

Ideation Phase

Define the Problem Statement

Date	NOV- DEC2025
Team ID	NM2025TMID06587
Project Name	Educational Organization using service now
Maximum Marks	4 marks

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