

Service Now Project Documentation

Introduction

➤ ***Project Title: Educational Organisation Using ServiceNow***

➤ ***Team Members:***

1. Krishnaveni

2. Kirthika

3. Valarmathi

4. Zion chatwick

Project Overview

➤ ***Purpose:*** To develop a robust Educational Management System using ServiceNow to manage admissions, student progress, and institutional data with automated workflows and form configurations. ➤ ***Features:***

- ***Online admission form with approval workflow***
- ***Student and teacher data management***
- ***Academic progress tracking dashboard***
- ***Notifications for task status and approvals***
- ***Role-based access control for admins, teachers, and students***

Architecture

➤ ***Frontend:***

- ***Developed using HTML, CSS, and JavaScript***
- ***UI built through ServiceNow UI Pages and Catalog Items***

➤ ***Backend:***

- ***Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer***

➤ ***Database:***

- ***Tables created using the Table module in ServiceNow***

- *Data stored in platform-native schema with relationships and references*

Setup Instructions

➤ Prerequisites:

o *ServiceNow Developer Account* o *Personal Developer Instance (PDI)* o *Basic knowledge of ServiceNow Studio* ➤ **Installation Steps:**

Step 1: Sign in at <https://developer.servicenow.com>

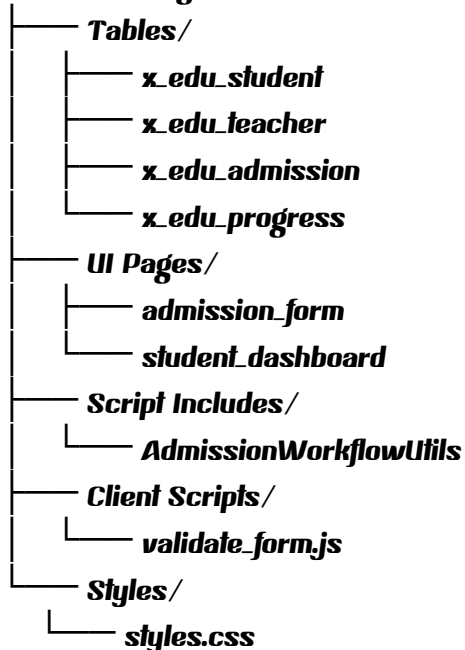
Step 2: Request and activate your Personal Developer Instance

Step 3: Create Update Set → Tables → Forms → Process Flows

Step 4: Deploy Client Scripts for automation

Folder Structure (Logical in Studio)

EducationalOrganisation/



Running the Application

To run the application:

- *Login to your ServiceNow PDI*

- *Navigate to the created application*
- *Use the left navigation pane to open modules such as:*
 - o *Admission Form*
 - o *Student Records*
 - o *Progress Dashboard*
- *Perform form submissions and automation testing*

API Documentation

- *GET /api/x_edu_org/students*
- *Response:*
 - ✓ *{*
 - ✓ *"student_id": "STUI02",*
 - ✓ *"name": "A. Chaitanya",*
 - ✓ *"department": "Computer Science"*
 - ✓ *}*

Authentication

- *Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACLs).*

User Interface

- *Designed with HTML, CSS, and JavaScript using ServiceNow UI Pages for a clean and responsive layout.*
- *Includes dashboards, admission forms, student profiles, and result tracking interfaces.*
- *Role-based access displays relevant modules for admin, teacher, and student users.*

Testing

- *Manual testing was done through the ServiceNow form submission interface.*
- *Validations verified via onChange and onLoad client scripts.*
- *Fields were tested for automation, data flow, and visual updates.*

Screenshots or Demo

This screenshot shows the 'Student Progress - Create SAL0001011' form in the ServiceNow interface. The form is titled 'Student Progress New record' and includes a 'Submit' button in the top right corner. The form is divided into two main sections: 'Student Progress' and 'Student Progress' (repeated). The 'Student Progress' section contains fields for 'Admission Number', 'Grade' (a dropdown menu with '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. The 'Student Progress' section contains fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', and 'Social'. There are also fields for 'Total', 'Percentage', and 'Result'. A 'Submit' button is located at the bottom left of the form.

servicenow All Favorites History Workspaces Student Progress - Create SAL0001011 Search

Student Progress New record Submit

Admission Number [text field] [search icon]

Grade -- None -- [dropdown]

Student Name [text field]

Father Name [text field]

Mother Name [text field]

Father Cell [text field]

Mother Cell [text field]

Student Progress

Telugu [text field]

Hindi [text field]

English [text field]

Maths [text field]

Science [text field]

Social [text field]

Total [text field]

Percentage [text field]

Result [text field]

Submit

This screenshot shows the 'Admission - Create SAL0001012' form in the ServiceNow interface. The form is titled 'Admission New record' and includes a 'Submit' button in the top right corner. The form is divided into two main sections: 'Admission' and 'School Details'. The 'Admission' section contains fields for 'Admission Number', 'Purpose of join' (a dropdown menu with '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Admin Date', 'Grade' (a dropdown menu with '-- None --'), 'Fee' (a dropdown menu with '\$' and a text field with '0.00'), 'Father Cell', 'Mother Cell', and 'Admin Status' (a dropdown menu with '-- None --'). There is also a 'Comments' field. The 'School Details' section contains fields for 'Pincode' (a dropdown menu with '-- None --'), 'Mandal', 'House No', 'Area', 'City', and 'District'. A 'Submit' button is located at the bottom left of the form.

servicenow All Favorites History Workspaces Admission - Create SAL0001012 Search

Admission New record Submit

Admission Number [text field] [search icon]

Purpose of join -- None -- [dropdown]

Student Name [text field]

Father Name [text field]

Mother Name [text field]

Admin Date [text field] [calendar icon]

Grade -- None -- [dropdown]

Fee \$ [dropdown] [text field] 0.00

Father Cell [text field]

Mother Cell [text field]

Admin Status -- None -- [dropdown]

Comments [text field]

School Details Address

Pincode -- None -- [dropdown]

Mandal [text field]

House No [text field]

Area [text field]

City [text field]

District [text field]

Submit

The screenshot shows a ServiceNow interface for creating a new record. The header includes the ServiceNow logo, navigation links (All, Favorites, History, Workspaces), and a search bar. The main content area is titled 'Salesforce - Create SAL0001013' and contains a form with the following fields:

- Admin Number (text input)
- Admin Date (date input)
- Grade (dropdown menu, currently showing '-- None --')
- Student Name (text input)
- Father Name (text input)
- Mother Name (text input)
- Father Cell (text input)
- Mother Cell (text input)

A 'Submit' button is located at the bottom left of the form.

Known Issues

- ***Form layout may vary slightly on different devices.***
- ***Client Scripts dependent on exact field naming — ensure accuracy.***

Future Enhancements

- ***Add role-based user dashboards***
- ***Integrate notifications (email/SMS) for admission status***
- ***Extend to manage teacher data and fee structure***
- ***Add reporting dashboards using ServiceNow Performance Analytics***

