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Service Now Project Documentation

Introduction

- **Project Title:** Educational Organisation Using ServiceNow

- **Team ID :NM2025TMID14346**

- **Team Members:**

  - JABASTINA .R (TEAM LEADER)

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Project Overview

- **Purpose:** To develop a robust Educational Management System using ServiceNow to manage admissions, student progress, and institutional data with automated workflows and form configurations[1].

- **Features:**

  - Online admission form with approval workflow

  - Student and teacher data management

  - Academic progress tracking dashboard

  - Notifications for task status and approvals

  - Role-based access control for admins, teachers, and students[1]

Architecture

- **Frontend:**

  - Developed using HTML, CSS, and JavaScript

  - UI built through ServiceNow UI Pages and Catalog Items[1]

- **Backend:**

  - Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer

- **Database:**

  - Tables created using the Table module in ServiceNow

  - Data stored in platform-native schema with relationships and references[1]

Setup Instructions

- **Prerequisites:**

  - ServiceNow Developer Account

  - Personal Developer Instance (PDI)

  - Basic knowledge of ServiceNow Studio[1]

- **Installation Steps:**

  1. Sign in at https://developer.servicenow.com

  2. Request and activate your Personal Developer Instance

  3. Create Update Set → Tables → Forms → Process Flows

  4. Deploy Client Scripts for automation[1]

Folder Structure (Logical in Studio)

```
EducationalOrganisation/
├── Tables/
│   ├── x_edu_student
│   ├── x_edu_teacher
│   ├── x_edu_admission
│   └── x_edu_progress
├── UI Pages/
│   ├── admission_form
│   └── student_dashboard
├── Script Includes/
│   └── AdmissionWorkflowUtils
├── Client Scripts/
│   └── validate_form.js
└── Styles/
    └── styles.css
```

Running the Application

- Login to your ServiceNow PDI

- Navigate to the created application

- Use the left navigation pane to open modules such as:

- Admission Form

  - Student Records

  - Progress Dashboard

- Perform form submissions and automation testing[1]

API Documentation

- **GET /api/x_edu_org/students**
  - **Response:**
  ```
  {
   "student_id": "STU102",

   "name": "A. Chaithanya",

   "department": "Computer Science"

  }
  ```

Authentication

- Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACLs)[1].

User Interface

- Designed with HTML, CSS, and JavaScript using ServiceNow UI Pages for a clean and responsive layout

- Includes dashboards, admission forms, student profiles, and result tracking interfaces

- Role-based access displays relevant modules for admin, teacher, and student users[1]

Testing

- Manual testing was done through the ServiceNow form submission interface

- Validations verified via onChange and onLoad client scripts

- Fields were tested for automation, data flow, and visual updates[1]

Known Issues

- Form layout may vary slightly on different devices

- Client Scripts dependent on exact field naming — ensure accuracy[1]