

Educational Organization Using ServiceNow

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| Project Name | Educational Organization Using ServiceNow |
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Bugs And Improvements

During the testing phase, some minor issues (bugs) were discovered in the system. These bugs mostly affected form validation, calculations, and user experience. Identifying and fixing these early helped improve the quality of the platform.

This document explains:

- The bugs that were found during development/testing
- Why they occurred
- What fixes were applied to solve them
- The improvements added to make the system easier and better to use

Bug Identification and Fixes

- During manual testing, the team carefully interacted with each form and script. Most issues were related to small mistakes in field logic, missing validations, or workflow triggers.
- These bugs were corrected by adjusting the **ClientScript logic**, updating form settings, and improving the flow of user actions.

Enhancements and Improvements

- After resolving the bugs, the team took the opportunity to improve the user interface and functionality by making minor upgrades. This made the system easier for staff to use and reduced chances of user error in future.

Bugs Found & Fixes

| Issue | Reason | Fix Applied |
|---|-----------------------------|--|
| Total not calculating when one subject is blank | Script skipped empty fields | Added validation to require all marks |
| Status not updating properly | Incorrect field mapping | Re-mapped workflow to correct field |
| Form allowed submission without required fields | Missing validation rules | Set fields as "mandatory" in form settings |
| Marks showing incorrect percentage | Calculation formula was off | Updated GlideScript logic |

Conclusion

The bug tracking and improvement process played a vital role in refining the system. By identifying small issues early, the development team was able to deliver a stable, user-friendly, and reliable application. The enhancements made after testing not only improved the functionality but also enhanced the overall user experience.

This process ensures that the final Educational Management System built on ServiceNow is ready for practical use in an educational environment, with smooth workflows, accurate data handling, and a clean interface for its users.