

EDUACTIONAL ORGANIZATION USING SERVICE NOW

IDEATION PHASE:

1. Problem Identification

Educational institutions often face challenges in managing administrative tasks, student services, and IT operations efficiently. Common issues include:

- Manual handling of student and faculty requests.
- Lack of centralized tracking for issues (e.g., technical support, facility maintenance, admissions).
- Delays in communication between departments.
- Inefficient data management and reporting systems.

2. Objective

The main objective is to develop a ServiceNow-based solution that streamlines educational and administrative workflows. This will help automate request management, enhance collaboration, and improve service delivery across the organization.

3. Proposed Solution

Use ServiceNow as a unified platform to:

- Automate workflows for student support, faculty requests, and administrative approvals.

- Provide a self-service portal for students and staff.
- Track and manage IT service requests, facility maintenance, and HR operations.
- Generate real-time analytics and reports to aid decision-making.

4. Key Features (Ideas)

- Student Support Portal: For submitting queries, complaints, and service requests.
- Faculty Dashboard: For managing course-related issues, scheduling, and departmental communication.
- IT Service Management (ITSM): Automating technical support and ticket resolution.
- Facilities Management: Request and track maintenance services (e.g., classroom equipment, Wi-Fi, etc.).
- Knowledge Base: Centralized repository of guides, FAQs, and institutional policies.
- Workflow Automation: Automate approval chains for administrative tasks.

5. Expected Outcomes

- Improved efficiency in handling student and faculty requests.
- Reduced response and resolution time.

- Enhanced transparency and accountability.
- Streamlined communication across departments.
- Centralized data management and reporting.

6. Innovation Aspect

Integrating ServiceNow in an educational environment is an innovative approach that transforms manual processes into digital workflows. It introduces smart automation, self-service capabilities, and real-time performance insights, helping the institution move toward a digital campus ecosystem.