

# 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 (ACLs).

## 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

AllFavoritesHistoryAdmin

Salesforce - ADM0012

Search

<

Salesforce ADM0012

Update

Delete

Number

ADM0012

Admin Number

ADM0012

Student Name

Father Name

Mother Name

Father Mobile

Mother Mobile

Grade

-- None --

Class

Salesforce

Update

Delete

servicenow

AllFavoritesHistoryAdmin

Admission - ADM0010

Search

<

Admission ADM0010

Update

Delete

Number

ADM0010

Admin Number

ADM0010

Student Name

Purpose of Join

-- None --

Father Name

Grade

-- None --

Mother Name

Class

Admission

Father Mobile

School

-- None --

Mother Mobile

School Area

-- None --

Admin Status

-- None --

Pincode

-- None --

Mandal

District

City

Update

Delete

servicenow

AllFavoritesHistory

Student Progress - Create Created

Search

<

Student Progress New record

Submit

Admission Number

Social

English

Telugu

Hindi

Total

Maths

Percentage

Science

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