

Project Design Phase
Problem - Solution Fit

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

Problem - Solution Fit Template:

The project "Educational Organisation Using ServiceNow" addresses a persistent challenge in educational institutions—fragmented management of academic records, notifications, and daily communications. By providing a single, centralized platform for data management, automated alerts, and controlled user access, our solution eliminates errors, reduces operational delays, and ensures reliable workflow visibility for administrators, faculty, and students.

This approach significantly improves accountability, data integrity, and operational transparency across all academic and administrative processes. Not only does the solution safeguard record-keeping and workflow efficiency, but it also supports important auditing and compliance requirements for educational organisations. Through the successful implementation of automation, role-based controls, and real-time notifications in ServiceNow, our project lays the foundation for smarter, safer, and more efficient academic management in any institutional environment.

Purpose:

- Solve complex academic management and communication problems for educational organisations using a solution that aligns with real institutional needs.
- Ensure rapid adoption and success by integrating ServiceNow into existing academic workflows, leveraging familiar digital channels and user behavior.
- Sharpen project communication and reporting by syncing notifications, data flow, and role management to the triggers and deadlines important to administrators, faculty, and students.
- Increase positive engagement and trust through automation and reliable alerts, reducing common frustrations such as missed deadlines, manual errors, or delayed approvals.
- Understand the current process landscape, identify gaps, and deliver improvements that drive measurable gains in productivity, compliance, and satisfaction for all users.

Problems

Solutions

Fragmented records

Centralizes

data for real-time
visibility

Central dashboard

Manual errors

Reduces human
error via

automated
workflows

Automation

Poor

Role-based controls
ensure authorized

access

**Secure
access**

access

Poor access

access

**Secure
access**