

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID02606
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

PS	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an Admin Staff	manage student and teacher data efficiently	the process is manual and time-consuming	there is no unified digital platform	frustrated and stressed
PS-2	a Teacher	monitor student progress and attendance	records are spread across multiple systems	updates are not automated	confused and overloaded
PS-3	a Student	access academic details and track performance	I have to contact multiple departments	the system isn't centralized	inconvenienced and anxious