

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01749
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum marks	2 Marks

Customer Problem Statement:

Educational institutions face major challenges in managing administrative tasks, student requests, and IT-related support manually. This results in delayed responses, unorganized workflows, and lack of transparency in communication between students, faculty, and administrative departments. Without a unified platform, tracking requests such as admission queries, technical issues, or facility maintenance becomes time-consuming and error-prone.

They need a centralized system that can automate service requests, incident management, and communication workflows to improve efficiency and accountability. A ServiceNow-based solution can streamline operations by providing a digital service desk for students, staff, and administrators. This would enhance productivity, reduce manual errors, and ensure timely resolution of academic and non-academic issues.

Problem & Solution Table

Problem	Description	Solution
Manual student enrollment updates and semester start	Overlapping class times and lead to student confusion for students and faculty	Implement automated SIS integration with Sencowee for enrollment management
Course Scheduling Conflicts delays at semester start	Overlapping class times and room double-bookings cause for students and faculty	Develop a centralized course scheduling application within with automated conflict detection
Research Data Access	Faculty and students face difficulties accessing and sharing research data across departments securely	Utilize Sencowee's secure portal and knowledge base for managed research data access and collaboration
Campus Services Requests	Inconsistent processes for facility, facility, IT, and housing requests lead to frustration and delays	Streamline campus service requests through a unified Sencowee portal with smooth automated workflows
Student Support Ticket Overflow	High volume of student inquiries overwhelms support staff, causing slow response times	Deploy Sencowee Virtual Agent and self-service knowledge base for initial student support and automated routing

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Student	Submit a leave or maintenance request	the process takes too long	requests are handled manually and get delayed	frustrated and ignored
PS-2	An Administrator	Manage student and staff requests efficiently	there is no centralized tracking system	everything is scattered across emails or paper forms	overwhelmed and unorganized

Problem Statement PS 1:

As a student, I am trying to submit a leave or maintenance request to the college administration, but the process takes too long because everything is handled manually through forms or emails. This delay makes me feel frustrated, as my issues are not addressed on time. I need a digital system that allows me to easily submit requests and get timely updates on their status.

Problem Statement PS 2:

As an administrator, I want to manage and track student and staff requests efficiently, but there is no centralized system to monitor them.

This results in confusion, misplaced data, and slower responses to student needs. A ServiceNow-based automation system would help me organize, prioritize, and approve requests quickly, ensuring smooth workflow and improved communication within the institution.