

Project Design Phase

Proposed Solution

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

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Most educational institutions still rely on manual processes for managing admissions, attendance, staff details, and course data. This leads to data duplication, delayed communication, and lack of transparency across departments.
2.	Idea/ Solution Description	The project proposes a centralized ServiceNow platform for educational management. It includes modules for Student Admission, Attendance Tracking, Staff Management, and Academic Records . Automated workflows, dashboards, and notifications ensure real-time access, accuracy, and seamless coordination among stakeholders.
3.	Novelty / Uniqueness	Unlike traditional systems, this solution leverages ServiceNow's automation and workflow tools to manage educational operations. It provides one integrated system combining student, faculty, and administrative activities — with zero need for external applications.
4.	Social Impact / Customer Satisfaction	The solution promotes digital transformation in education , improving efficiency for teachers, administrators, and students. It reduces paperwork, saves time, and enhances transparency — resulting in higher satisfaction across the institution.
5.	Business Model (Revenue Model)	While not directly profit-based, the solution offers cost-effective management by saving time, reducing manual effort, and minimizing data errors. It helps institutions optimize resources and operational expenses.
6.	Scalability of the Solution	The solution can easily scale to include examination management, student performance tracking, fee management, and parent communication portals . It can be adapted to schools, colleges, and universities of any size.

Conclusion

The adoption of ServiceNow within our educational institution significantly improved operational efficiency and student support. By centralizing IT services, managing facilities, and administrative workflows, we create a responsive and secure and reliable environment. This digital transformation improves incident resolution for students and staff, facilitates proactive problem management for resources, and provides reporting for continuous improvement. Ultimately, ServiceNow empowers us to focus more on our core mission: delivering quality education fostering student success in a secure, well-managed digital ecosystem.

Solution Description:

The **Educational Organisation Using ServiceNow** project provides a digital framework to manage and automate institutional operations.

It centralizes all core academic and administrative activities — such as **admissions, attendance, staff, and course management** — into one unified ServiceNow system.

Through the use of **custom modules, workflow automation, and reporting dashboards**, this solution enhances collaboration, minimizes human errors, and ensures data integrity.

Administrators can monitor processes in real time, while staff and students benefit from faster communication and access to accurate information.

This approach establishes a **smart, transparent, and scalable educational management system** powered by **ServiceNow's modern cloud capabilities**.