

Problem – Solution Fit Template

Date	30 JUNE 2025
Team ID	NM2025TMID07947
Project Name	Educational Organization Management using Servicow
Maximum Marks	2 Marks

Streamlining Academic and Administrative Processes using ServiceNow

Requirement Gathering

Identify key challenges faced by students, faculty, and administrative staff—such as manual request handling, delayed responses, and lack of centralized tracking. Collect inputs from all departments to understand workflow inefficiencies.

1

System Analysis

Analyze existing institutional systems and categorize requests (e.g., academic, technical, or facility). Map responsible staff and departments.

2

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Analyze existing institutional systems and categorize requests (e.g., academic, technical, or facility). Map responsible staff and departments for faster resolution.

3

Rule Implementation

Implement business rules in ServiceNow for automated request approvals, priority-based ticket assignment, and escalation to prevent delays.

4

Testing & Validation

Test ServiceNow workflows by submitting sample student and staff requests. Validate response times, ticket routing accuracy, and approval workflows to ensure process efficiency.

5

Monitoring & Feedback

Monitor system performance through dashboards and collect feedback from students and faculty. Refine workflows and improve user experience based on feedback.

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