Ideation Phase

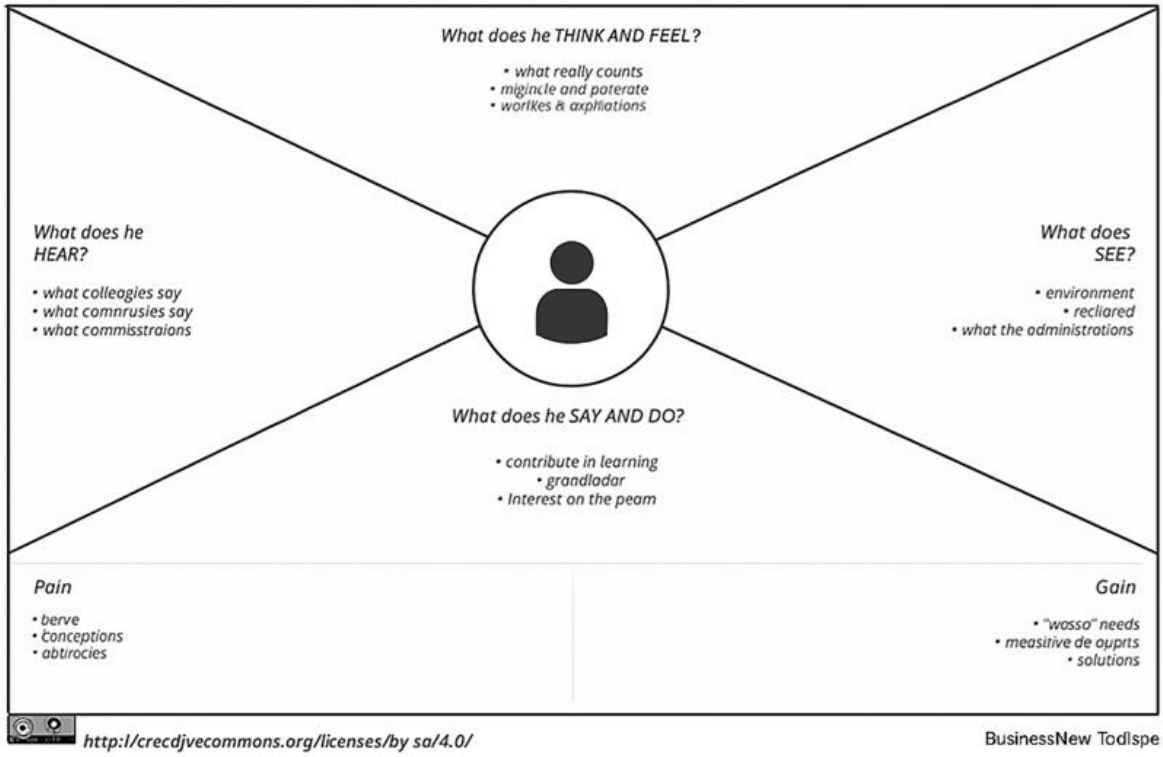
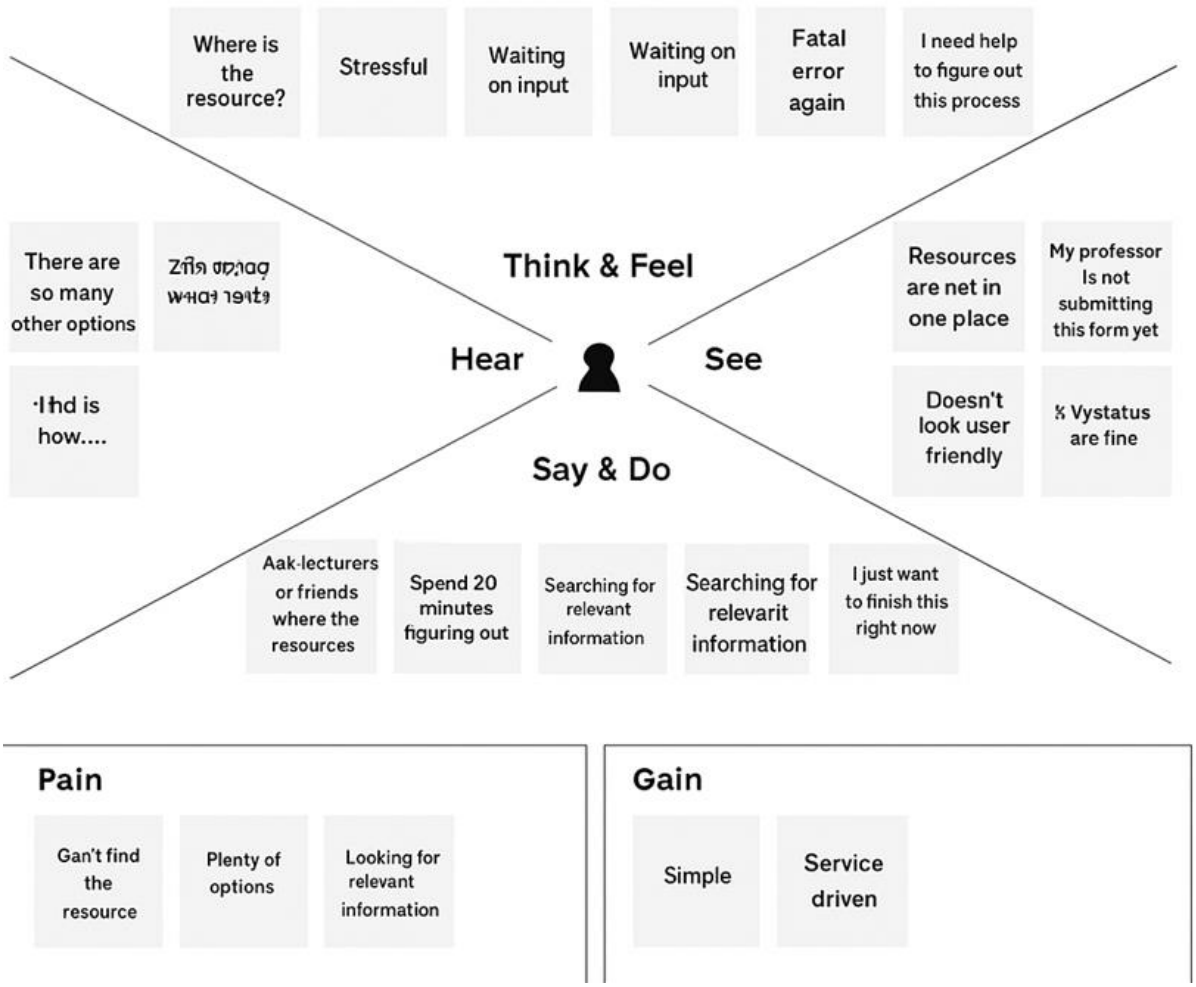
Empathize & Discover

Date	28 June 2025
Team ID	LTVIP2025TMID59203
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	

Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a student's, faculty member's, or administrator's behaviours and attitudes. It is a useful tool that helps education teams better understand their institutional users. Creating an effective solution requires understanding the core issues and the individual who is experiencing them. The exercise of creating the map helps participants consider situations from the user's perspective, along with their academic or administrative goals and challenges.

Example:



Example: Educational Organisation Using ServiceNow