Ideation Phase
Define the Problem Statements

Date	1 NOVEMBER 2025
Team ID	NM2025TMID00502
Project Name	Educational organisation using servicnow
Maximum Marks	2 Marks

Customer Problem Statement Template

Educational organizations face significant issues when trying to manage academic records, notifications, and communication across large numbers of students, faculty, and courses using manual and fragmented systems. This leads to:

- Data duplication and errors
- Missed deadlines and notifications
- Confusion among team members who rely on accurate student/faculty/course records
- Delays in important processes like grading, admissions, and attendance
- Reduced service quality for both administrative staff and students

They need a way to centralize academic management, automate workflows, and improve notification/alert systems to ensure information integrity and reliable service delivery. A clear notification process, automated reminders, and role-based dashboards would help avoid communication gaps, improve data security, and boost operational efficiency. This solution will improve productivity, compliance, and user confidence in the **system.**

User	Problem	Solution
👤	Slow ticket response time	Student automated escalation ⊢—
?	Implement autoalation rules	Faculty self-service portal
🔧	Confusing self-service portal	Redesign UI with clear navigation

Example:

Problem Statement (PS)	I am (User)	I'm trying to	But	Because	Which makes me feel
PS-1	an Administrator	Update all student records	the system is scattered	data is stored across multiple platforms	stuck and frustrated
PS-2	a Faculty member	Submit grades on time	I miss notifications	there's no alert for grading deadlines	anxious and overwhelmed
PS-3	a Student	Check my course schedule	information is outdated	updates aren't reflected across all systems	confused and ignored

Problem Statement PS-1:

As an administrator, I am trying to update student and faculty records efficiently and ensure compliance, but manual systems make the process error-prone and slow, causing me to feel stuck and unable to provide timely updates.
It interrupts workflow especially during crucial periods. I need a single, streamlined dashboard to manage all academic records and notifications effectively.

Problem Statement PS-2:

As a faculty member, I want to submit grades and attendance records without delay, but missed notifications and unclear deadlines often lead to late submissions, making me anxious and unsure.
A reliable alert system and automated workflow would reduce the risk of errors and improve the student experience.

Problem Statement PS-3:

As a student, I want to easily check my course schedule, grades, and submit support requests, but the information I need is often outdated, scattered across different platforms, or not accessible when I need it—leaving me confused and feeling ignored.
A unified student portal with real-time updates and clear support channels would make information access seamless, reduce confusion, and help me stay on track with my academic responsibilities.