

Ideation Phase

Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID08703
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

Educational institutions often struggle to manage student records, course registrations, faculty requests, and administrative approvals efficiently. Most processes are still handled manually through paperwork, emails, or spreadsheets, which leads to delays, errors, and a lack of transparency. Students and faculty members face difficulties in raising or tracking their requests, while administrators spend excessive time managing approvals and maintaining records. This traditional system results in communication gaps, data inconsistencies, and overall inefficiency in service delivery. The “Educational Organization Using ServiceNow” project aims to overcome these challenges by implementing a centralized ServiceNow-based platform that automates service requests, approvals, and notifications. Through this system, both students and staff can easily access and manage educational services in a transparent, efficient, and user-friendly manner. The proposed solution focuses on improving accessibility, reducing manual workload, and enhancing user satisfaction across the organization.

I am	A student or faculty member of an educational institution who regularly interacts with the administration for academic or service-related requests. I value quick responses, transparency, and organized workflows in managing my tasks.
I'm trying to	Access academic and administrative services easily — such as course registration, ID renewal, technical support, or certificate requests — without delays or confusion.
but	Most of these processes are manual, requiring multiple follow-ups, paperwork, and approvals through emails or in-person visits. This causes delays and miscommunication.
because	There is no centralized system to manage, track, and automate requests between students, faculty, and the administration. Each department handles tasks separately, leading to inefficiency and poor coordination.
which makes me feel	Frustrated and dissatisfied because I spend unnecessary time waiting for updates or approvals, and I lack visibility into the status of my requests. It reduces my overall trust in the system and affects my pro-

Example:

I am a student or faculty member of an educational institution	I'm trying to access academic and administrative services easily	But most processes are manual and time- consuming	Because there is no centralized automated system to manage and track request- es	Which makes me feel frustrated and dissatisfied
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Problem Statement (PS)	I am (Student or Faculty)	I'm trying to	But	Because	Which makes me feel
PS-1					
PS-2					