Solution requirement phase

Date	7-11-2025
Team ID	NM2025TMID09117
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Solution Requirements: Educational Organization Using ServiceNow

1. Overview of the Solution

The proposed solution aims to implement ServiceNow as an integrated digital platform to streamline operations, improve communication, and enhance service delivery across the educational organization. ServiceNow will serve as a centralized system for managing academic services, administrative workflows, IT support, and student engagement. By leveraging ServiceNow's automation and self-service capabilities, the institution can reduce manual processes, ensure transparency, and improve the overall efficiency of institutional management.
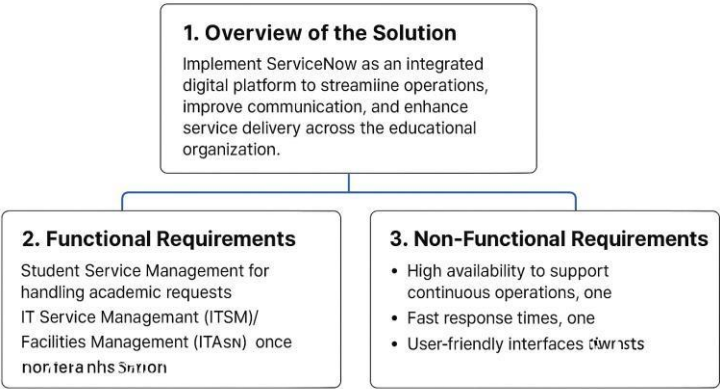
2. Functional Requirements

The functional requirements of the solution include modules and workflows tailored for educational use. Key functionalities include **Student Service Management** for handling academic requests, **IT Service Management (ITSM)** for managing campus technology support, **Facilities Management** for maintenance requests, and **Human Resources Service Delivery (HRSD)** for staff queries and onboarding. Additionally, a **Knowledge Base** will be developed to provide self-help resources for students and staff, while an **Incident and Request Management** system will track and resolve institutional issues efficiently.

3. Non-Functional Requirements

To ensure the system's reliability and performance, several non-functional requirements must be addressed. The ServiceNow platform should provide **high availability** to supportcontinuous operations, **data security and privacy compliance** to protect student and faculty information, and **scalability** to accommodate institutional growth. The system should also maintain **fast response times**, **user-friendly interfaces**, and **mobile accessibility** to support users across various devices

and locations. Integration with existing systems such as Learning Management Systems (LMS) and ERP solutions is also essential for seamless data exchange.

SOLUTION REQUIREMENTS:
EDUCATIONAL ORGANIZATION USINGSERVICENOW

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2. Functional Requirements
Student Service Management for handling academic requests
IT Service Managemant (ITSM)/
Facilities Management (ITAsn) once
nor.tera nhs 5ntion

3. Non-Functional Requirements
- High availability to support continuous operations, one
- Fast response times, one
- User-friendly interfaces tiwnsts

4. User and Access Requirements

The solution must support multiple user roles, including students, faculty, administrative staff, and IT personnel, each with distinct access privileges. A **role-based access control (RBAC)** mechanism will ensure users can only view or modify data relevant to their responsibilities. Students should be able to submit service requests and view their statuses, while staff can manage workflows, approve requests and monitor.

5. Reporting and Analytics Requirements

ServiceNow's analytics and dashboard capabilities will be utilized to provide **real-time insights** into institutional performance. Reports will track metrics such as request resolution time, service efficiency, faculty response rates, and student satisfaction levels. The system should allow administrators to generate **customizable reports** and dashboards that support data-driven decision-making, policy improvements, and resource optimization within the educational organization.

6. Implementation and Training Requirements

Successful adoption of ServiceNow requires structured implementation and user training. The deployment will follow a **phased approach**, beginning with IT and administrative services, then extending to academic and student support. Comprehensive **training programs and workshops** must be conducted to familiarize all user groups with the platform's features and workflows. Continuous support and feedback collection will ensure the system evolves in alignment with institutional needs and user expectations.

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