

1 Project Overview

ServiceNow Event Registration & Feedback Application

1.1 Purpose

The Event Registration & Feedback Application is built on the **ServiceNow App Engine** to automate event management processes such as event creation, registration, approvals, and post-event feedback.

It enables users to seamlessly register for events through the Service Catalog and allows administrators to manage and analyze event participation efficiently.

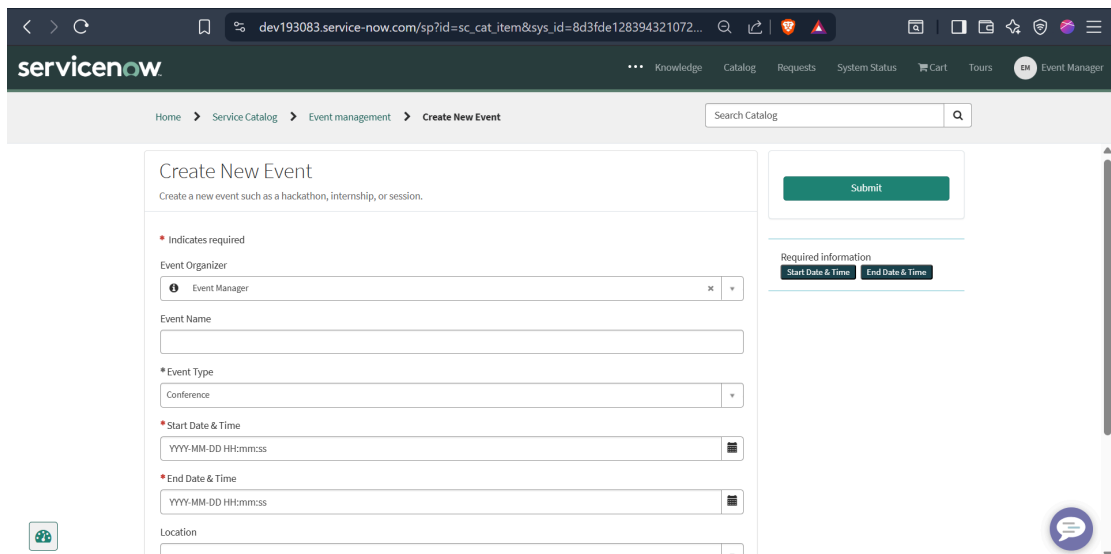
1.2 Objectives

- Simplify and automate event registration through Service Catalog.
- Enable feedback collection and analysis for event quality improvement.
- Ensure role-based access to manage data securely.
- Provide event dashboards for analytics and reporting.

1.3 Scope

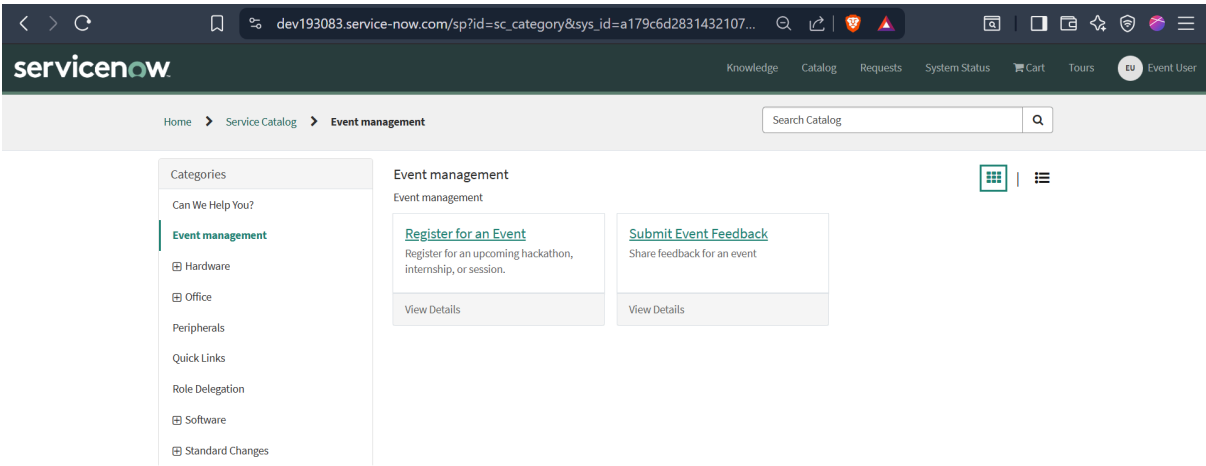
The application includes:

- **Event Creation:** Admins can create and publish events.



The screenshot displays the 'Create New Event' form within the ServiceNow interface. The breadcrumb trail at the top indicates the path: Home > Service Catalog > Event management > Create New Event. The form itself is titled 'Create New Event' and includes a subtitle 'Create a new event such as a hackathon, internship, or session.' A green 'Submit' button is located at the top right of the form. Below this, a 'Required information' section contains two buttons: 'Start Date & Time' and 'End Date & Time'. The form fields include: 'Event Organizer' (a dropdown menu with 'Event Manager' selected), 'Event Name' (a text input field), 'Event Type' (a dropdown menu with 'Conference' selected), 'Start Date & Time' (a date and time picker), 'End Date & Time' (a date and time picker), and 'Location' (a text input field). A small icon of a person is visible in the bottom left corner of the form area.

- **Registration:** Employees can register for upcoming events.

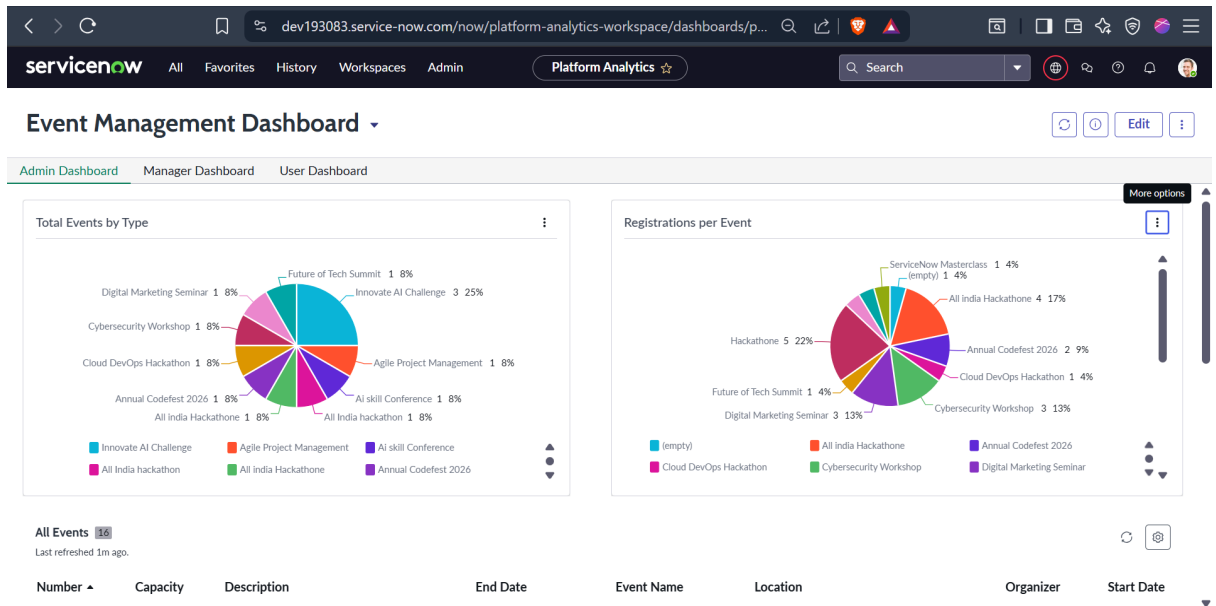


This screenshot shows the 'Register for an Event' form. The breadcrumb trail is Home > Service Catalog > Event management > Register for an Event. The form title is 'Register for an Event' with the subtitle 'Register for an upcoming hackathon, internship, or session.' Below the title is a description: 'Submit this form to register for available events.' The form contains three required fields: 'Select Event' (a dropdown menu), 'Participant Name' (a dropdown menu with 'Event User' selected), and 'Additional Notes' (a text area). A 'Submit' button is located at the top right. A 'Required information' section on the right side contains a 'Select Event' button.

- **Approvals:** Automated flow for registration approvals and notifications.
- **Feedback:** Post-event feedback catalog item for participants.

This screenshot shows the 'Submit Event Feedback' form. The breadcrumb trail is Home > Service Catalog > Event management > Submit Event Feedback. The form title is 'Submit Event Feedback' with the subtitle 'Share feedback for an event.' Below the title is a description: 'Submit this form to register for available events.' The form contains three required fields: 'Event' (a dropdown menu), 'Rating' (a dropdown menu with '1 - Very Poor' selected), and 'Comments' (a text area). A 'Submit' button is located at the top right. A 'Required information' section on the right side contains an 'Event' button.

- **Dashboard:** Role-based dashboard for real-time insights.



1.4 Business Value

- Reduces manual coordination of event data.
- Increases employee participation and transparency.
- Improves event planning through feedback analytics.