automation workflows, access control, and reporting dashboards**, institutions can streamline operations, improve accuracy, and enhance communication among stakeholders.

This project's solution ensures:

- Better coordination between departments.
- Reduced administrative burden.
- Easy accessibility of student and staff data.
- A transparent and efficient academic management process.

With successful implementation, the system enhances institutional efficiency and paves the way for **digital transformation in the education sector using ServiceNow**.

References:

1. https://www.ideahackers.network/problem-solution-fit-canvas/
2. https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe