

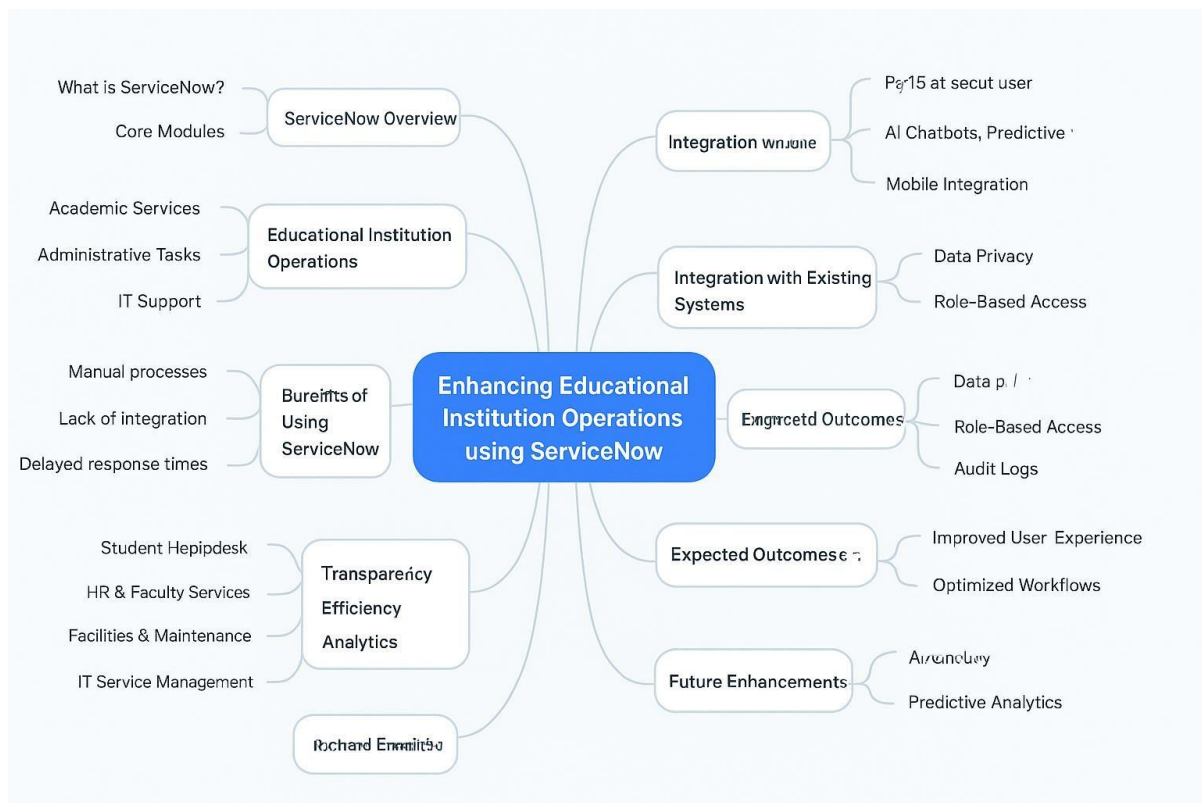
Ideation Phase Empathize & Discover

Date	19 FEB 2026
Team ID	LTVIP2026TMIDS66387
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Empathy Map Canvas:

Background: Dr. Sharma has been teaching for 15 years. She is passionate about her research and teaching but finds administrative tasks increasingly burdensome. She uses various university systems, none of which seem to talk to each other. She's moderately tech-savvy but has little patience for clunky, inefficient software.

Example:



Reference: <https://www.mural.co/templates/empathy-map-canvas>

