

## Ideation Phase

### Brainstorm & Idea Prioritization

#### Template

Date	1 November 2025
Team ID	NM2025TMID07317
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

#### **Educational Management System using ServiceNow:**

This project aims to develop an Educational Management System using ServiceNow to automate and simplify the administrative processes in educational institutions.

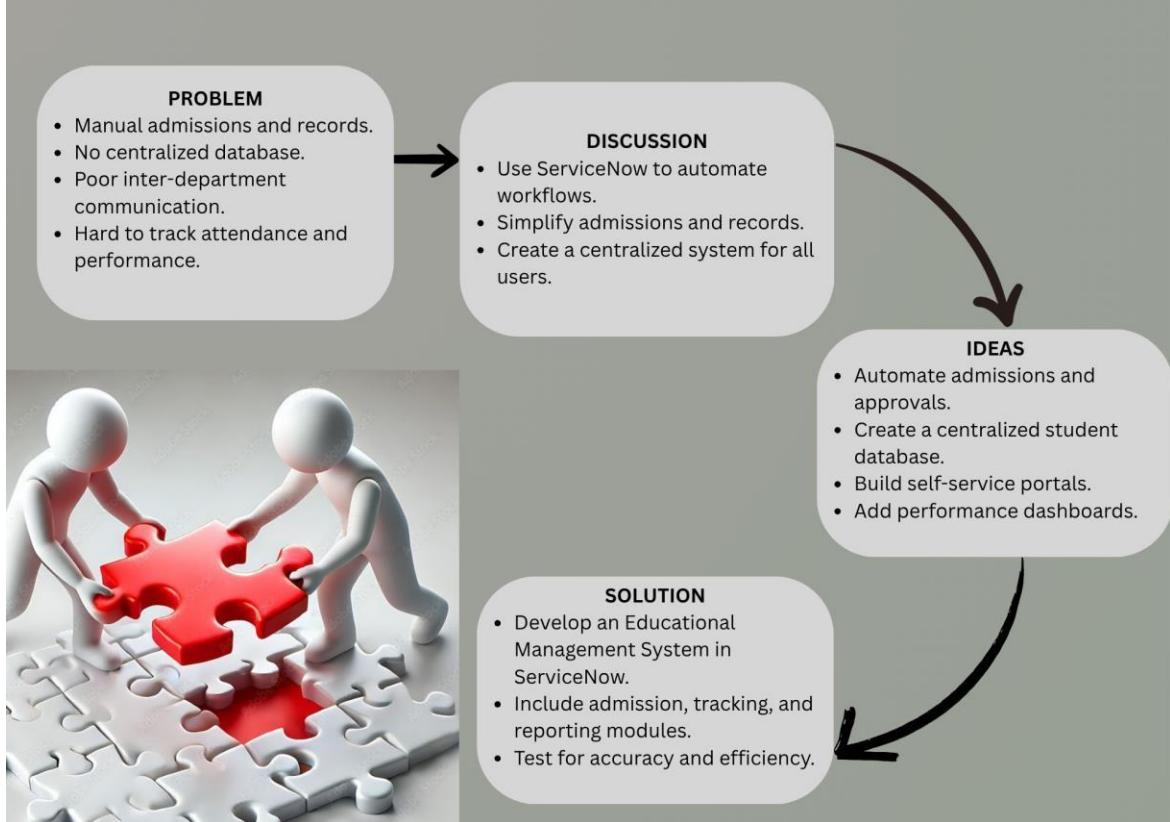
The system manages student and teacher data, streamlines the admission process, tracks performance, and enhances communication between departments.

By using ServiceNow workflows, the project ensures that all administrative and academic processes are centralized, efficient, and transparent. It also reduces manual effort, minimizes data duplication, and provides role-based access for students, staff, and administrators.

Dashboards and reports help monitor progress, while self-service portals improve user engagement and request handling.

The system supports real-time monitoring of academic activities and enables better decision-making through automated analytics.

#### **Step-1: Team Gathering, Collaboration and Select the Problem Statement:**



## Step-2: Brainstorm, Idea Listing and Grouping:

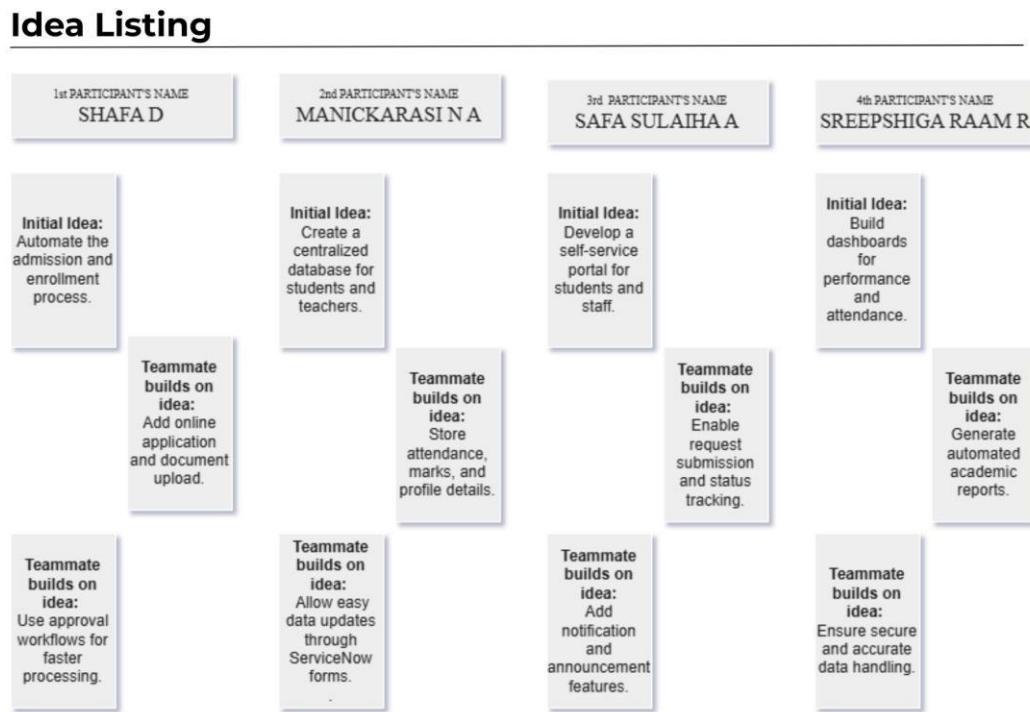


Fig2: Image that describes the work done by teammates.

### Brainstorm:

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

### Idea Listing:

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

### Grouping:

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

### Action Planning:

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

### Step-3: Idea Prioritization:

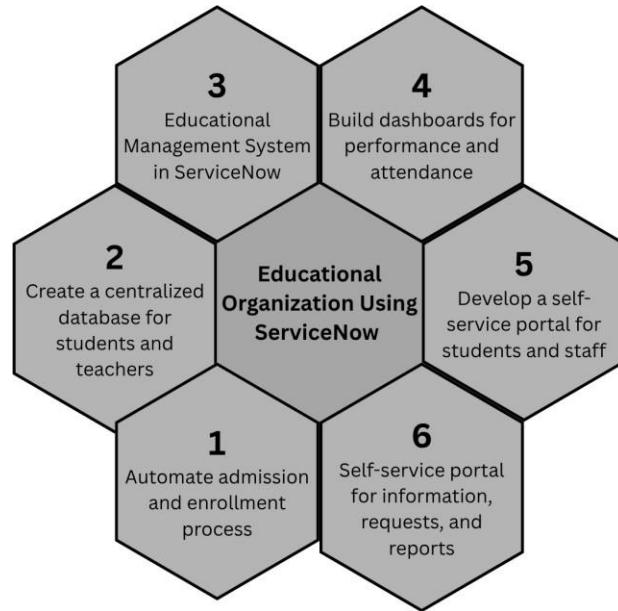


Fig3: Image of the Idea Prioritization Grid showing the placement of ideas based on importance and feasibility.

#### Idea Prioritization:

Idea polarization helps break down complex projects into clear, focused components. In this project, the main goal is to prevent user deletion if the account is assigned to an active incident. This approach ensures that data integrity and accountability are maintained during critical workflows. By polarizing ideas, we can separate incident management processes from routine administrative tasks. It also helps in highlighting the importance of user account security and controlled access. Each step, from detection to restriction, becomes easier to plan and implement. Clear visual representations like diagrams and flowcharts can simplify communication. Overall, idea polarization strengthens project clarity and supports smooth execution.