**PROJECT PLANNING SCHEDULING**

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| **TEAM ID** | NM2025TMID02997 |
| **PROJECT NAME** | Educational Organisation Using ServiceNow |

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| FUNTIONAL REQUIREMENT | USERS STORY | NUMBER OF ACTIVITY | TEAM MEMBERS |
| Setting up servicenow | organizati on involves configurin g ServiceNo w to support processes typical in an academic institution  —such as managing student services, IT support, HR cases, facilities, and more— using its powerful Service Management  platform. | 1 | HARILAKSHMINARAYANA  FREDRICK JOE  GOPINATH  DINA |
| CREATING A UPDATE SET | Creating Update Sets in ServiceNow is essential when you want to track and migrate configuration changes (like forms, workflows,  business rules, etc.) | 2 | HARILAKSHMINARAYANA  FREDRICK JOE  GOPINATH  DINA |
| CREATING A TABLE | Creating a custom table in ServiceNow for an educational organization allows you to store and manage unique records—like students, courses,  faculty, or campus | 3 | HARILAKSHMINARAYANA  FREDRICK JOE  GOPINATH  DINA |
| FORM LAYOUT | Creating a form layout in ServiceNow for an educational organization allows you to design intuitive, user- friendly interfaces for managing records like student profiles, course registration, faculty on  boarding, etc. | 4 | FREDRICK JOE  GOPINATH  DINA |
| FORM DESIGN | **Designing a** form in ServiceNow for an educational organization means tailoring the user interface to meet the specific needs of students, faculty, staff,  and **administrators.** | 5 | HARILAKSHMINARAYANA  FREDRICK JOE |
| NUMBER MAINTANENCE | In ServiceNow, Number Maintenance allows you to control and customize how record numbers (like STU0001001 for students or COURSE0001 for  courses) are automatically generated when new records are  created. | 6 | GOPINATH |
| PROCESS FLOW | Creating a Process Flow in ServiceNow for an educational organization means designing a logical, automated sequence of actions—like student on boarding, course registration, or faculty on boarding— using tools such as Flow Designer, Workflows, or Business  Rules. | 7 | HARILAKSHMINARAYANA  FREDRICK JOE  GOPINATH  DINA |
| CLIENT SCRIPT | Client Scripts in ServiceNow are JavaScript snippets that run in the user's browser to control form behavior—such as field visibility, validation, or auto-filling values. For an educational organization, client scripts help make forms smarter, easier, and more intuitive for students, faculty, and staff. | 8 | HARILAKSHMINARAYANA |