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Project title : Educational Organization Using ServiceNow

# **Educational Organization Using ServiceNow**

## **Abstract / Summary**

In today's digital era, educational institutions handle a large number of administrative and academic processes such as admissions, attendance, leave management, timetable scheduling, and student support services. Managing these processes manually is time-consuming and prone to human error. The Educational Organization Using ServiceNow project aims to automate and streamline these operations by utilizing the ServiceNow platform, which provides cloud-based IT service management ... This project focuses on creating an integrated system for educational organizations where students, faculty, and administrators can access a centralized portal for service requests, issue tracking, notifications, and approvals. By implementing this solution, the institution can improve efficiency, transparency, and communication across departments, leading to better management and enhanced user experience.

## **Problem Statement**

Most educational organizations still rely on manual processes for handling day-to-day operations such as leave requests, document verification, student queries, and staff coordination. These processes are time-consuming, error-prone, and lack real-time visibility. Due to the absence of a centralized automated system, students face delays in responses, staff spend excessive time on repetitive tasks, and administrators struggle to monitor performance efficiently. Hence, there is a need... Hence, there is a need for a centralized digital solution that can automate workflows, reduce manual workload, and ensure smooth communication among students, faculty, and administrative departments using ServiceNow.

## **Problem Explanation**

Educational institutions manage a wide range of services including student admissions, academic records, fee management, scheduling, examination support, and grievance handling. Without automation, these services depend heavily on manual operations, spreadsheets, and email communication. This leads to issues such as delayed approvals, lack of data transparency, miscommunication, inconsistent service delivery, and difficulty in tracking requests. By implementing ServiceNow, institution... This ensures accountability, saves time, and provides detailed analytics for better decision-making.

## **Objectives**

1. To automate educational organization services using the ServiceNow platform.
2. To improve operational efficiency by reducing manual intervention.
3. To enhance communication between students, faculty, and administrators.
4. To provide real-time tracking and reporting of service requests.
5. To ensure transparency and accountability in educational processes.
6. To develop a user-friendly interface for easy access to services.

## **Methodology / System Design**

1. Platform Selection – ServiceNow is chosen for its low-code/no-code environment enabling rapid workflow development. 2. Requirement Analysis – Data collected from institutions on existing processes (admissions, leave, helpdesk, etc.). 3. System Architecture – Roles: Students (request), Faculty (approve/manage), Admin (monitor/workflow). 4. Module Design – Student Portal, Faculty Dashboard, Admin Panel, Knowledge Base. 5. Implementation – Using Service Catalog, Workflow Editor, Incident Management, Notification Engine, and Reports in ServiceNow.

## **Implementation**

The implementation involves configuring ServiceNow workflows for requests, approvals, and query management. Modules like Student Request Workflow, Leave Approval Workflow, Query Management System, and Performance Dashboard are developed. Access control ensures security and data integrity.

## **Results and Discussion**

After implementing the proposed solution, institutions can experience faster responses, centralized data management, transparency, improved satisfaction, and detailed analytics. The system supports scalability and easy integration with future modules.

## **Conclusion**

The Educational Organization Using ServiceNow project demonstrates how workflow automation transforms traditional educational management. ServiceNow enables institutions to move from manual processes to a digital environment, improving productivity and service quality. The project provides a foundation for digital transformation in academics.

## **Future Enhancement**

1. Integration with LMS for academic progress tracking. 2. Mobile app access for students and staff. 3. AI-based chatbots for instant query handling. 4. Automated feedback collection for service improvement.