

Ideation Phase

Idea Prioritization Template

Date	
Team ID	NM2025TMID01550
Project Name	Educational Organization
Maximum Marks	4 Marks

Educational Organization Template:

Implementing ServiceNow in an educational organization starts by identifying opportunities to enhance efficiency, collaboration, and service delivery across key departments such as IT, HR, Facilities, and Student Services. By engaging students, faculty, and staff, common challenges like delayed requests and manual workflows are addressed through innovative ideas—such as a unified student service portal, automated onboarding processes, digital maintenance requests, and AI-powered assistants. These ideas are then evaluated for their impact, feasibility, and alignment with institutional objectives, resulting in prioritized digital transformation initiatives like IT Service Management (ITSM) and HR Service Delivery (HRSD). Leveraging ServiceNow's Innovation Management tools, the institution promotes continuous improvement and a culture of innovation, ensuring technology strengthens campus operations while enriching the overall experience for students, staff, and faculty.

Step:1 Concept Map of the Problem Statement



Explanation for the Concept Map:

- **Fundamental Purpose & Results:** (Student Achievement, Institutional Objectives)
- **Leadership & Administration:** (Governance Framework, Management Structure)
- **Faculty & Workforce:** (Teaching Personnel, Support Teams)
- **Academic Programs & Teaching Methods:** (Curriculum Design, Instructional Approaches)
- **Measurement & Review:** (Student Evaluation, Program Assessment)
- **Facilities & Resources:** (Infrastructure, Technology, Financial Support)
- **Community & Stakeholder Engagement:** (Parents, Families, Institutional Partners)

Step 2: List and Grouping



Explain the List and Grouping Image

This image shows a simplified and somewhat distorted table version of the educational organization mind map, titled “**Educational Organization Key Components**.” It highlights seven primary branches—**Core Mission & Outcomes**, **Governance & Management**, **Personnel & Staff**,

Curriculum & Instruction, Infrastructure & Resources, and Stakeholders & Community—which are color-coded and labelled using a mix of Roman numerals (I, II, V, VII) and a letter (A). For each main branch, the table lists corresponding key sub-ideas; however, portions of the text in the sub-idea and focus area columns appear incomplete or garbled, indicating that it may be a low-quality or partially corrupted transcription of the original, more detailed mind map.

Step 3 : Idea Assessment



Explanation for the Idea Assessment:

This image offers a detailed visual overview of *Idea Prioritization for Educational Organizations*, showcasing three key frameworks used to evaluate and select the most impactful initiatives.

The first framework, the **Impact/Effort Matrix**, visually organizes ideas into four quadrants, emphasizing **Quick Wins** (high impact, low effort) as the top priority.

The second, the **Weighted Scoring Model**, is a quantitative approach that applies weighted criteria—such as *Student Learning Impact* and *Strategic Alignment*—to generate an overall priority score.

The third framework, the **Moscow Method**, uses a categorical system to classify requirements into **Must Have**, **Should Have**, **Could Have**, and **Won't Have (This Time)**.

Across all three frameworks, a shared foundation of **Key Educational Prioritization Criteria**—including *Student Impact*, *Strategic Alignment*, *Feasibility*, and *Stakeholder Readiness*—guides consistent and data-driven decision-making.