PROJECT DESIGN PHASE

Problem – Solution Fit Template

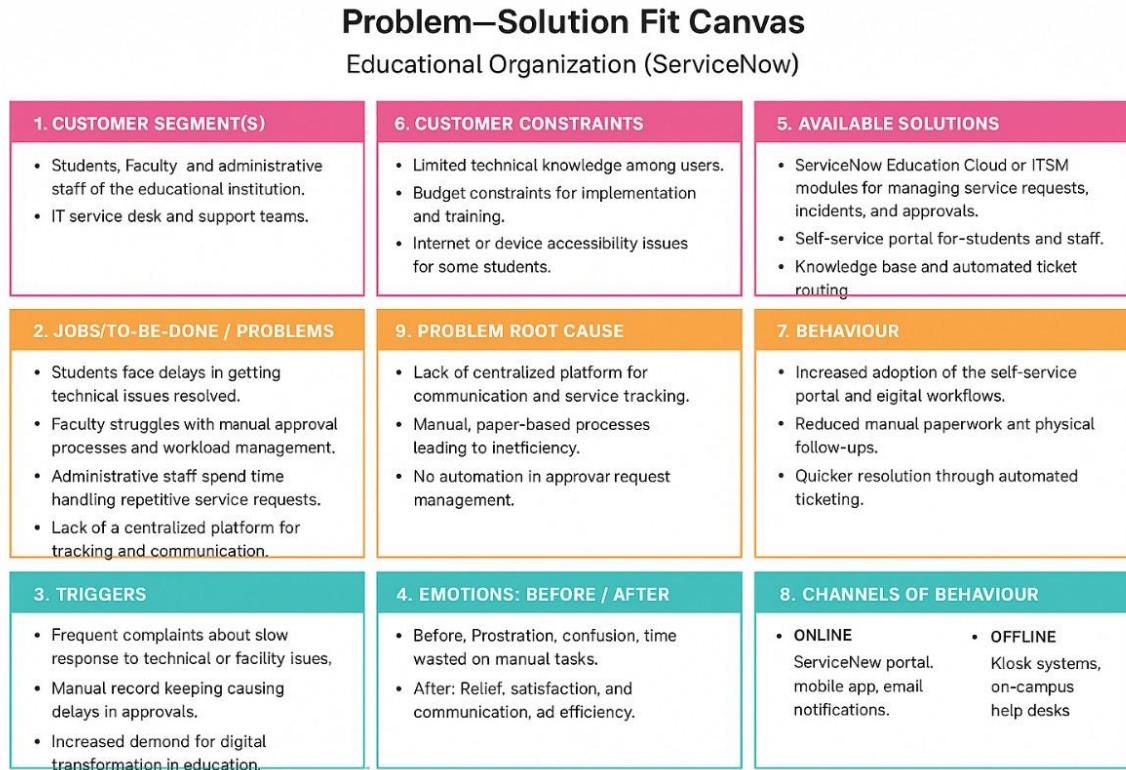| Date	
Team ID	**NM2025TMID02860**
Project Name	**Educational Organisation Using ServiceNow**
Maximum Marks	**2 Marks**

Problem – Solution Fit Template

The Problem–Solution Fit simply means identifying a real issue faced by educational institutions and creating a solution that truly resolves it. In this project, the focus is on automating and simplifying the complex administrative and academic tasks within an educational organization using the ServiceNow platform.

Purpose:

❑ To automate manual administrative processes such as admissions, student record management, and faculty data handling through ServiceNow.

❑ To streamline communication between departments and improve coordination within the educational organization.

❑ To reduce human errors and delays by introducing digital workflows and real-time data access.

❑ To enhance data transparency and monitoring of student progress through automated forms and dashboards.

❑ To build a scalable and efficient ServiceNow-based management system that can be customized for any educational institution.

Template:

Problem—Solution Fit Canvas
Educational Organization (ServiceNow)

1. CUSTOMER SEGMENT(S)	6. CUSTOMER CONSTRAINTS	5. AVAILABLE SOLUTIONS
• Students, Faculty and administrative staff of the educational institution. • IT service desk and support teams.	• Limited technical knowledge among users. • Budget constraints for implementation and training. • Internet or device accessibility issues for some students.	• ServiceNow Education Cloud or ITSM modules for managing service requests, incidents, and approvals. • Self-service portal for-students and staff. • Knowledge base and automated ticket routing
2. JOBS/TO-BE-DONE / PROBLEMS	**9. PROBLEM ROOT CAUSE**	**7. BEHAVIOUR**
• Students face delays in getting technical issues resolved. • Faculty struggles with manual approval processes and workload management. • Administrative staff spend time handling repetitive service requests. • Lack of a centralized platform for tracking and communication.	• Lack of centralized platform for communication and service tracking. • Manual, paper-based processes leading to inefficiency. • No automation in approvar request management.	• Increased adoption of the self-service portal and eigital workflows. • Reduced manual paperwork ant physical follow-ups. • Quicker resolution through automated ticketing.
3. TRIGGERS	**4. EMOTIONS: BEFORE / AFTER**	**8. CHANNELS OF BEHAVIOUR**
• Frequent complaints about slow response to technical or facility isues, • Manual record keeping causing delays in approvals. • Increased demond for digital transformation in education,	• Before, Prostration, confusion, time wasted on manual tasks. • After: Relief, satisfaction, and communication, ad efficiency.	• ONLINE ServiceNew portal, mobile app, email notifications. • OFFLINE Klosk systems, on-campus help desks

The project **"Educational Organisation Using ServiceNow"** addresses the growing need for automation and efficiency in managing educational institutions. Many organizations still depend on manual processes for maintaining student and faculty data, handling admissions, and monitoring performance, which leads to data duplication, inefficiency, and delays.

This project provides a **ServiceNow-based Educational Management System** designed to centralize all administrative and academic operations. The system simplifies workflows such as **creating tables, form layouts, form designs, number maintenance, and process flows**, ensuring all institutional activities are performed accurately and efficiently.

The solution helps improve **data integrity, efficiency, and user satisfaction** by reducing manual work, enabling real-time access to data, and fostering smooth coordination between departments.

By implementing this ServiceNow solution, educational institutions can transition into **a smart, digital ecosystem** that enhances productivity, strengthens data management, and supports effective decision-making across all levels of management.