

# **Ideation Phase**

Team ID	LTVIP2026TMIDS36010
Project Name	Educational Organization Using servicenow

## **(a) Problem Statement**

The Educational Management System is a comprehensive digital platform developed to streamline and automate various administrative tasks within educational institutions. It enables efficient and secure management of both student and teacher data, ensuring accuracy and easy accessibility. The system simplifies the admission process by digitizing application tracking, document verification, and enrollment procedures. Additionally, it offers powerful tools to monitor student progress, including attendance tracking, academic performance. It is very useful for educational institutions because it helps manage data better and makes daily tasks easier and more secure.

This project helps reduce the use of paper records in educational institutions by offering a digital solution. With the help of this project, student records can be quickly and efficiently accessed whenever needed. Educational institutions today face numerous challenges in managing their day-to-day administrative operations. Traditional methods of handling student admissions, faculty records, attendance tracking, and academic monitoring are often manual, paper-based, time-consuming, and prone to errors. These outdated systems result in inefficiencies, delays in decision-making, mismanagement of data, and lack of transparency across departments.

The Increasing number of students and faculty members in educational institutions further amplifies the complexity of managing records and processes effectively. As a result, institutions struggle to maintain accurate and up-to-date student and staff data, which directly impacts the quality of education and the overall institutional performance. Important tasks such as monitoring student progress, tracking attendance, and handling admission inquiries become tedious and inconsistent without a unified platform. In addition, physical documentation not only increases administrative workload but also raises concerns regarding data security, storage space, and longterm accessibility. It offers automated workflows, centralized data management, and user-friendly tools that simplify the handling of student and teacher records, enhance communication, and improve the overall operational efficiency of educational institutions.

## **Challenges of educational organization using servicenow :**

- The initial setup and licensing can be expensive, especially for budget-constrained institutions.
- Transferring large volumes of student, faculty, and academic data from legacy systems is difficult.
- Transferring existing student and academic data from old systems to ServiceNow can be complex and risky.
- Difficulties in connecting ServiceNow with existing tools like LMS, ERP, or HR systems.

## **Objectives of educational organization using servicenow :**

- Modernize legacy systems and processes to create a more agile, responsive educational environment.
- Use real-time analytics and dashboards to monitor performance and inform policy decisions.
- Provide a user-friendly portal where students and faculty can request services, find information, and track issues.
- Improve coordination between academic and administrative functions.
- Track usage of IT assets, facilities, and support staff time.