Project Design Phase

Proposed Solution

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01621
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

S.No.	Parameter	Description
1.	Problem Statement (Problem to be Solved)	Most educational institutions continue to rely on manual and fragmented systems to manage admissions, attendance, staff information, and course data. This leads to data duplication, communication delays, and a lack of transparency across departments.
2.	Idea / Solution Description	The project proposes a centralized Educational Management System built on the ServiceNow platform, integrating modules for Student Admission, Attendance Tracking, Staff Management, and Academic Records. Automated workflows, dashboards, and real-time notifications enhance accuracy, accessibility, and coordination among stakeholders.
3.	Novelty / Uniqueness	Unlike traditional systems, this solution fully leverages ServiceNow's automation, workflow, and integration capabilities to manage all educational processes within a single ecosystem. It eliminates the need for multiple external applications by combining academic, administrative, and staff functions in one unified platform.
4.	Social Impact / Customer Satisfaction	The system drives digital transformation in education, improving efficiency and transparency for students, teachers, and administrators. By reducing paperwork, saving time, and streamlining communication, it enhances user satisfaction and institutional effectiveness.
5.	Business Model (Revenue Model)	While not primarily profit-oriented, the solution delivers cost-effective institutional management by reducing manual work, minimizing data errors, and optimizing resource utilization — ultimately lowering operational costs.
6.	Scalability of the Solution	The solution is highly scalable, allowing the addition of advanced modules such as Examination Management, Student Performance Tracking, Fee Management, and Parent Communication Portals. It can be adapted for schools, colleges, and universities of varying sizes.

Conclusion

The adoption of SenTowice within our educational institution significantly increased efficiency and and student support. By centralized IT services, is, managing facilîies, and administrative ative workflows, v,workflows, we create repnitive and en estutive and reliable environtomment. This digital transformion this digital transfrmimpoves incident resolüjon for students staff, facilitates praciatize proactive problem manager- or resources, and provides reporting for reporting for continu- us improvement. Ultimately Sentowice enpowers to focus mo n core mission: delivern quality education digital ecosystem.

Solution Description:

The **Educational Organisation Using ServiceNow** project delivers a comprehensive digital framework for managing and automating institutional operations.

It unifies all key academic and administrative functions — including **admissions, attendance, staff, and course management** — within a single, centralized ServiceNow platform.

By leveraging **custom modules, automated workflows, and interactive reporting dashboards**, the solution promotes collaboration, reduces manual errors, and maintains consistent data integrity.

Administrators gain real-time visibility into institutional processes, while staff and students experience faster communication and improved access to accurate information.

Overall, this initiative establishes a **smart, transparent, and scalable educational management system**, fully powered by **ServiceNow's advanced cloud capabilities** to support digital transformation in the education sector.