Ideation Phase

Brainstorm & Idea Prioritization

Template

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

Educational Organisation Using ServiceNow Template:

This guided project demonstrates the development of a digital management system for educational institutions using the ServiceNow platform. It focuses on automating essential academic and administrative workflows such as student admissions, staff management, and request processing. By leveraging ServiceNow's robust workflow automation capabilities, the system transforms traditional paper-based operations into efficient, transparent, and trackable digital processes.

This approach enhances communication among students, teachers, and administrators while improving productivity, minimizing delays, and ensuring accurate record-keeping. The project also highlights how ServiceNow can be customized to streamline various educational activities through automated approvals, real-time notifications, and comprehensive reporting tools.

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

Reference: https://www.mural.co/templates/brainstorm-and-idea-prioritization

Step-2: Brainstorm, Idea Listing and Grouping:

Brainstorm

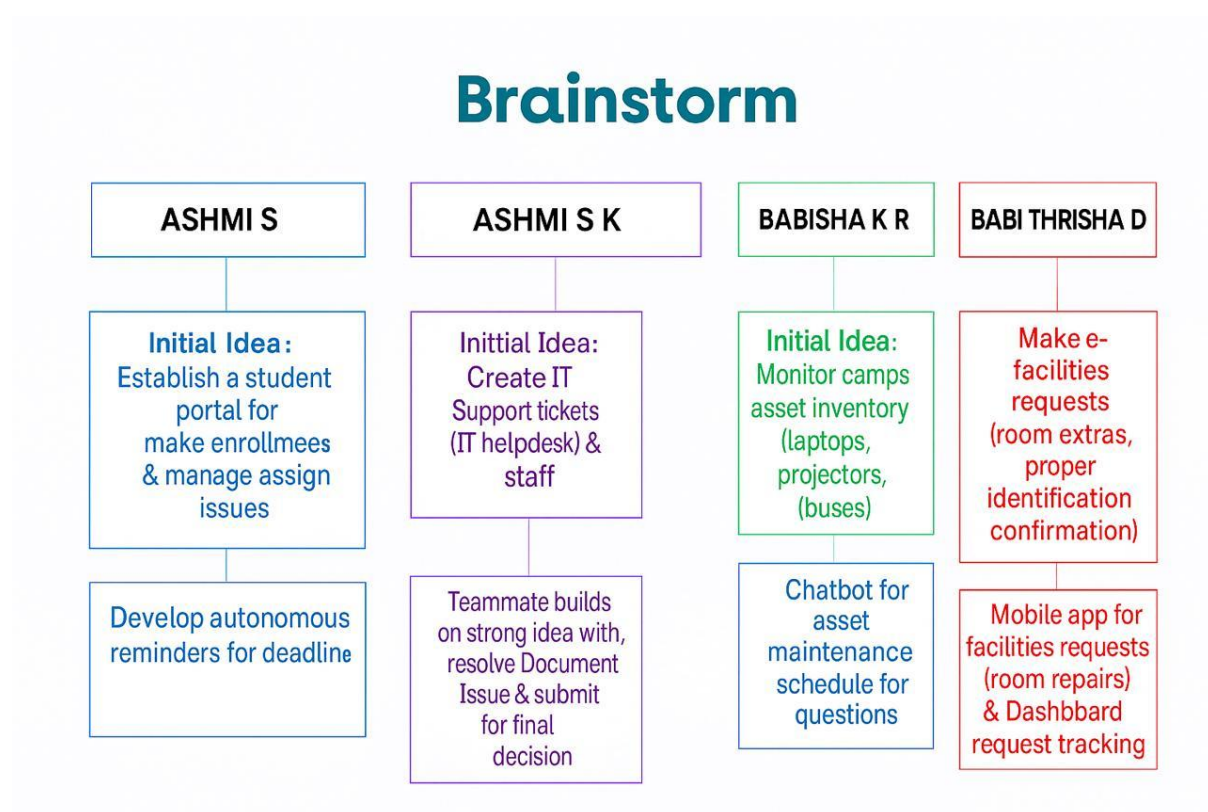| ASHMI S	ASHMI S K	BABISHA K R	BABI THRISHA D
Initial Idea: Establish a student portal for make enrollmees & manage assign issues	**Inittial Idea:** Create IT Support tickets (IT helpdesk) & staff	**Initial Idea:** Monitor camps asset inventory (laptops, projectors, (buses)	Make e-facilities requests (room extras, proper identification confirmation)
Develop autonomous reminders for deadline	Teammate builds on strong idea with, resolve Document Issue & submit for final decision	Chatbot for asset maintenance schedule for questions	Mobile app for facilities requests (room repairs) & Dashbbard request tracking

Fig2: Image that describes the work done by teammates.

Brainstorm:

Team members exchange innovative ideas on customizing ServiceNow for educational purposes. Each proposal—such as developing admission tables, attendance tracking forms, and staff management dashboards—is openly discussed in a collaborative and judgment-free environment.

Idea Listing:

All suggested ideas are documented to capture every contribution, ensuring that no potential feature or process enhancement is overlooked.
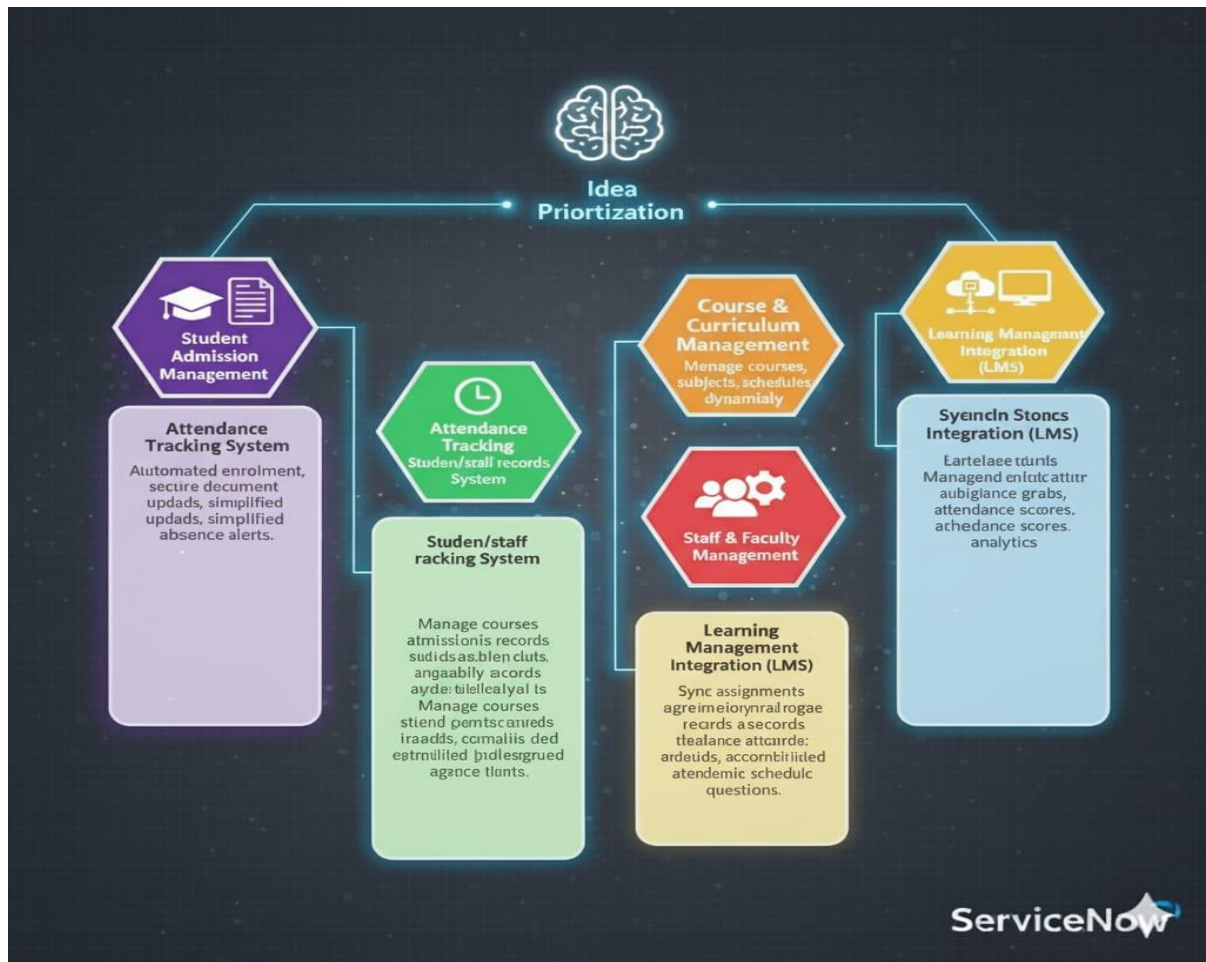
Grouping:

Related ideas—such as academic modules, student data management, and workflow automation—are organized into groups to simplify planning and prioritization.

Action Planning:

Chosen ideas are transformed into well-defined implementation steps with assigned responsibilities and timelines, enabling effective collaboration and seamless progress tracking.

Step-3: Idea Prioritization:

Fig 3: Image of steps to manage educational data using ServiceNow.

Idea Prioritization:

Prioritizing ideas allows the project to be divided into manageable modules such as **admission, attendance, and staff management**.
By concentrating on these key components first, the project establishes a strong foundation for the overall system.

Prioritizing the workflow allows the team to:

- Prioritize and implement the most essential launch functions, such as admission management and attendance tracking.
- Develop reusable, modular components that allow for future scalability and feature expansion.
- Ensure data integrity and consistency across all student and institutional records.
- Streamline process automation while enforcing secure, role-based access controls.

This structured strategy enhances project **clarity, strengthens collaboration, and supports** the successful implementation of an Educational Organization Management System on the ServiceNow platform.