# Project Design Phase

**Problem-Solution Fit**

**Template**

**Educational Organisation Management using ServiceNow**

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| Team ID | NM2025TMID06510 |
| Project Name | Educational Organisation Management using ServiceNow |

**Problem-Solution Fit – Educational Organisation Management using ServiceNow**



## 1. Problem Identification

Educational institutions face several operational challenges that affect efficiency and productivity:

- **Manual Admission Processes:**

- Admissions and enrollment are slow, error-prone, and require extensive paperwork.
- Students experience delays in confirmation and updates.

- **Fragmented Student Records:**
  - Information is stored across multiple spreadsheets or legacy systems.
  - Leads to duplication, inconsistency, and difficulty in data retrieval.

- **Inefficient Academic Performance Tracking:**
  - Teachers manually track grades, attendance, and assignments.
  - Delays in monitoring performance hinder timely interventions.

- **Poor Interdepartmental Communication:**
  - Departments such as academics, admissions, and finance operate in silos.
  - Causes workflow bottlenecks, lost information, and delays in approvals.

- **Limited Reporting and Analytics:**
  - Generating insights for decision-making is time-consuming.
  - Lack of real-time dashboards prevents data-driven institutional planning.

## 2. Proposed Solution

The ServiceNow-based Education Management System addresses these challenges through a unified, automated platform:

- **Automated Admissions and Enrollment:**
  - Digital forms, workflow approvals, and notifications reduce delays and errors.

- **Centralized Student Database:**
  - Consolidates all student information in one secure, consistent repository.

- **Real-Time Academic Tracking:**
  - Dashboards for attendance, grades, and assignments provide immediate insights.

- o Enables teachers to act promptly to support students.

- **Workflow Automation & Communication Tools:**

  - o Streamlines approvals and notifications across departments.

  - o Reduces bottlenecks and improves collaboration.

- **Reporting & Analytics Dashboards:**

  - o Provides actionable insights for administrators.

  - o Supports data-driven decisions and performance monitoring.

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## 3. Problem-Solution Fit Analysis

- **Manual Admissions → Automated Workflows:**

  - o Significantly reduces processing time and administrative workload.

- **Fragmented Records → Centralized Database:**

  - o Ensures data accuracy, easy access, and elimination of redundancy.

- **Inefficient Performance Tracking → Real-Time Dashboards:**

  - o Provides immediate visibility into student progress.

- **Poor Communication → Workflow Automation & Notifications:**

  - o Enhances interdepartmental collaboration and reduces delays.

- **Limited Reporting → Analytics Dashboards:**

  - o Enables faster, informed, and data-driven institutional decisions.

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## 4. Key Insights

- The solution **directly addresses the identified problems**, ensuring operational efficiency.

- All stakeholders—students, teachers, and administrators—benefit from improved workflows and reduced manual effort.

- ServiceNow provides a **technically feasible, scalable, and secure platform** for implementation.

- The system ensures **measurable improvements** in institutional productivity, accuracy, and user experience.

**5. Conclusion**

- The ServiceNow-based Education Management System is **well-aligned with institutional challenges**.

- By combining automation, centralization, real-time tracking, and analytics, the system improves efficiency, transparency, and user satisfaction.

- This strong problem-solution fit confirms the relevance, feasibility, and potential impact of the project.