

TEAM ID: NM2025TMID03458

TITLE: EDUCATIONAL ORGANIZATION USING SERVICENOW

Project Planning Phase

Aim

To develop a structured project plan for implementing ServiceNow to enhance service delivery, automate workflows, and improve student and faculty support systems in an educational organization.

Objectives

Sl. No	Objective
1	Define project scope and requirements
2	Identify stakeholders and roles
3	Develop work breakdown structure (WBS)
4	Create implementation timeline
5	Plan risk management and mitigation
6	Estimate budget and required resources
7	Define success metrics and deliverables

Scope of the Project

In Scope

- Student service portal
- IT service management (Incident, Request, Knowledge)
- Faculty support portal
- Automated ticketing workflows
- SLA tracking & reporting dashboards

Out of Scope

- Non-academic external services

- Full ERP integration (future phase)
- Advanced AI automation (future enhancement)

Work Breakdown Structure (WBS)

Phase	Tasks
Project Initiation	Requirement gathering, stakeholder identification
System Design	Workflow mapping, form design, portal UI design
Configuration	Table creation, forms, workflows, SLA configuration
Testing	UAT, bug fixes
Deployment	Go-live, portal launch
Training	Staff & student onboarding
Monitoring	Performance evaluation and reporting

Resources Required

- Hardware: Cloud-based (ServiceNow SaaS)
- Software: ServiceNow ITSM suite
- Human Resources:
 - ServiceNow Developer
 - IT Admin
 - PM & Trainers
 - End-User Representatives

Risk Analysis & Mitigation

Risk	Impact	Mitigation
User resistance	Medium	Training, change management
Data migration issues	High	Testing, phased transfer
Budget overruns	Medium	Clear scope, monitoring

Risk	Impact	Mitigation
Technical configuration issues	Medium	Skilled ServiceNow resources

Key Deliverables

- Project charter & plan
- ServiceNow implementation blueprint
- Configured portals (Student/Faculty/IT)
- SLA dashboards & reporting tools
- User documentation & training materials
- Go-live support plan

Success Metrics

- Reduced ticket resolution time
- Increased student/faculty self-service usage
- Improved service satisfaction score
- Automation coverage & workflow efficiency

Conclusion

The project planning phase establishes a structured foundation for deploying ServiceNow in an educational environment. With defined scope, stakeholder roles, timelines, and risk strategies, the institution is now positioned to move into development and implementation, ensuring efficient and transformative service delivery across student and administrative operations.