DEFINE THE PROBLEM STATEMENTS

Date	20-02-2026
Team ID	LTVIP2026TMIDS24897
Project Name	Educational Organization Using ServiceNow
Maximum Marks	4 Marks

Problem Statements

Educational institutions often face major challenges in managing their day-to-day academic, administrative, and support operations. Most organizations still rely on manual processes or disconnected systems, which lead to inefficiencies, communication gaps, and delays in service delivery. Tasks such as student admission, faculty request management, IT support, attendance tracking, and internal approvals often consume significant time and effort when handled manually.

The absence of a unified digital platform results in:

- Lack of transparency in administrative workflows.

- Delayed approvals and communication between departments.

- Difficulty in tracking requests, progress, and performance.

- Duplication of data and manual errors in record management.

- Limited accessibility and visibility for students, faculty, and administrators.

To address these issues, there is a need for an automated and centralized solution that can streamline institutional workflows, improve collaboration, and provide real-time tracking of processes.

The main objective of the *Educational Organization using ServiceNow* project is to develop an automated and centralized platform that streamlines various academic and administrative activities within an educational institution. This project aims to replace traditional manual processes with digital workflows, improving communication, transparency, and efficiency among students, faculty, and administrative staff. By using ServiceNow, the system will automate tasks such as service requests, approvals, and notifications, allowing faster response times and reducing paperwork. The platform will also ensure accountability through proper tracking and reporting features while offering a user-friendly interface accessible to all stakeholders. Ultimately, the project seeks to create a smarter, technology-driven educational environment that enhances productivity and supports effective institutional management.