

Ideation Phase

Define the Problem Statements

Date	28 June 2025
Team ID	LTVIP2025TMID28890
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	2 Marks

Customer Problem Statement Template:

Educational institutions struggle with fragmented systems for managing IT services, administrative tasks, and student support. Staff often face delays in addressing service requests due to the lack of a centralized, automated workflow. Students are unable to track their queries or requests in real-time, leading to dissatisfaction and poor communication. The absence of a unified platform causes inefficiencies, repeated work, and data silos across departments. By implementing ServiceNow, these institutions can streamline operations, enhance user experience, and ensure transparency in service delivery.

Reference:

1. [GitHub - balasadidevaki/educational-organization-using-service-now](https://github.com/balasadidevaki/educational-organization-using-service-now)
2. https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f