

IDEATION PHASE

| | |
|---------------------|---|
| TEAM ID | NM2025TMID02880 |
| PROJECT NAME | Educational Organisation Using ServiceNow |

PROBLEM STATEMENT:

Educational institutions often face challenges in managing IT services, student support requests, and administrative operations due to outdated systems, fragmented communication channels, and manual workflows. These inefficiencies lead to delayed responses, poor user experiences, and a lack of visibility into service.

OBJECTIVE:

The primary objective of implementing ServiceNow in an educational organization is to modernize and streamline service delivery across departments such as IT, HR, Facilities, and Student Services. By adopting a centralized platform, the institution aims to enhance the user experience for students, faculty, and staff through faster, more transparent, and efficient service management. The initiative seeks to automate routine workflows, reduce manual effort, and eliminate delays in request handling. Additionally, the organization intends to empower users through self-service capabilities, including access to a knowledge base and the ability to track requests in real-time.