# Project Report

Title: Educational Organization Management System using ServiceNow

## Student Details

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Team Size : 4

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## Abstract

This project aims to simulate a digital Educational Organization using ServiceNow. The solution manages departments, students, faculty, courses, and workflow automation. It improves the efficiency, accessibility, and transparency of administrative tasks within an educational setup.

## Objectives

* Create a digital model of an educational institution.
* Automate routine administrative tasks using ServiceNow.
* Enable self-service access to services like registration, complaints, and course management.
* Implement approval mechanisms for various actions.

## Software & Technologies Used

* ServiceNow Platform
* Service Catalog
* Record Producers
* Flow Designer
* Client Scripts
* Business Rules

**System Design & Implementation**

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* Designed custom tables for Students, Faculty, Departments, and Courses.
* Used Service Catalog to create items like student registration, faculty onboarding, and course enrollment.
* Applied Record Producers to gather inputs.
* Created workflows in Flow Designer to manage approvals and processes.
* Built automated notifications for status updates.
* Used Access Control Rules to maintain data security and user roles.

## Testing & Results

The system was tested using different user roles: admin, student, and faculty. All functions including data entry, workflow execution, and catalog item submissions worked as expected. Flow Designer successfully handled multi-step approvals with real-time updates.

## Conclusion

This internship project provided valuable hands-on experience with ServiceNow. It helped understand the fundamentals of workflow automation, ITSM, and low-code development. The system designed is a scalable and efficient solution for educational process management.

## Acknowledgements

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