GRACE COLLEGE OF ENGINEERING

Department of Computer Science & Engineering

Title

Educational Organisation Using ServiceNow

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ABSTRACT

This project focuses on developing an **Educational Organisation Management System** using the **ServiceNow platform**. The goal is to automate and optimize administrative and academic workflows within an educational institution through a single, centralized digital platform.

The system enables efficient handling of operations such as student management, staff requests, attendance records, and academic schedules. ServiceNow's workflows and business rules are leveraged to automate data entry, processing, and approval systems, ensuring accuracy and time efficiency.

Additionally, the system features dashboards and reports that provide real-time insights into institutional activities, such as course performance and administrative updates. This enhances transparency, improves decision-making, and reduces manual work.

Overall, this project demonstrates how **ServiceNow** can be effectively adapted beyond IT Service Management to support educational administration through automation, data management, and smart analytics.

Keywords: ServiceNow, Education Management, Workflow Automation, Student Management, Cloud Platform, Digital Transformation.

INTRODUCTION

The **Educational Organisation Using ServiceNow** project aims to digitalize traditional academic and administrative tasks by utilizing the ServiceNow cloud platform. Educational institutions often rely on manual record-keeping, which leads to inefficiency and data inconsistencies. This project introduces a structured solution that integrates automation, workflow management, and centralized data access.

By designing custom tables and workflows in ServiceNow, the system streamlines processes like student registration, faculty request management, and timetable organization. The platform's scalability and built-in automation tools make it ideal for creating a unified environment that supports both faculty and students.

This digital approach reduces administrative workload, promotes data transparency, and supports effective communication within the educational ecosystem.

OBJECTIVES

The main objectives of this project, **"Educational Organisation Using ServiceNow"**, are:

1. To design a centralized digital platform for managing academic and administrative workflows.

2. To automate common educational processes such as student registration, faculty management, and timetable scheduling.

3. To create structured data tables that represent core institutional entities like students, departments, and courses.

4. To develop workflows and business rules for automatic task routing and status updates.

5. To generate analytics and reports that provide insights into institutional performance.

SYSTEM REQUIREMENTS

Hardware Requirements

- Processor: Intel i3 or above

- RAM: Minimum 4 GB

- Storage: 100 MB of free space

- Internet Connection: Required

Software Requirements

- Platform: ServiceNow Personal Developer Instance

- Browser: Google Chrome or Microsoft Edge

- Programming/Scripting: JavaScript (for Business Rules and Client Scripts)

METHODOLOGY

The methodology for **Educational Organisation Using ServiceNow** follows a structured workflow similar to ITSM project development but tailored for academic processes.

Step 1 – Setting up ServiceNow Instance

A ServiceNow Personal Developer Instance was requested and configured for development. All project configurations were saved in a new update set named *Educational Management*.

Step 2 – Creating Custom Tables

Several custom tables were created to manage different academic entities:

- *Student Details* – Stores student personal and academic information.

- *Faculty Details* – Contains staff data and their assigned departments.

- *Course Details* – Lists available subjects and credit hours.

- *Department Details* – Defines academic departments and heads.

Step 3 – Designing Forms and Fields

Custom fields were added to each table, including roll number, department, contact info, and course ID. Form designs were arranged to ensure readability and quick access to data.

Step 4 – Establishing Relationships

Reference fields and related lists were configured to link students with courses and departments. This helps maintain structured relationships between academic records.

Step 5 – Creating Workflows

ServiceNow workflows were used to automate processes such as:

- Student admission approval

- Leave requests for students/faculty

- Course enrollment validation

Step 6 – Business Rules and UI Actions

Business rules were implemented to automatically validate form data and update statuses. UI Actions were added for quick actions like *Approve*, *Reject*, or *Generate Report*.

Step 7 – Reporting and Dashboards

Reports were created for attendance tracking, department-wise student count, and course performance. Dashboards provide summarized analytics for administrators.

RESULTS AND DISCUSSION

The project successfully created a centralized educational management platform using ServiceNow. All major operations — including student registration, faculty management, and workflow approvals — were automated effectively. The system minimized manual errors and improved operational efficiency.

Reports and dashboards provided actionable insights for academic decision-making, while ServiceNow's cloud features ensured data security and accessibility. This demonstrates that ServiceNow can efficiently support digital transformation within educational organizations.

CONCLUSION

The **Educational Organisation Using ServiceNow** project illustrates how ServiceNow's automation and workflow tools can be adapted to manage institutional processes beyond IT. By automating academic and administrative operations, the project enhances productivity, transparency, and data integrity. This implementation showcases the platform's versatility in providing real-time solutions for education sector challenges.