**Ideation Phase**

**Define the Problem Statements**

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| Date | 23 June 2025 |
| Team ID | LTVIP2025TMID31224 |
| Project Name | Education Organization Using ServiceNow |
| Maximum Marks | 2 Marks |
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## Introduction:-

### Customer Problem Statement:

In an educational organization, daily operations involve a wide range of services — from IT support and facility management to academic queries and student onboarding. However, these services are often managed through disconnected systems, manual processes, and lack of visibility, leading to inefficiencies and frustration among students, faculty, and administrators.

The **Customer Problem Statement** framework helps us step into the shoes of our users to understand their real problems — what they are trying to do, what challenges they face, and how those challenges affect them. By capturing their pain points clearly, we can design solutions that are focused, relevant, and impactful.

With the implementation of **ServiceNow**, we aim to address these user challenges by providing:

* A centralized service platform,
* Automated workflows,
* Self-service options,
* And real-time tracking and analytics.

This document highlights specific problem statements that reflect the needs and frustrations of users in the educational environment. These insights will guide the configuration and customization of ServiceNow to deliver a seamless, efficient, and user-friendly experience for all stakeholders.