

Project Design Phase

Proposed Solution Template

Date	15 February 2025
Team ID	LTVIP2025TMID56024
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Educational institutions face delays and inefficiencies in managing student and staff services due to manual or scattered systems.
2.	Idea / Solution description	Implement ServiceNow as a unified platform to automate and manage IT, academic, and administrative services.
3.	Novelty / Uniqueness	Offers a centralized, cloud-based portal tailored for education, combining multiple services with workflow automation.
4.	Social Impact / Customer Satisfaction	Improves service delivery speed and transparency, leading to better student and staff satisfaction.
5.	Business Model (Revenue Model)	Subscription-based SaaS model with optional customization, training, and support services.
6.	Scalability of the Solution	Easily expandable across departments and institutions of any size, with flexible module additions.