

Ideation Phase

Define the Problem Statements

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| Date | 31 January 2025 |
| Team ID | LTVIP2026TMIDS77542 |
| Project Name | Educational Organisation using ServiceNow |
| Maximum Marks | 2 Marks |

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|-----------------------------------|--|--|---|-----------------------------|
| PS-1 | a school admin | Record and manage new student admissions | it takes too long and has errors | the current process is manual and lacks automation | frustrated and overworked |
| PS-2 | a teacher or academic coordinator | track student performance consistently | I can't quickly calculate results or view performance trends | the system doesn't automate calculations or provide a dashboard | inefficient and unsupported |