

Problem Statement Template (Educational Organization Using ServiceNow)

Students and faculty often struggle to access or request campus services because processes are handled manually across multiple departments. There is no centralized system that provides transparency, request tracking, or automated workflows. This leads to delays, miscommunication, and frustration.

A unified ServiceNow platform is needed to streamline service requests, automate approvals, and provide clear status visibility to all users.

Example Breakdown:

Problem Statement (PS)	I am (Customer / User)	I'm trying to	But	Because	Which makes me feel
PS-1	A Student	Request support for academic or administrative services	the process is slow and unclear	requests are handled manually across departments	frustrated and uncertain
PS-2	A Faculty Member	Manage approvals, classroom or resource requests efficiently	tracking requests requires repeated follow-ups	there is no unified dashboard or notification system	burdened and dependent on others
PS-3	An Admin /	Resolve service	I receive incomplete information	there is no structured	overwhelmed and delayed

	Support Staff	tickets efficiently	n or duplicate requests	service workflow	
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Problem Statement PS-1 (Student Perspective)

As a student, I am trying to submit and track service requests (such as ID card reissue, certificate requests, hostel or transportation updates), but the process is unclear and time-consuming because requests are handled manually and status updates are not communicated properly. This makes me feel frustrated, confused, and unsure about when my request will be resolved. I need a centralized digital service portal where I can submit requests, track progress in real-time, and receive notifications.

Problem Statement PS-2 (Faculty Perspective)

As a faculty member, I need to manage departmental or student-related service tasks (such as resource allocation, classroom maintenance, or student support requests), but I face delays and inefficiencies because there is no integrated system to view, approve, or escalate requests. This makes me feel burdened and dependent on manual follow-ups, affecting academic efficiency.

A workflow-based system would help maintain accountability, automate task routing, and improve response speed.

Problem Statement PS-3 (Admin / IT Department Perspective)

As an administrator or support staff, I am responsible for resolving and tracking service tickets, but I encounter duplicated or incomplete requests because there is no structured workflow or centralized service catalog. This leads to miscommunication, delays, and overload.

A ServiceNow-based automated workflow with predefined assignment rules would improve service quality and operational efficiency.