

BRAINSTROMING - INDIVIDUAL

Date	18 June 2025
Team ID	LTVIP2025TMID20393
Project Name	Educational Organisation Using ServiceNow
Person Name	A. Harsha Valli
Maximum Marks	4 Marks

Idea Title: Automated Admission Approval Workflow and Status Notifications

In traditional school and college setups, the **student admission process** is often slow, repetitive, and highly dependent on paperwork or manual verification steps. From application form submission to approval, there's usually a long chain of approvals, phone calls, and delays that frustrate both students and staff. Inspired by this observation, I proposed the idea of developing an **automated admission approval system** using native features available in the ServiceNow platform.

The goal of this idea is to convert the entire admission approval process into a **digital workflow** where administrative staff can track, verify, and approve new student applications in a few clicks — with zero paperwork. The admission form would be filled by authorized personnel, capturing details such as student name, address, school area, class applied for, fee status, and reason for joining. Once submitted, the record would go into a **ServiceNow Flow Designer workflow** that assigns tasks to the concerned department or role for verification.

The **workflow would include automatic state changes** — from “Pending Review” to “Verified” to “Approved.” This would remove confusion and ensure that every step is traceable. The system can also include conditions: for example, if the fee field is empty or incomplete, the workflow can halt and notify the admissions officer automatically.

An important part of my idea is to enhance communication through **automated notifications**. Once the student's admission is approved or rejected, an SMS or email notification would be triggered to the student or parent. These messages can be configured using the ServiceNow Notification module, and templates can be customized to include the student's name, ID, and next steps.

This ensures that there's **no need for students to call or visit repeatedly** to check their status — a common problem in many institutions. Instead, they receive a prompt digital update, improving the overall experience and trust in the institution's digital system.

I also envision a **real-time status tracking panel** where the admin can see how many applications are in each stage. This can help in workload balancing and provide useful insights for academic planning, like how many students are joining each grade or coming from different districts.

One of the most powerful aspects of this idea is that it's **100% no-code**, relying only on what ServiceNow already provides — forms, workflows, condition-based routing, and notifications. There's

no need to write advanced scripts or build external integrations. Everything can be done through configuration, making it future-proof and easy for institutions to maintain.

This admission workflow idea stands out because it directly improves both **efficiency and transparency** in a process that typically causes delays and confusion. It also lays the groundwork for other workflows in the system, such as document submission, ID generation, or fee tracking, making it a central part of the educational management experience.

I believe this concept will deliver immediate value, simplify tasks for the admin team, and create a better first impression for students entering the institution. It proves that with smart design and automation, even the most manual processes can be modernized using ServiceNow.