Ideation Phase
Brainstorm & Idea Prioritization
Template
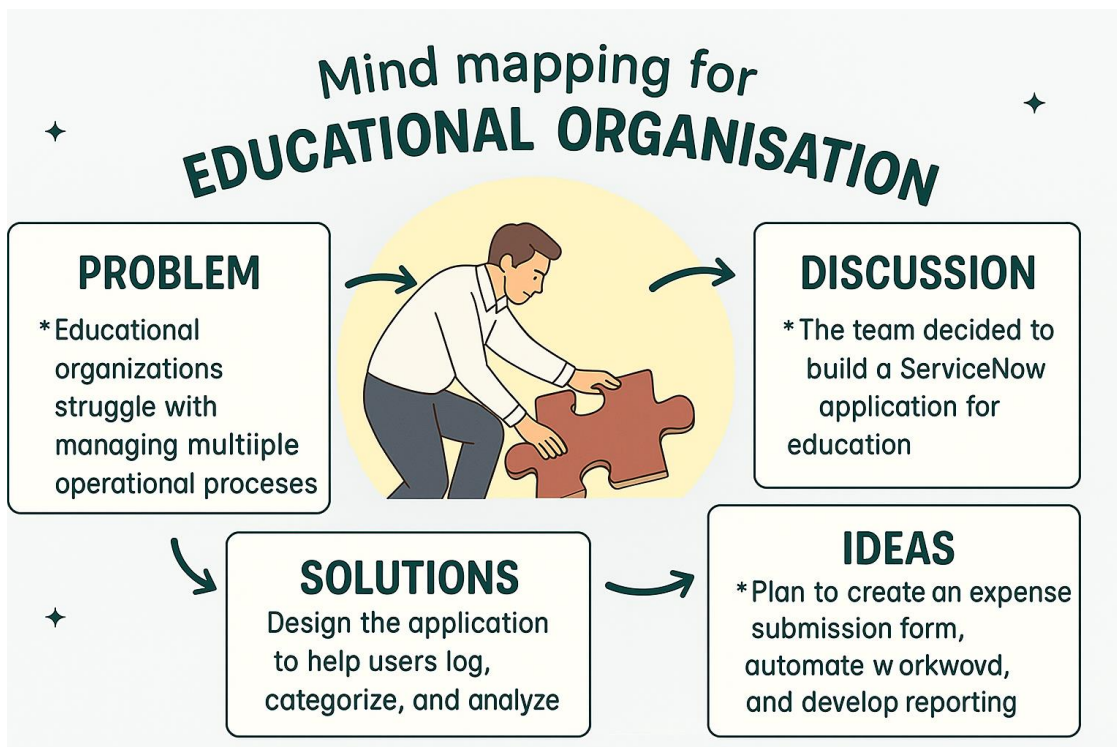
Date	27 JUNE 2025
Team ID	NM2025TMID07092
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Educational Organisation Using ServiceNow

This project showcases the creation of a ServiceNow-based application for managing and automating operations within an educational organization. The system enables administrators, faculty, and students to streamline academic and administrative processes such as course registration, student record management, timetable scheduling, leave requests, and performance tracking. Catalog items are designed for different functions—like adding new courses, submitting attendance, managing faculty schedules, and generating progress reports. Workflows are configured to handle approvals, automate notifications, and ensure accurate data flow across departments.
The solution also features interactive dashboards and reports that present insights such as student enrollment trends, academic performance summaries, and faculty workload distribution. Test scenarios are conducted using sample academic data to validate that workflows execute correctly, notifications trigger as expected, and data integrity is maintained. Through this guided project, users learn to create catalog items, configure workflows, and build analytical dashboards in ServiceNow—enhancing operational efficiency, transparency, and collaboration across the educational organization through automation and real-time reporting.

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Step-1: Team Gathering, Collaboration and Select the Problem Statement:

Step-2: Brainstorm, Idea Listing and Grouping:

IDEA LISTING

15T PARTICIPANT'S NAME	2ND PARTICIPANT'S NAME	4TH PARTICIPANT'S NAME
SARVESH MANIYAN J	SREE SUJA B S	ANASWARA A P

Initial idea: Create an assignment submission form

Display overall student performance data

Automate attendance tracking

Send email reminders for upcoming deadlines

Teammate builds on initial idea: Automate grading of assignments

Teammate builds on initial idea: Customize grade records for different subjects
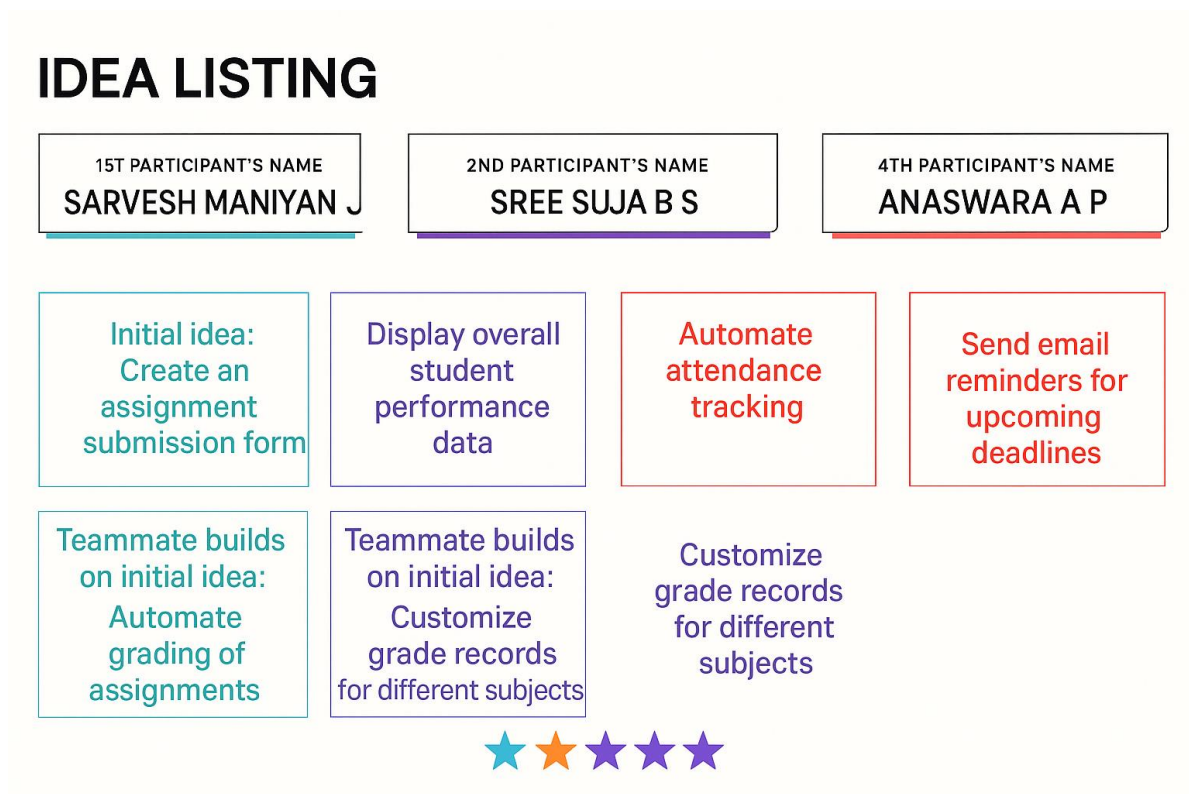
Customize grade records for different subjects

★★★★★

Fig2: Image that describes the work done by teammates.

🟩 **Brainstorm:**

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

🟩 **Idea Listing:**

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

🟩 **Grouping:**

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

✅ **Action Planning:**

Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

Step-3: Idea Prioritization:

Fig3: Image of steps to prevent user deletion.

Idea Prioritization

Idea prioritization is a crucial technique that helps streamline complex ServiceNow projects by dividing them into clear, actionable components. In this project, the primary goal is to **prevent user deletion if the account is linked to an active incident**. This measure upholds data integrity and accountability by ensuring that essential user-incident relationships remain intact.

Through prioritizing and categorizing ideas, the system distinguishes **critical incident management workflows** from **routine administrative operations**, enabling teams to focus on high-impact activities first. This method not only enhances efficiency but also improves control over processes that directly influence service continuity.

Moreover, idea prioritization underscores the significance of **user account security and controlled access** within ServiceNow. Each phase—from **detecting active incidents** to **restricting deletion actions**—is structured systematically, promoting better governance. Visual aids like **flowcharts, mind maps, and diagrams** can be incorporated to simplify communication, helping all stakeholders understand workflow dependencies and safeguards.

Overall, this structured prioritization ensures **project clarity, consistency, and smoother implementation**, leading to a more reliable, secure, and well-managed ServiceNow environment.