

Ideation Phase

Define the Problem Statement

| | |
|----------------------|---|
| <i>Date</i> | <i>NOV- DEC2025</i> |
| <i>Team ID</i> | <i>NM2025TMID06587</i> |
| <i>Project Name</i> | <i>Educational Organization using service now</i> |
| <i>Maximum Marks</i> | <i>4 marks</i> |

| Problem Statements (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|--------------------------------|---|---|---|--|------------------------------------|
| <i>Ps-1</i> | <i>a school admin</i> | <i>Record and manage new student admissions</i> | <i>it takes too long and has errors</i> | <i>the current process is manual and lacks automation</i> | <i>frustrated and over work</i> |
| <i>Ps-2</i> | <i>a teacher or academic coordinate</i> | <i>track student performance consistently</i> | <i>I can't quickly calculate results or view performance trends</i> | <i>the system doesn't automate calculations or provide a dashboard</i> | <i>inefficient and unsupported</i> |