

Ideation Phase

Empathize & Discover

Date	31 January 2025
Team ID	LTVIP2026TMIDS78244
Project Name	Educational organisation using servicenow
Maximum Marks	4 Marks

Target Users

- School Administrator responsible for admission approvals.
- Admission Staff managing student records
- Academic Coordinator tracking performance.
- Teachers updating subject marks.

Think & Feel

- Wants a reliable and structured admission management system
- Concerned about data accuracy and manual calculation errors.
- Feels pressure from management for timely reports.
- Needs automation to reduce repetitive work.

See

- Manual registers and Excel sheets for student data.
- Separated systems for marks and admission details.
- Frequent inconsistencies in percentage calculations.
- Delays in status updates and approvals.

Hear

- Parents asking for academic progress updates.
- Management requesting consolidated reports.
- Teachers asking for centralized data access.
- Complaints about missing or incorrect records.

Say & Do

- Creates and updates student admission records.
- Manually calculates total and percentage.
- Tracks student workflow status.
- Communicates updates to parents and management.

Pain Points

- Manual errors in calculating total and percentage.
- Data duplication across multiple systems.
- Lack of workflow-based admission tracking.
- Difficulty controlling record modifications.

Gains Expected

- Automated workflow management in ServiceNow.
- Automatic total and percentage calculation.
- Centralized student data storage.
- Secure and controlled record access