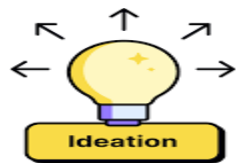


TEAM ID	LTVIP2025TMID29135
PROJECT NAME	Educational Organization using service now

■ Educational Organization Management System — Ideation Phase



■ INTRODUCTION

Problem Statement:

Educational institutions often depend on **manual processes** and **disconnected systems** to manage:

- Student admissions
- Faculty records
- Academic operations

These outdated methods result in:

- Data inconsistency
- Operational delays
- Difficulty in decision-making
- Poor student service delivery

■ User Story:

As an administrative staff member, I want a centralized digital system to manage student and faculty data, so that I can reduce manual workload, improve accuracy, and enable faster academic services.

Project Objective:

To build a **cloud-based educational management system** using the ServiceNow platform that:

- Automates admissions, student record-keeping, and faculty management
 - Reduces dependency on paper-based systems
 - Provides real-time updates, notifications, and reporting
 - Ensures secure and role-based access to information
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Challenges Without ServiceNow:

1. Manual Data Entry and Human Errors

- Large volumes of student and faculty data entered manually
- High risk of inaccuracies and time-consuming validation

2. Scattered and Inaccessible Data

- Data stored in physical files or unlinked systems
- Retrieval during audits or emergencies is difficult

3. Lack of Workflow Automation

- Processes like admission approvals and record updates are handled manually
- Delays and miscommunication between departments

4. No Centralized Monitoring or Reporting

- Difficult to generate insights like enrollment trends, attendance, or academic performance
- Affects decision-making

5. Limited Transparency and Communication

- Stakeholders (faculty, admin, students) have no real-time visibility into status updates
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Benefits of the Project:

1. Centralized Student and Faculty Data

- Easily accessible records stored securely in ServiceNow tables

2. Workflow Automation

- Approvals, updates, and notifications happen instantly using flow designers

3. User-Friendly Interface

- Clean form layouts, validations, and dropdowns for intuitive data entry

4. Real-Time Status and Notifications

- Immediate email/status alerts for admissions, approvals, and academic updates

5. Customizable and Scalable

- System can grow to include modules like fee tracking, performance analytics, and feedback collection