

Project Design Phase
Problem – Solution Fit Template

Date	2 November 2025
Team ID	NM2025TMID08798
Project Name	Educational Organisation Using ServiceNow
Team Size	4

Problem – Solution Fit Template:

S No	Problem	Solution
1.	Managing student admissions manually is time-consuming, error-prone, and inefficient. field validations, and data integrity.	A ServiceNow-based digital admission form with automated admin number generation,
2.	Teachers need to manually calculate total marks and percentages, which is repetitive and inconsistent	Auto-calculation logic using Client Scripts to dynamically update total marks, percentage, and result fields in real-time
3.	School staff struggle with tracking admission status and student performance history.	A process flow built in ServiceNow visualizes admission statuses like Joined, Rejected, Rejoined, etc., and organizes student data clearly.
4.	Data duplication and redundancy occur due data to disconnected systems. in the Progress Table through reference	Centralized tables in ServiceNow reduce duplication by reusing Admission Table fields.
5.	Lack of visibility and reporting causes delays in academic tracking. configurations help generate data logs and	System-generated records and form-level support performance tracking and improvement.

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>