

Educational Organization Using ServiceNow

Team ID	LTVIP2025TMID29017
Project Name	Educational Organization Using ServiceNow
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Project Objectives

This document explains the main goals of the project and how the team plans to solve the identified problem. It also describes why **ServiceNow** is the right tool for the job and who is involved in building the project. This helps everyone understand what the project will achieve, how it will work, and who will do what.

The purpose of this project is to build a **digital platform** for managing different activities in an educational institution. These include student admissions, data management, and performance tracking. The system should reduce manual work, speed up administrative tasks, and ensure accuracy. By using ServiceNow, the process becomes centralized and user-friendly.

Our main goals are:

- To reduce errors in student recordkeeping
- To simplify the admission process
- To make it easy to enter and view marks
- To automate calculations for totals and percentages
- To allow different roles (admin, teacher) to work securely within the system

Proposed Solution

To achieve the objectives above, we will use ServiceNow to build:

- Forms for capturing student and admission details
- Status tracking workflows for the admission process
- A performance tracking module where teachers can enter marks, and totals are auto-calculated

All this will be done on the cloud, so it's always available and easy to access from anywhere.

Justification for Using ServiceNow

ServiceNow is an ideal platform for this kind of system because:

- It supports custom form creation without deep coding knowledge
- It provides workflow automation, reducing manual follow-ups
- It has user role management, so only authorized users can access specific features
- It is scalable, so more features can be added later (like attendance or fee tracking)
- It runs in the cloud, meaning no installation or physical setup is required

The ServiceNow admin can easily configure all the components, manage access, and make updates whenever needed which ensures the system runs smoothly and safely.