

Service Now Project Documentation

Introduction

- **Project Title:** Educational Organisation Using ServiceNow
- **Team Members:**
 - i. A. Akhil – ServiceNow Developer and UI/UX & Form Designer
 - ii. D.V.S. Datta – Workflow & Logic Engineer
 - iii. D.Veeramanikanta – Testing & Validation Engineer
 - iv. K. Sukumar – Research & Presentation Coordinator

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

Servicenow All Favorites History Admin : Salesforce - ADM0012 ★ Search

Number: ADM0013
Admin Number: ADM0012
Student Name:
Father Name:
Mother Name:
Father Mobile:
Mother Mobile:
Grade: -- None --
Class: Salesforce

Update Delete

Servicenow All Favorites History Admin : Admission - ADM0010 ★ Search

Number: ADM0011
Admin Number: ADM0010
Student Name:
Father Name:
Mother Name:
Father Mobile:
Mother Mobile:
Admin Status: -- None --
Purpose of Join: -- None --
Grade: -- None --
Class: Admission
School: -- None --
School Area: -- None --
Pincode: -- None --
Mandal:
District:
City:

Update Delete

Servicenow All Favorites History : Student Progress - Create Created ★ Search

Admission Number:
English:
Hindi:
Maths:
Science:
Social:
Telugu:
Total:
Percentage:
Result:

Submit

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