Project Design Phase
Proposed Solution

Date	2-11-2025
Team ID	NM2025TMID03501
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template

The Problem-Design-Proposed Solution template is a streamlined framework vital for the ideation and initial prioritization stages. It functions as a concise business case for innovation, ensuring every proposed initiative is anchored in a genuine user need and has a clear path toward execution using the ServiceNow platform. For an educational institution, this template helps committees rapidly evaluate ideas by connecting the pain points (the "why") to the conceptual solution (the "how") and the platform modules (the "what").

The Problem

This section explicitly defines the user's struggle using concrete evidence and metrics. It must be specific, measurable, and focused on the student, faculty, or staff experience.

- Example: "Students cannot easily track the status of their enrollment documents, leading to an average of 3-4 follow-up calls to the Registrar's office per student during peak registration season, resulting in long queue times and high staff stress. The core problem is the lack of transparency in the document review workflow."

The Design (The High-Level Concept)

This is the conceptual bridge, outlining the ideal user experience and the general workflow required to solve the problem, without getting bogged down in platform details.

- Example: "The design is a 'My Enrollment Tracker' that provides a simple, real-time status bar for all submitted documents. This self-service tool will consolidate document requirements from various departments (Admissions, Financial Aid, Health Services) into a single, unified checklist that is accessible 24/7 via the primary student portal."

The Proposed Solution (The ServiceNow Execution)

This final step maps the conceptual design directly onto specific, named ServiceNow products and features, showing *how* the platform will be utilized to deliver the solution.

- Example: The solution will be built using the ServiceNow Employee Center Pro (as the student portal). We will implement a custom Case Management workflow to standardize document review across departments. The status bar will be driven by Flow Designer automation and a custom Table storing the student's compliance data, exposed to the student via the Service Catalog and a Record Producer item. This automates status updates and eliminates manual

Problem-Design-Proposed Solution Template
Educational Organization Using SenDVowe

1. Problem (User Pain Point)
- Students cannot easily track enrollment documents
- 3-4 follow-up calls/student, high staff stress. Lack of transparency.

2. Design (High-Level Concept)
- Concept: "My Enrollment Tracker"
- Real-rime status bar on on student portal

3. Proposed Solution (ServiceNoW Execution)
Platform: SerrvVowe Employee Center Pro
- Case Management (Workflow)
- Flow Designer (Automation)
- Service Catlog, Self-Service
- Custom Table (Data)

Reduces calls, increases transparency

Ideation Phase → Design Concept   Platform Solution

Streamieming Innovation with Sermo0Vowe