

PROJECT PLANNING PHASE

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| Date | 01-11-2025 |
| Team ID | NM2025TMID04783 |
| Project Name | Educational Organization using ServiceNow |

PURPOSE OF THE PLANNING PHASE:

The main purpose of the project planning phase is to create a clear plan for how our team will build and complete the “Educational Organization” application using ServiceNow.

This phase helps us decide what tasks to do, who will do them, what tools are needed, and how much time each step will take.

PROJECT OVERVIEW:

The Educational Organisation Using ServiceNow project aims to develop a comprehensive platform for educational institutions to streamline administrative tasks, enhance student experiences, and improve operational efficiency. This platform leverages ServiceNow's features to deliver a scalable and low-code solution tailored for educational institutions.

Key Features:

- **Admission Management:** Automates student admission and enrollment processes, reducing manual effort and minimizing errors.
- **Student Progress Tracking:** Monitors academic performance, including marks, total scores, percentages, and results, enabling data-driven decision-making.
- **Salesforce Integration:** Stores core student information, including admin numbers, names, grades, and contact details, providing a centralized database.

PROJECT GOAL :

The project goals for an educational organization using ServiceNow include

- **Improve Student Outcomes:** Increase student engagement, retention, and academic achievement

- **Enhance Faculty Productivity:** Automate tasks, provide real-time insights, and enable data-driven decision-making.
- **Increase Operational Efficiency:** Streamline processes, reduce costs, and improve resource utilization.

PROJECT DELIVERABLES:

At the end of the project, our team will deliver:

1. **Fully implemented ServiceNow platform:** Tailored to meet the specific needs of the educational organization.
2. **Automated workflows:** Streamlining administrative tasks and processes.
3. **Centralized student information system:** Securely storing and managing student data.
4. **Self-service portal:** Enabling students, faculty, and staff to access information and request services.
5. **Real-time analytics and reporting:** Providing insights into student performance and institutional operations.
6. **Comprehensive training and support:** Ensuring a smooth transition and ongoing success.
7. **Documentation and knowledge transfer:** Documenting processes, configurations, and customizations for future reference.

TEAM ROLES AND RESPONSIBILITIES:

| ROLE | RESPONSIBILITY |
|--------------------|----------------------------------------|
| Team Leader | Manage the project and assign task |
| Developer | Create tables, forms, and workflows |
| Tester | Check system functions and report bugs |
| Documentation Lead | Write report and prepare presentation |

RESOURCES NEEDED:

Platform: ServiceNow Developer Instance

Tools: Flow Designer, Tables, and Dashboard modules

Hardware: Laptop or desktop with Internet access

Software: Any web browser (e.g., Chrome, Edge)

Team Members: 4 students

CONCLUSION

This project plan gives our team a clear direction for developing the “Educational Organisation” system. With proper time management, teamwork, and use of ServiceNow tools, we aim to complete the project successfully