

Project Design Phase
Problem – Solution Fit Template

Date	15 February 2025
Team ID	LTVIP2026TMIDS78244
Project Name	Educational organisation using servicenow
Maximum Marks	2 Marks

The Problem Solution Fit stage focuses on aligning the identified institutional challenges with the capabilities of the proposed Educational Organisation Management System. Educational institutions commonly experience inefficiencies caused by manual record maintenance, delayed admission approvals, and lack of centralized information management. These issues negatively impact administrative productivity and student satisfaction.

The proposed system directly addresses these challenges by introducing workflow automation and centralized database management using the ServiceNow platform. Manual admission verification processes are replaced with automated approval workflows, significantly reducing processing time. Centralized tables eliminate duplication of student and teacher records while improving data accessibility.

The system also ensures accuracy through validation mechanisms implemented using client scripts. Incorrect or incomplete form submissions are automatically detected, preventing inconsistent data storage. Automated number generation guarantees unique student identification, solving issues related to record duplication.

Another important aspect of problem–solution alignment is usability. Traditional systems require extensive manual effort, whereas the proposed platform provides structured forms and dashboards that simplify user interaction. Administrators can manage institutional activities efficiently, teachers can monitor academic performance easily, and students receive transparent admission updates.

Thus, the Educational Organisation Management System successfully bridges the gap between institutional problems and technological solutions by integrating automation, accessibility, and reliability within a single enterprise platform.