Proposed Solution

Solution for PS-1 (Student)

To resolve the delays and confusion faced by students when submitting and tracking service requests, a centralized ServiceNow Student Service Portal will be introduced. This portal will allow students to submit requests directly under predefined categories, view real-time status updates, and receive automated notifications. This eliminates repeated follow-ups and ensures transparency in the service delivery process.

Solution for PS-2 (Faculty Member)

For faculty members who handle departmental responsibilities, ServiceNow will provide automated approval workflows and task management dashboards. These workflows will ensure that requests requiring faculty verification or action are routed automatically to the correct faculty member with clear deadlines and status indicators. This reduces workload pressure, minimizes repeated communication, and ensures timely completion of tasks.

Solution for PS-3 (Administrator / IT Staff)

To support administrators and IT staff dealing with high volumes of service tickets, ServiceNow will implement a standardized service catalog with structured workflows. This ensures that requests come with the necessary information, preventing duplications and incomplete submissions. Additionally, automated routing and priority-based task assignment will improve efficiency and reduce operational delays.

Conclusion

The ideation phase in designing a ServiceNow-based educational organization solution ensures that ideas are carefully generated, evaluated, and aligned with real user needs. By understanding the problem deeply and prioritizing impactful solutions, institutions can adopt ServiceNow to create an efficient, user-friendly, and scalable digital service environment that supports students, faculty, and administrative teams effectively.