Project Design Phase
Proposed Solution

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

Proposed Solution Template: Educational Organisation Using ServiceNow

S.No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	Managing academic and administrative processes manually often leads to inefficiencies, data duplication, and delays in communication. Educational institutions struggle to coordinate between departments, track student records, and ensure transparency due to the lack of an integrated digital system.
2.	**Idea / Solution Description**	A ServiceNow-based Educational Organisation Management System automates academic workflows, student information management, and administrative approvals. It provides real-time dashboards, centralized data access, and streamlined reporting to enhance institutional efficiency and collaboration.
3.	**Novelty / Uniqueness**	The solution adapts ServiceNow's enterprise-level ITSM and workflow automation capabilities to the education sector — enabling schools, colleges, and universities to manage academic operations, faculty coordination, and student services within a single digital platform.
4.	**Social Impact / Customer Satisfaction**	This system improves communication between faculty and students, ensures timely updates, and enhances transparency in institutional processes. It promotes accountability, supports digital transformation in education, and creates a more efficient and learner-friendly environment.
5.	**Business Model (Revenue Model)**	Initially designed for internal use, this platform can be scaled into a subscription-based solution for educational institutions, offering customizable modules for academics, HR, and administration. Premium versions could include analytics, student engagement tools, and AI-based insights.
6.	**Scalability of the Solution**	The solution can be expanded to integrate with LMS platforms, attendance systems, examination portals, and cloud-based student databases.

Conclusion

The project 'Educational Organisation using ServiceNow' focuses on streamling administrative and academic operations within educational institutions. ServiceNow's workflow automation and management capabilities to facilitate engaging better communication and informed decision-making within the institution. Through technical-wical projects, and I encourages digital engagement, ehanccing digital engagem and fostering digital engagement, and fostering a more coll aborative educational oroperations, enhanceting digital engc ement, and fosters a more collaborative educational digital engagement and fostering digital transtpormation, enablin digital engagement and fostering a more effcently, clearner- friendly educational operations, enhances digital engagemei and fostering a more collaborative educational

Solution Description:

The **Educational Organisation Management System using ServiceNow** is designed to streamline and automate various academic and administrative processes within an institution. This solution enables users to manage student records, attendance, courses, faculty information, and feedback efficiently within a centralized platform. Automated workflows handle approvals, notifications, and report generation to ensure accuracy and consistency across departments. Dashboards provide real-time insights into institutional performance, helping management monitor student progress, faculty workload, and overall productivity. By leveraging ServiceNow's native features—such as form-based data entry, reporting, and workflow automation—this system enhances transparency, reduces manual effort, and promotes data-driven decision-making in educational administration.