Ideation Phase
Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID06101
Project Name	Educational Organisation using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

Problem Statement:

Educational institutions often rely on manual processes to manage admissions and student progress, leading to data errors, delays, and limited transparency. Staff members struggle with repetitive data entry, inconsistent records, and inefficient workflows.

A centralized ServiceNow solution is needed to automate admission numbers, auto-fill student details, calculate results, and provide clear progress tracking. This would improve accuracy, reduce workload, and give administrators and teachers real-time visibility into student information.

Example:

Problem Statement (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 overworked
PS-2	a teacher or academic coordinator	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 unsupported