

Project Design Phase
Proposed Solution Template

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

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1	Problem Statement	Educational institutions struggle with fragmented and manual service request systems. Students and staff face delays in processing academic documents, scheduling support, and accessing services, leading to dissatisfaction.
2	Idea / Solution Description	The proposed solution is a ServiceNow-based Academic Request Management System. It automates intake, assignment, SLA tracking, and notifications using rule-based logic and optional ML integration for request prediction.
3	Novelty / Uniqueness	- Combines rule-based assignment with predictive ML routing- Real-time dashboards for SLA tracking and departmental workload- Role-based workflows adaptable to academic services- Supports multilingual requests
4	Social Impact / Customer Satisfaction	- Improves student experience with faster responses- Reduces administrative workload for faculty and staff- Provides transparency and accountability- Ensures timely delivery of academic services
5	Business Model (Revenue Model)	- Can be deployed as a plug-and-play ServiceNow module- Freemium for educational institutions; premium tier for advanced ML and analytics- Custom deployment and support for universities
6	Scalability of the Solution	- Easily scalable across departments (Admin, Library, Hostel, Exam Cell)- Supports integration with ERP, LMS, and HRMS- Multi-institution support for university networks- Cloud deployable across regions