

# Service Now Project Documentation

## Introduction

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

○ **Team Members:**

1. Abishek Sanjay J
2. Athith E
3. Balaji M A
4. Abinesh M

## 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:

○ 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/

  └── Tables/

    |   └── x\_edu\_student  
    |   └── x\_edu\_teacher  
    |   └── x\_edu\_admission  
    |   └── x\_edu\_progress

  └── UI Pages/

    |   └── admission\_form  
    |   └── student\_dashboard

  └── Script Includes/

    |   └── AdmissionWorkflowUtils

  └── Client Scripts/

    |   └── validate\_form.js

  └── Styles/

    └── styles.css

# **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 (ACRs).

## **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' form in ServiceNow. The top section contains fields for Admision Number, Grade (dropdown), Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. Below this is a section titled 'Student Progress' containing fields for Telugu, Hindi, English, Maths, Science, Social, Total, Percentage, and Result. A 'Submit' button is at the bottom.

This screenshot shows the 'Admission - Create' form in ServiceNow. It includes fields for Admision Number, Purpose of join (dropdown), Student Name, Father Name, Mother Name, Admin Date (calendar), Grade (dropdown), Fee (\$ dropdown), Father Cell, Mother Cell, Admin Status (dropdown), and a Comments text area. Below this is a 'School Details' tab with fields for Pincode (dropdown), Mandal, House No, Area, City, and District. A 'Submit' button is at the bottom.

The screenshot shows a ServiceNow interface for creating a new record. The title bar indicates it's a 'Salesforce - Create SAL0001013' record. The main area contains several input fields:

- Admin Number: A text input field.
- Admin Date: A date input field with a calendar icon.
- Grade: A dropdown menu with the option '-- None --' selected.
- Student Name: A text input field.
- Father Name: A text input field.
- Mother Name: A text input field.
- Father Cell: A text input field.
- Mother Cell: A text input field.

At the bottom left is a 'Submit' button, and at the top right are various navigation icons.

## 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

