Ideation Phase
Define the Problem Statements

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

Problem Statement Template:

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress

PS ID	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A school administrator	Unify all admin operations (admissions, records, requests) on one platform	I currently rely on emails, spreadsheets, and manual processes	There is no centralized digital workflow system	Frustrated and overwhelmed, especially during peak times
PS-2	A student	Submit requests and receive timely responses	I have to visit departments physically or send emails	There's no unified portal or tracking system	Ignored and anxious when facing academic/service delays
PS-3	A teacher	Track student performance and report to parents	I use paper-based or manual systems	Academic data isn't integrated or digitized	Overloaded and concerned about data accuracy
PS-4	An HR officer	Onboard new faculty and allocate resources efficiently	Onboarding takes weeks due to miscommunication	The process isn't automated or monitored	Ineffective and constantly needing to follow up
PS-5	A department head	Monitor service request volumes and SLAs	I receive scattered reports and delayed updates	The system doesn't support analytics or auto-escalation	Blindsided by poor turnaround and issue backlog