Ideation Phase
Define the Problem Statements

Date	19 FEB 2026
Team ID	LTVIP2026TMIDS66387
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Problem Statement Template :

The current operational environment within the educational institution suffers from a highly decentralized and fragmented system for managing service requests related to IT support, facility maintenance, HR queries (for faculty), and academic administration (e.g., course changes, transcript requests)

The process for **onboarding new faculty and staff**, as well as the **offboarding of graduating students and departing personnel**, is currently managed through a series of ad-hoc, siloed processes involving multiple departments (IT, HR, Security, Academic Affairs, Finance).

Aspect	Details
Problem Title	Streamlining Student Support Requests
Current Situation	Students face delays in resolving academic, IT, and administrative issues due to manual ticket handling and lack of centralized tracking.
Problem Description	Educational institutions currently use emails or paper-based systems to manage student queries. This leads to miscommunication, delayed responses, and lack of visibility into request status.
Impact	- Reduced student satisfaction- Increased workload for staff- Difficulty tracking response times and performance metrics
Proposed ServiceNow Solution	Implement a unified ServiceNow portal for automated ticket creation, categorization, and routing of student requests to appropriate departments.
Expected Outcome	Faster query resolution, improved transparency, and better analytics for decision-making.

Problem Statement 1 :

Context:
Educational institutions manage numerous administrative processes such as student enrollment, leave applications, IT support, and facility management. These processes are often handled manually or through disconnected systems.
Problem:
Manual handling of these tasks leads to inefficiency, delayed responses, data duplication, and lack of accountability. As a result, both students and staff face difficulties in accessing timely support and updates.
Statement:
"Educational institutions need an integrated digital solution using ServiceNow to automate and

streamline administrative and student service workflows, ensuring faster response times, better transparency, and improved operational efficiency."

Aspect	Details
Problem Title	Automating Administrative Workflows
Current Situation	Departments handle approvals for leave, procurement, and maintenance manually, causing delays and inconsistencies.
Problem Description	Many back-office tasks, such as staff leave approvals or facility maintenance requests, are done via emails or physical forms. This creates tracking difficulties and operational inefficiencies.
Impact	- Time-consuming manual follow-ups- Lack of accountability- Errors in record-keeping
Proposed ServiceNow Solution	Develop automated workflows in ServiceNow for key administrative processes such as leave management, facility maintenance, and purchase requests.
Expected Outcome	Increased operational efficiency, real-time tracking of requests, and enhanced collaboration between departments.

Problem Statement 2 :

Context:
Departments within educational institutions—such as academics, IT, administration, and finance—often operate in silos. Communication gaps and lack of centralized information management result in confusion, redundant work, and inconsistent service delivery.

Problem:
The absence of a unified platform for managing communication, service requests, and knowledge sharing reduces productivity and affects the overall institutional experience for students, faculty, and staff.

Statement:
"Educational institutions require a centralized ServiceNow-based platform to enhance communication, knowledge sharing, and cross-department collaboration, enabling efficient service management and informed decision-making."