Ideation Phase Brainstorm & Idea Prioritization Template

Date	28 June 2025
Team ID	LTVIP2025TMID28890
Project Name	EDUCATIONAL ORGANISATION USING
	SERVICENOW
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization Template:

Our idea is to implement an automated student support ticketing system. The core problem is that students experience delays in getting IT and academic support, affecting their learning experience. Using ServiceNow, we aim to centralize and automate the handling of support requests. This solution is expected to have a high impact on student satisfaction and operational efficiency. The feasibility is moderate, as it builds on existing infrastructure with manageable setup requirements. Based on impact and feasibility, we prioritize this idea as high, with an overall score of 8 out of 10.

Reference:

- 1. https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui page.do%3Fsys id%3D4a733dfa8306221
 02e10b0d6feaad31f
- 2. https://github.com/balasadidevaki/educational-organization-using-service-now

Step-1: Team Gathering, Collaboration and Select the Problem Statemen



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

10 minutes to prepare

- I hour to collaborate
- 2-8 people recommended

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

Team gathering

Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B Set the goal
Think about the problem you'll be focusing on solving in the brainstorming session.

C Learn how to use the facilitation tools
Use the Facilitation Superpowers to run a happy and productive session.

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Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.





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What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

How might we [your problem statement]?

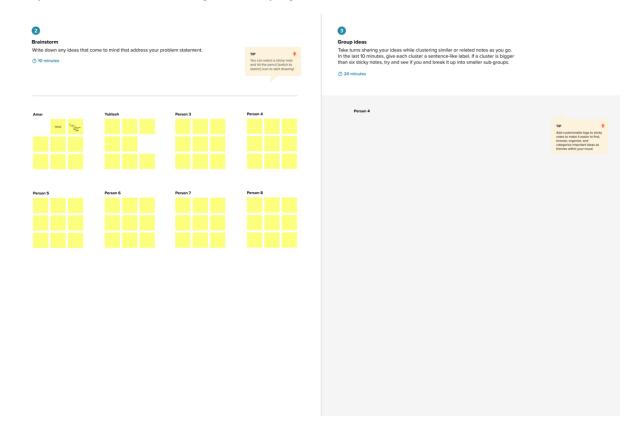


Defer judgment. S Listen to others.

Go for volume.

If possible, be visual.

Step-2: Brainstorm, Idea Listing and Grouping



Step-3: Idea Prioritization

Prioritize

Pour team should all be on the same page about what's important moving forward. Place you'r ideas on this grid to determine which ideas are important and which are feasible.

① 20 minutes

