

Project Design Phase
Problem – Solution Fit Template

Date	30 June 2025
Team ID	LTVIP2025TMID29074
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Educational institutions face inefficiencies in handling academic and administrative service requests due to manual workflows, fragmented systems, and lack of automation. These issues cause delays in student services, poor communication, and increased workload for faculty and staff.

Purpose:

Implement a centralized service management system using **ServiceNow** to:

- Streamline student, faculty, and administrative service requests
- Provide dashboards for tracking request status and workload
- Automate ticket routing based on request type and staff roles
- Enhance communication through automated notifications and SLA tracking

This will result in improved response time, better resource utilization, and increased satisfaction among students and staff.

Template:

Problem Statement:

Educational institutions currently struggle with delayed responses and inefficient resolution of service requests due to manual ticketing, lack of visibility into workloads, and no centralized platform for academic services. This leads to poor student experiences, staff overload, and SLA violations.

Proposed Solution:

Implement a smart academic service request system within **ServiceNow** by incorporating:

- Role-based ticket routing for faster handling
- Dashboards for workload monitoring and performance analysis
- Notification systems for real-time updates to students and staff
- SLA tracking and escalations for delayed responses
- Optional integration of machine learning for auto-classification and routing of frequent academic queries

This solution enhances institutional efficiency, reduces support bottlenecks, and elevates the overall service quality delivered by educational organizations.