

Project Design Phase
Problem – Solution Fit Template

Date	27 JUNE 2025
Team ID	NM2025TMID07092
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Problem – Solution Fit Template: Educational Organisation Using ServiceNow

Problem:

Educational institutions often face challenges in managing administrative and academic processes efficiently. Tasks such as student record tracking, approval workflows, and communication between departments are often handled manually, leading to delays, data inconsistencies, and lack of transparency. The absence of a unified platform makes it difficult to monitor activities, verify data, and ensure smooth coordination across staff, students, and management.

Solution:

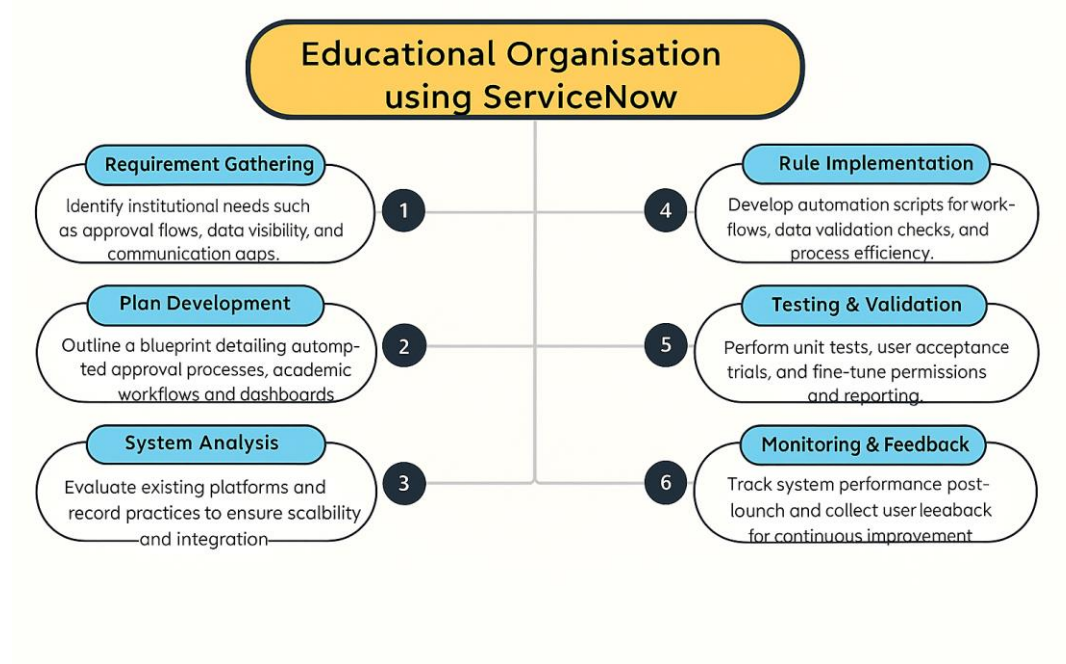
The Educational Organisation Management system built on ServiceNow provides an integrated and automated platform to streamline institutional processes. It enables efficient tracking of student data, automates approval workflows, and enhances communication through centralized dashboards and notifications. With real-time insights and audit trails, the system ensures data accuracy, operational transparency, and faster decision-making. This solution simplifies management tasks, reduces manual effort, and enhances productivity within the educational organisation.

Purpose:

- ✓ Streamline and automate complex academic and administrative processes within educational institutions.
- ✓ Accelerate adoption by integrating the solution into existing ServiceNow workflows and familiar digital practices used by staff, faculty, and students.
- ✓ Enhance communication and engagement through intuitive dashboards, automated notifications, and real-time performance insights.
- ✓ Build trust and accountability by resolving common challenges such as delayed approvals, data inconsistencies, and lack of process transparency.

- ✓ Understand current institutional workflows to improve them for greater efficiency, collaboration, and operational control.

Template:



Project Summary: Educational Organisation Using ServiceNow

The project “Educational Organisation Using ServiceNow” focuses on developing a unified digital platform to streamline and automate core academic and administrative operations within an educational institution. The primary goal is to enhance efficiency, transparency, and collaboration among students, faculty, and administrative staff.

By integrating modules for **student record management, attendance tracking, faculty workflows, and academic reporting**, the system ensures smooth coordination across departments. ServiceNow’s automation capabilities are used to simplify repetitive tasks, reduce manual errors, and maintain accurate institutional data.

The platform leverages **workflow automation, approval processes, and dashboard analytics** to provide real-time visibility into academic performance, resource utilization, and operational activities. This results in improved decision-making, reduced administrative delays, and better communication across the organization.

Overall, this project establishes a **smart, centralized, and scalable educational management system** using ServiceNow — fostering digital transformation, data accuracy, and a more organized approach to institutional governance and student success.