

Project Design Phase

Problem – Solution Fit Template

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Team ID: NM2025TMID07700

Project Name: Educational Organization using ServiceNow

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Maximum Marks: 2 Marks

Problem – Solution Fit Template:

The **Problem–Solution Fit** ensures that the identified challenges in educational institutions are matched with an effective and scalable solution. It focuses on bridging the gap between manual academic operations and a digital automated system that improves efficiency, accuracy, and accessibility for students, staff, and administrators.

Purpose:

■ **Simplify and automate** complex academic and administrative processes within an educational organization.

■ **Improve efficiency and accuracy** by reducing manual interventions in student data management, course allocation, and performance tracking.

■ **Enhance communication and transparency** between students, faculty, and administration using digital workflows.

■ **Enable centralized access** to all academic records, reducing redundancy and ensuring data integrity.

■ **Increase overall productivity and satisfaction** by automating notifications, reports, and approvals through ServiceNow.

Template Summary:

The project “**Educational Organization using ServiceNow**” addresses key issues in the management of educational institutions by automating repetitive tasks and integrating various academic operations into one digital platform.

Traditional educational systems rely heavily on manual data entry, which leads to **errors, miscommunication, and delays**. This project provides a **centralized ServiceNow solution** where all processes — from admissions and course management to attendance, assessments, and notifications — are managed digitally.

The system not only improves data accuracy but also ensures **real-time updates, role-based access, and improved collaboration** among stakeholders. With this solution, institutions can achieve a seamless, transparent, and efficient workflow environment that supports digital transformation in education.

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>