

Ideation Phase

Define the Problem Statements

Date	31 January 2025
Team ID	LTVIP2026TMIDS78244
Project Name	Educational organisation using servicenow
Maximum Marks	2 Marks

IDEATION PHASE - PROBLEM STATEMENT

Educational institutions often rely on manual processes or disconnected systems to manage student admissions and academic progress. This leads to data duplication, calculation errors, lack of transparency, and inefficient workflow tracking. There is no centralized system to monitor admission status transitions such as New, In Progress, Joined, Rejected, Rejoined, Closed, or Cancelled. Administrators struggle to maintain accurate student records including grades, subject marks, total, and percentage calculations. Additionally, there is no automated control mechanism to prevent unauthorized editing or ensure proper workflow-based data handling. Therefore, there is a need for a centralized, automated, and workflow-driven Student Admission and Progress Management System using ServiceNow that ensures data accuracy, transparency, security, and real-time tracking of student information.