Project Design Phase

Problem- Solution Fit Template

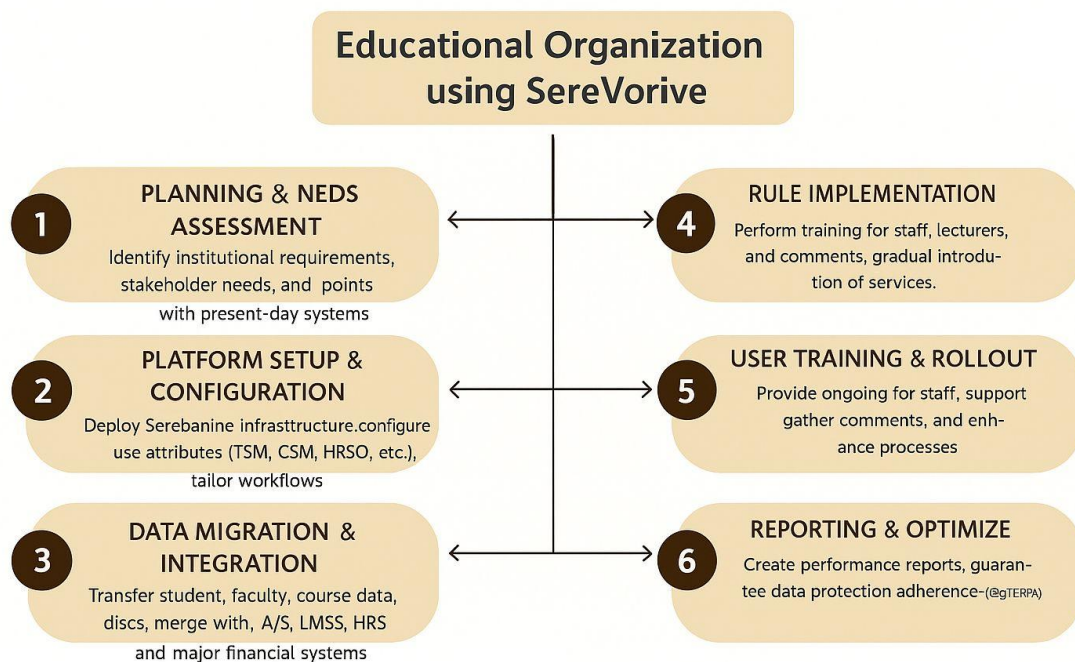| Date	02 NOVEMBER 2025
Team ID	NM2025TMID01621
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit involves recognizing the key challenges users encounter and developing an effective solution that directly resolves them. It ensures that the proposed solution truly aligns with user needs and enhances their overall experience.

Purpose:

❑ Streamline and automate the management of institutional data, covering students, staff, and courses.

❑ Minimize manual efforts by unifying academic and administrative operations within a single ServiceNow platform.

❑ Enhance transparency and operational efficiency in managing admissions, attendance, and academic records.

❑ Empower administrators with accurate, real-time reports to support data-driven decision-making.

❑ Foster trust and engagement among students, faculty, and management through a dependable and intuitive system.

Template:

Educational Organization using SereVorive

1 PLANNING & NEDS ASSESSMENT
Identify institutional requirements, stakeholder needs, and points with present-day systems

2 PLATFORM SETUP & CONFIGURATION
Deploy Serebanine infrasttructure.configure use attributes (TSM, CSM, HRSO, etc.), tailor workflows

3 DATA MIGRATION & INTEGRATION
Transfer student, faculty, course data, discs, merge with, A/S, LMSS, HRS and major financial systems

4 RULE IMPLEMENTATION
Perform training for staff, lecturers, and comments, gradual introduction of services.

5 USER TRAINING & ROLLOUT
Provide ongoing for staff, support gather comments, and enhance processes

6 REPORTING & OPTIMIZE
Create performance reports, guarantee data protection adherence-(@gTERPA)

This project's solution ensures:

The project **"Educational Organisation Using ServiceNow"** aims to resolve key challenges in managing academic and administrative functions within schools and colleges. Traditional methods often depend on manual data entry, paper-based workflows, and isolated departmental tools, resulting in duplication, delays, and inefficiencies.

Our proposed solution introduces a **centralized ServiceNow platform** that unifies all core academic modules — including admissions, attendance, staff management, and performance tracking — into a single integrated system.

By utilizing **automation workflows, role-based access controls, and dynamic reporting dashboards**, the platform streamlines institutional operations, enhances data accuracy, and fosters better communication and collaboration among all stakeholders.

• Enhanced coordination and collaboration across departments.
• Reduced administrative workload through streamlined processes.
• Quick and convenient access to student and staff information.
• A more transparent, efficient, and organized academic management system.

With successful implementation, the system boosts institutional efficiency and drives digital transformation within the education sector through the ServiceNow platform.

References:

1. https://www.ideahackers.network/problem-solution-fit-canvas/

2. https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe