

Project Design Phase
Proposed Solution

Date	1 NOVEMBER 2025
Team ID	NM2025TMID00502
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Proposed Solution:

S.No	Parameter	Description
1.	Problem Statement	Educational organisations struggle with fragmented records, manual errors, missed deadlines, and inefficient notification and approval workflows.
2.	Idea / Solution Description	ServiceNow is used to centralise academic data, automate notifications, and manage approvals via a single dashboard. Role-based controls ensure data security and integrity, and workflow automation reduces manual effort and errors.
3.	Novelty / Uniqueness	The solution adapts powerful automation and access control inside ServiceNow, solving institutional problems without external plug-ins. It enables easy expansion for new modules as needed.
4.	Social Impact / Customer Satisfaction	The platform improves accountability, communication, and stakeholder satisfaction by preventing errors, reducing delays, and supporting consistent process execution.
5.	Business Model (Revenue Model)	While not directly revenue-generating, the solution delivers cost savings by reducing manual work, avoiding process mistakes, and streamlining compliance.
6.	Scalability of the Solution	The ServiceNow-based approach can be expanded for other educational modules (e.g., exam scheduling, student onboarding) or large-scale team operations and custom role restrictions.

Conclusion – Solution Description

The ServiceNow-based solution for educational organisations delivers a unified, automated platform that centralises academic record management, notifications, and approval workflows. By streamlining manual processes and introducing real-time alerts, the solution eliminates inefficiencies, reduces errors, and ensures that all stakeholders stay informed and accountable.

With robust role-based security, the system protects sensitive information and enforces proper access controls, supporting compliance and operational transparency. The approach not only solves immediate problems in academic administration, but also enables long-term scalability for future modules and institutional growth.