

Educational Organization Using ServiceNow

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Project Name	Educational Organization Using ServiceNow
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This document explains what tools or technologies are used to build the system and what users (like admins or teachers) expect from it. It ensures that the system is useful and practical for those who use it daily.

Technology Used

- **Platform:** ServiceNow (cloud-based)
- **Scripting:** ClintScript (for logic like totals and validation)
- **Tables:** Custom tables for students, admissions, marks
- **Forms:** Created using ServiceNow Studio
- **Optional:** REST APIs (for data exchange, if needed)

User Needs

These are the expectations from the users (mainly admins and faculty):

- A clean, simple form for entering student/admission details
- A progress bar or status field to track admission updates
- An easy way to enter and view marks and grades
- Automation of calculations to reduce manual effort
- Reliable login and access control for different user roles

How Technology Meets User Needs

The technologies used in this project are selected specifically to meet the needs of educational institutions:

- **ServiceNow** allows the creation of custom forms and workflows, which means staff can manage student data and admissions easily.
- **ClientScript** helps automate calculations and form behavior, reducing manual work for teachers.
- **Role-based access** ensures that only authorized users can make changes, protecting data privacy.
- The system is hosted in the **cloud**, making it accessible anytime and anywhere — which is important for both staff and remote users.

This combination of tools and user-focused design ensures that the system is **efficient, secure, and easy to use** exactly what educational institutions need in a digital environment.