

PROJECT DESIGN PHASE

Proposed Solution

Date	2 NOVEMBER 2025
Team ID	NM2025TMID02860
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template:

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	<p>Educational institutions often face challenges in handling large volumes of student and faculty data, admission processes, and performance tracking. Manual record maintenance leads to inefficiency, errors, and communication gaps between departments. A centralized digital solution is required to automate and streamline these administrative tasks.</p>
2.	Idea / Solution Description	<p>The project implements a ServiceNow-based Educational Management System that automates key academic and administrative processes. It includes modules for student admissions, faculty data management, and progress tracking using ServiceNow features such as tables, forms, process flows, and client scripts. The system provides a unified platform for managing all institutional activities efficiently.</p>

3.	Novelty / Uniqueness	<p>The solution integrates educational operations within a single ServiceNow environment—something traditionally used for ITSM. This creative repurposing of ServiceNow for academic management demonstrates how enterprise automation tools can be applied beyond IT to improve educational workflows.</p>
4.	Social Impact / Customer Satisfaction	<p>The system benefits students, parents, and faculty by offering transparent, real-time updates on admissions and performance. It reduces administrative workload, improves data accuracy, and ensures smooth communication, contributing to a better educational experience for all stakeholders.</p>
5.	Business Model (Revenue Model)	<p>The solution can be deployed as a SaaS model for schools, colleges, and universities. Institutions adopting the system save on paperwork, reduce delays, and enhance operational efficiency—leading to long-term cost savings and better resource utilization.</p>
6.	Scalability of the Solution	<p>The platform can be extended to include additional modules like attendance tracking, course management, or examination workflows. Its ServiceNow base makes it easy to scale for multiple institutions or integrate with third-party educational systems.</p>

Conclusion

The project “Educational Organisation Using ServiceNow” offers a smart and automated solution for managing academic and administrative tasks in educational institutions. It streamlines admissions, student records, and progress tracking through a centralized ServiceNow platform. This system enhances efficiency, transparency, and communication among students, parents, and administrators. By integrating workflows and automation, it transforms traditional processes into a digital, secure, and scalable educational management system.



Reference: Infographic created using Canva.

Solution Description:

The Educational Organisation Using ServiceNow project delivers a unified, cloud-based platform that automates and manages all key academic and administrative functions of educational institutions.

The system’s architecture integrates modules such as the Admission Table, Integration Layer, and ServiceNow Database, ensuring a seamless data flow between students, parents, and administrators.

ServiceNow workflows handle admission progress, record updates, and notifications, while analytics and security layers ensure accurate reporting and data protection.

This solution improves institutional efficiency, transparency, and data integrity, helping schools and colleges transition to a modern, automated digital ecosystem that supports smart education management.