Ideation Phase

Problem & Solution Analysis

Date	1 NOVEMBER 2025
Team ID	NM2025TMID02860
Project Name	Educational Organization using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

Educational institutions face challenges in managing large volumes of student and faculty data across departments. Manual processes cause delays, errors, and poor coordination. A centralized ServiceNow-based system can automate admissions, attendance, and communication, ensuring real-time updates, reduced paperwork, and improved operational efficiency.
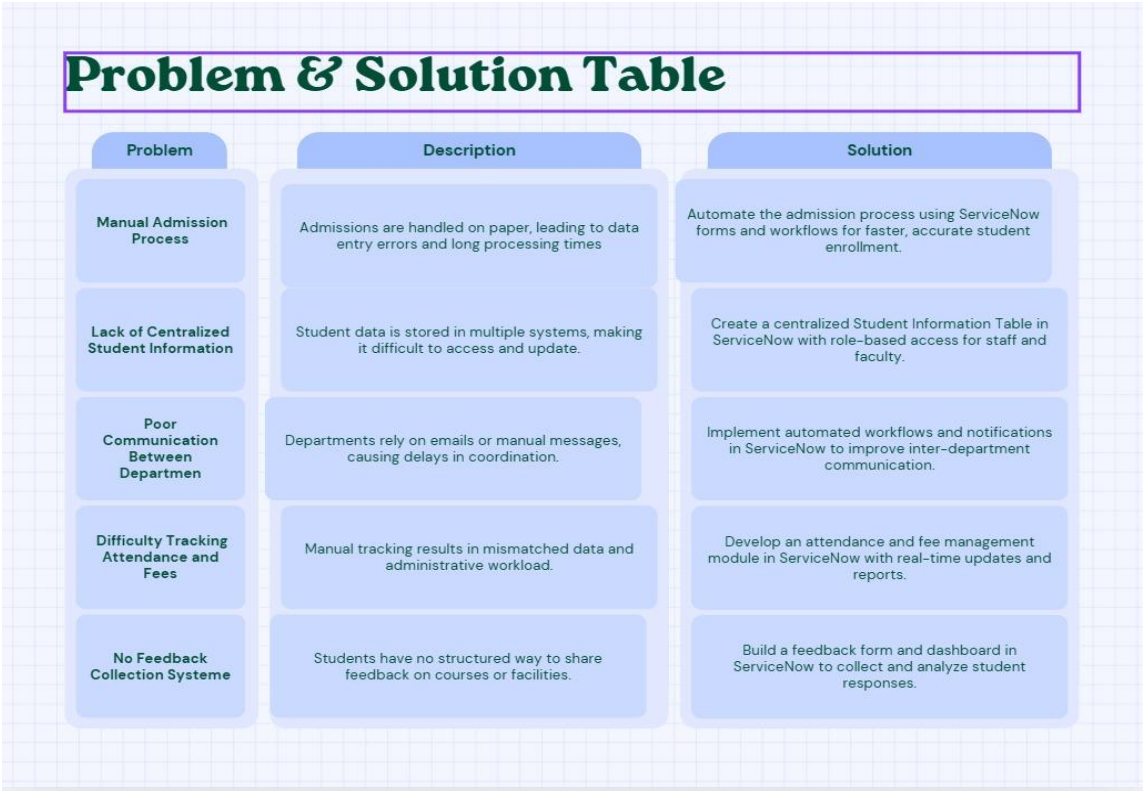

Fig 1: Problem and Solution Mapping for Educational Organization System

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS–1	Administrator	Manage student and faculty data efficiently	the process is mostly manual	data is stored in separate systems and hard to update	stressed and overworked
PS–2	Student	Apply for leave and track academic progress online	the approval process is manual and slow	there's no centralized system for requests or updates	frustrated and uninformed

Problem Statement PS 1:

As an **administrator**, I'm trying to manage student and faculty data efficiently, but most processes are manual and disconnected. Because the data is stored in different systems, updates are slow and error-prone, which makes it hard to maintain accuracy.
I need a centralized ServiceNow platform that automates data handling and synchronizes updates across departments to improve coordination and reduce workload.

Problem Statement PS 2:

As a **student**, I want to apply for leave and check my academic status online, but the current process is manual and takes too long for approval. There's no unified system to track requests or receive timely updates.
I need an online ServiceNow portal that automates requests, provides real-time status updates, and improves communication between students and faculty.