

Service Now Project Documentation

Introduction

The Educational Organization Management System aims to automate and streamline administrative, academic, and student support processes within an educational institution using the ServiceNow platform.

This project leverages ServiceNow's cloud-based IT Service Management (ITSM) tools to improve efficiency, transparency, and communication between departments, staff, and students.

➤ **ProjectTitle:** Educational Organisation Using ServiceNow

➤ **TeamMembers:**

Team Leader :V.K.Abish Team member : V.G Brajesh Team member :M. Arshad Arif Team member : S. Esakkiappan

Project Overview

The Educational Organization Management System using ServiceNow is a cloud-based automation project designed to streamline and digitalize various administrative and academic operations within an educational institution. The project leverages the ServiceNow platform, a leading enterprise workflow automation tool, to create an integrated environment for managing student requests, faculty operations, and institutional services efficiently.

➤ **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 reference

Setup Instructions

➤ Prerequisites:

- ServiceNow Developer Account
- Personal Developer Instance (PDI)
- Basic knowledge of ServiceNow Studio

➤ Installation Steps:

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

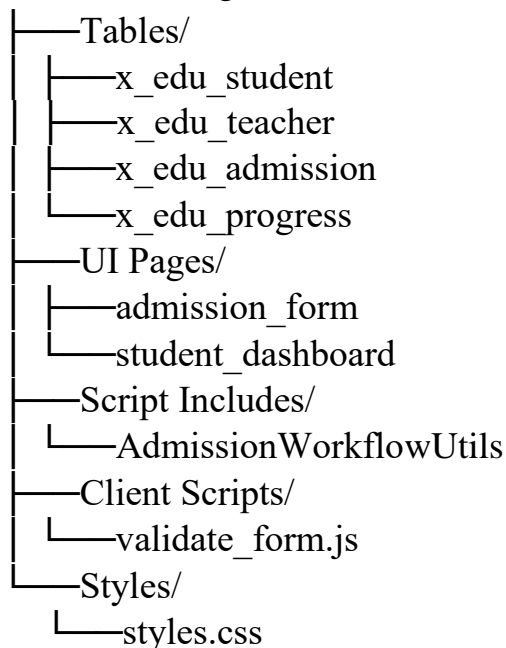
Step 2: Request and activate your Personal Developer Instance

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:
 - Admission Form
 - Student Records
 - Progress Dashboard

- Perform form submissions and automation testing

API Documentation

□ GET /api/x_edu_org/students

□ Response:

```
✓ {  
✓  "student_id": "STU102",  
✓  "name": "A. Chaithanya",  
✓  "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 ServiceNow. The form is titled 'Student Progress New record' and includes a search bar and a 'Submit' button. The form fields are organized into two main sections. The top section contains fields for 'Admission Number' (with a search icon), 'Grade' (a dropdown menu currently set to '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. The bottom section, titled 'Student Progress', contains fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', and 'Social' on the left, and 'Total', 'Percentage', and 'Result' on the right. A 'Submit' button is located at the bottom left of the form.

This screenshot shows the 'Admission - Create SAL0001012' form in ServiceNow. The form is titled 'Admission New record' and includes a search bar and a 'Submit' button. The form fields are organized into two main sections. The top section contains fields for 'Admission Number' (with a search icon), 'Purpose of join' (a dropdown menu currently set to '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Comments', 'Admin Date' (with a calendar icon), 'Grade' (a dropdown menu currently set to '-- None --'), 'Fee' (a dropdown menu currently set to '\$' and a text field showing '0.00'), 'Father Cell', 'Mother Cell', and 'Admin Status' (a dropdown menu currently set to '-- None --'). The bottom section, titled 'School Details', has two tabs: 'School Details' and 'Address'. The 'Address' tab is active, showing fields for 'Pincode' (a dropdown menu currently set to '-- None --'), 'Mandal', 'House No', 'Area', 'City', and 'District'. A 'Submit' button is located at the bottom left of the form.

This screenshot shows the 'Salesforce - Create SAL0001013' form in ServiceNow. The form is titled 'Salesforce New record' and includes a search bar and a 'Submit' button. The form fields are organized into two main sections. The top section contains fields for 'Admin Number' (with a search icon), 'Admin Date' (with a calendar icon), 'Grade' (a dropdown menu currently set to '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. 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