Date: 01/11/2025

Time ID: NM2025TMID07947

Project Name: **Education Organisation using ServiceNow**

Maximum Marks: 2 Marks

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# PROJECT DESIGN PHASE

## PROPOSED SOLUTION

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## Proposed Solution Template

| S.No | Problem Area | Proposed Solution | Expected Outcome |
|------|-------------|-------------------|------------------|
| 1 | Manual handling of student and faculty requests leads to delays. | Implement automated request workflows in ServiceNow to route requests based on department and category. | Faster response times and improved operational efficiency. |
| 2 | Lack of centralized tracking for student and staff queries. | Develop a unified ServiceNow dashboard for monitoring all requests and their current status. | Improved transparency and better communication between departments. |
| 3 | Difficulty in categorizing and prioritizing different types of requests. | Configure ServiceNow categorization rules and priority tags for academic, technical, and administrative issues. | Accurate request classification and timely resolution. |
| 4 | Manual approval processes cause bottlenecks in administration. | Use ServiceNow Flow Designer to automate approval workflows for leaves, resource requests, and academic forms. | Reduced manual work and quicker approval turnaround. |

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|------|--------------|-------------------|------------------|
| 5 | Limited access to institutional knowledge and FAQs. | Integrate a Knowledge Base module with guides, FAQs, and policies accessible to all users. | Self-service support and reduced number of repetitive queries. |
| 6 | Lack of performance visibility for management. | Create real-time analytics dashboards using ServiceNow Performance Analytics. | Data-driven insights into request trends and departmental efficiency. |
| 7 | Risk of data inconsistency and lack of record tracking. | Enable audit trails and logging for all ServiceNow workflows. | Secure, transparent, and compliant data management. |