

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01621
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum marks	2 Marks

Customer Problem Statement:

Educational organizations often struggle with efficiently handling academic and administrative operations, as most processes are still managed through manual or disconnected systems. This leads to communication gaps, delayed responses to student and staff requests, and difficulty in tracking and resolving issues such as admission inquiries, IT problems, or facility maintenance. The absence of an integrated platform results in inefficiency, data silos, and limited visibility into service performance.

To overcome these challenges, institutions require a centralized digital solution that can automate and manage service requests, incidents, and communication across departments. Implementing a ServiceNow-based platform can transform campus operations by providing a unified service portal for students, faculty, and administration. This system would promote transparency, streamline workflows, enhance collaboration, and ensure faster and more accurate resolution of all academic and support-related concerns.

Problem & Solution Table

Problem	Description	Solution
Manual Student Enrollment Updates	Manual processing of student enrollment and semester initiation leads to delays and confusion	Implement an automated SIS integration with ServiceNow for streamlined enroliment managent
Course Scheduling Conflicts	Overlapping class times and room double-bookings create scheduling confusion for students and faculty	Develop a centralized course scheduling system within Serveco Now that includes automated
Research Data Access	Faculty and students encounter challenges in securely accessing and sharing research data across	Use ServiceNow's secure portal and knowledge base to manage research data access and collaboration efficiently
Campus Service Requests	Inconsistent handling of facility, IT, and housing service requests results in delays and frustration	Streamline all campus service requests through a unitted ServiceNow portal with automated workflows for faster resolution
Student Support Ticket Overflow	A high volume of student inquiries overwhelms support teams, leading to slower response times	Deploy ServiceNow's Virtual Agent and self-service knowledge base to manage student support

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Student	Submit a leave or maintenance request	The process takes a long time	Requests are managed manually, causing frequent delays	Frustrated and overlooked
PS-2	An Administrator	Handle student and staff requests effectively	There's no unified system to track them	Information is scattered across emails and paper documents	Stressed and disorganized

✅ Problem Statement PS 1:

As a student, I want to submit leave or maintenance requests to the college administration efficiently. However, the current manual process—handled through physical forms or emails—takes too long and often causes delays. This makes me feel frustrated, as my concerns are not resolved promptly. A digital platform is needed to simplify request submission and provide real-time updates on the request status.

✅ Problem Statement PS 2:

As an administrator, I aim to effectively manage and track requests from students and staff. Unfortunately, the absence of a centralized system makes monitoring difficult, leading to confusion, misplaced information, and slow response times. Implementing a ServiceNow-based automated solution would enable me to organize, prioritize, and process requests efficiently, ensuring smoother workflows and better communication across the institution.