

**Ideation Phase**  
**Brainstorm & Idea Prioritization**  
**Template**

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

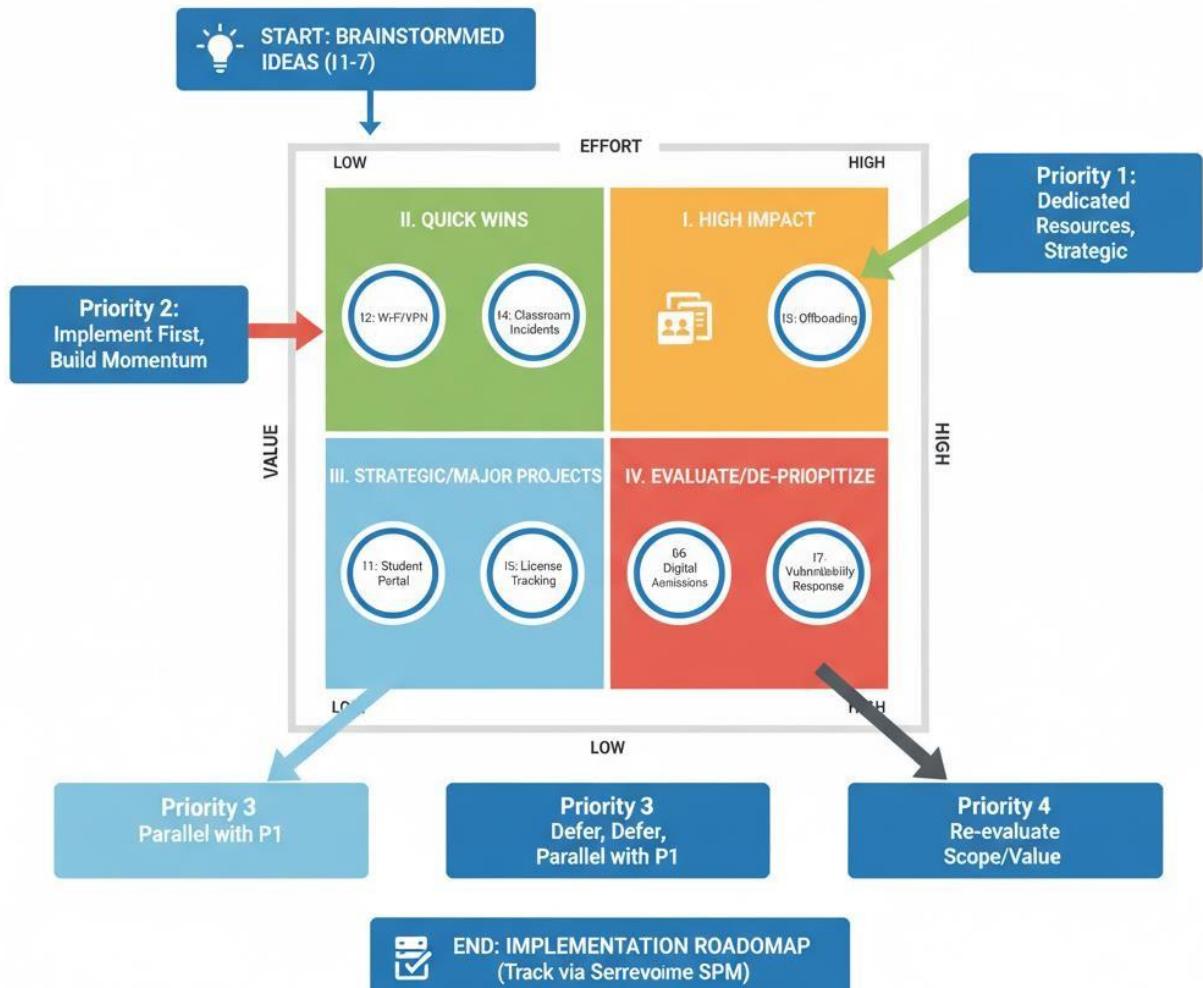
**Prevent user deletion if assigned to an incident Template :**

Department	Challenges Identified	Ideas / Potential Solutions using ServiceNow	Expected Benefits
Students	- Delayed responses to academic and hostel queries- No single platform to track requests- Difficulty finding information about exams, fees, etc.	- Create a unified <b>Student Self-Service Portal</b> for all queries and requests- Use <b>Virtual Agent / Chatbot</b> for 24/7 assistance- Build a <b>Knowledge Base</b> for FAQs	- Faster query resolution- Improved student experience- Transparent communication
Administration	- Manual approvals for leave, maintenance, and procurement- Paper-based workflows- Poor visibility into process status	- Implement <b>workflow automation</b> for approvals and procurement- Use <b>ServiceNow Flow Designer</b> to manage processes- Dashboard for tracking pending tasks	- Time savings- Increased transparency- Real-time tracking of requests
IT Department	- Overloaded with support tickets- Lack of categorization of issues- No SLA tracking for incidents	- Deploy <b>IT Service Management (ITSM)</b> module- Automate <b>ticket creation, categorization, and escalation</b> - Integrate <b>Performance Analytics</b> to monitor SLAs	- Reduced IT workload- Faster resolution times- Data-driven improvement
Human Resources (HR)	- Complex onboarding process- Difficulty managing leave, attendance, and employee data- Manual	- Create <b>HR Service Delivery Portal</b> on ServiceNow- Automate <b>employee onboarding/offboarding</b> workflows- Enable <b>HR case tracking</b>	- Better employee engagement- Consistent HR processes- Simplified HR management

<b>Department</b>	<b>Challenges Identified</b>	<b>Ideas / Potential Solutions using ServiceNow</b>	<b>Expected Benefits</b>
	communication		
<b>Facilities Management</b>	- Maintenance requests not tracked properly- Delays in repairs and services- No accountability	- Introduce <b>Facilities Management</b> module for maintenance requests- Automated routing to technicians- Track completion with dashboards	- Improved campus upkeep- Reduced downtime- Clear accountability
<b>Finance / Accounts</b>	- Delay in expense approvals- Manual billing and reimbursement tracking	- Build <b>Expense Approval Workflow</b> on ServiceNow- Integrate with ERP for automatic status updates	- Faster processing- Reduced paperwork- Better financial control

**Step-1: Team Gathering, Collaboration and Select the Problem Statement:**

# ServiceNow Implementation Prioritization for Educational Institutions



**Step-2: Brainstorm, Idea Listing and Grouping:**

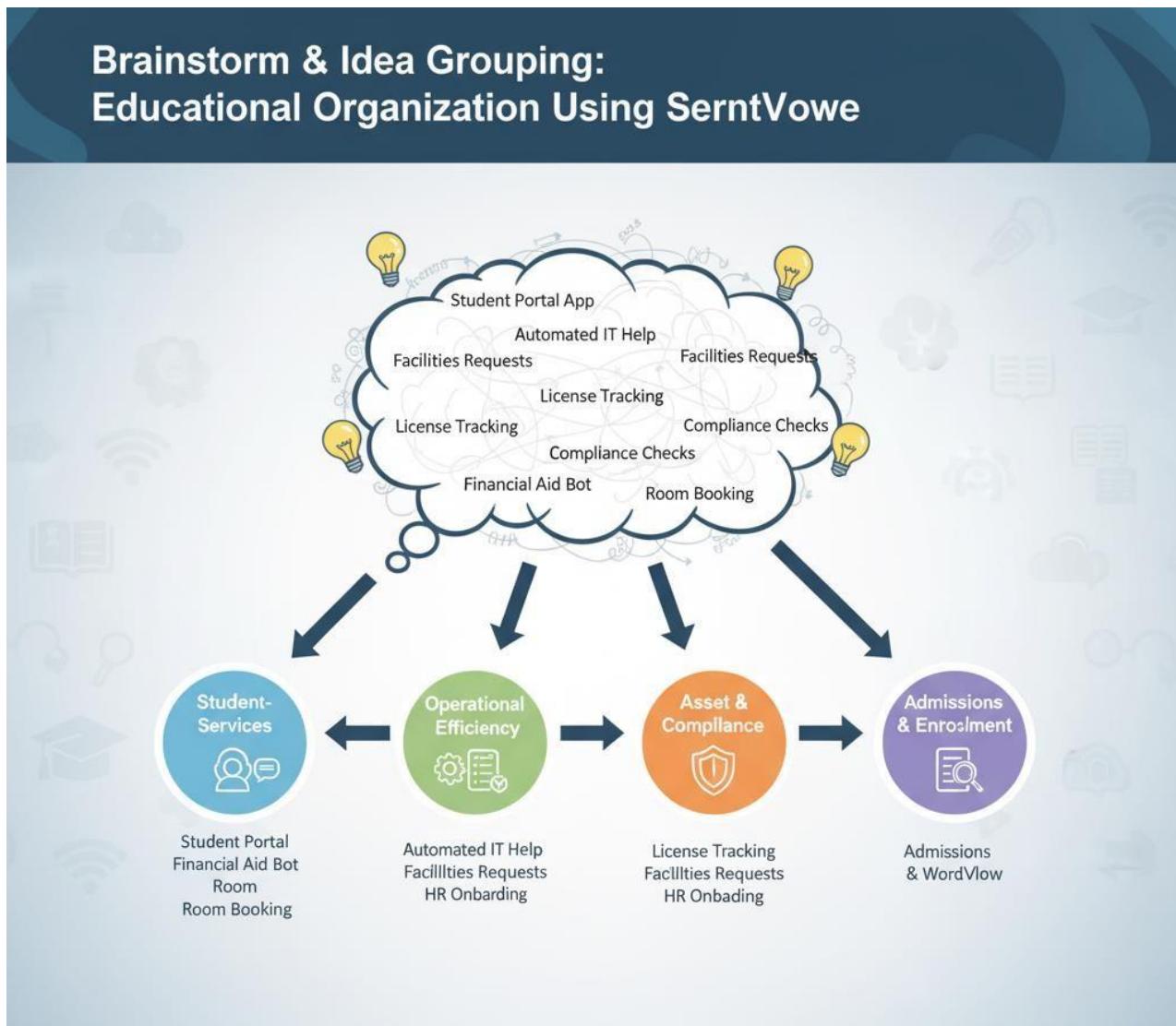


Fig2: Image that describes the work done by teammates.

### **Brainstorm:**

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

### **Idea Listing:**

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

### **Grouping:**

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

### **Action Planning:**

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

## **Step-2: Idea Prioritization**

# **Idea Prioritization: Educational Organization Using SerntVowe**

