

Educational Organisation Using ServiceNow

Author: Janu Bala Satya Hanisha Gajula

Date: September 2025

1. Project Overview

The **Educational Management System (EMS)** is developed on the **ServiceNow platform** to streamline and automate administrative tasks within educational institutions. The solution enables efficient handling of **student and teacher data**, **simplifies admissions**, and provides tools to monitor **student progress**.

This project leverages ServiceNow's low-code/no-code capabilities and configuration options to design forms, tables, and processes, ensuring scalability, reliability, and ease of use.

2. Objectives

- To build a centralized system for managing educational institution operations.
- To automate repetitive tasks like **admission, data entry, and record maintenance**.
- To ensure **seamless data storage, retrieval, and reporting** using ServiceNow.
- To implement **user-friendly forms and process flows** for administrators.

3. Tools & Technologies

- **Platform:** ServiceNow
- **Core Features Used:**
 - Instance Setup
 - Update Sets
 - Custom Tables
 - Form Layouts & Design
 - Number Maintenance
 - Process Flow
 - Client Scripts

4. Features Implemented

◆ Admission Management

- Tracks the **full lifecycle** of a student's admission.
- Status options include: *New, In Progress, Joined, Rejected, Closed, Cancelled*.

◆ Student Progress Tracking

- Record **examination results, marks, and academic performance**.
- View student progress and generate reports.

◆ Section Management

- Organize students into **sections/classes**.
- Simplify group allocation and monitoring.

5. Project Flow (Milestones & Activities)

As per the project plan, the following tasks were completed:

1. Setting up ServiceNow Instance

- Configured a dedicated ServiceNow developer instance for the project.

2. Creating an Update Set

- Created and maintained update sets to capture all configurations.

3. Creating a Table

- Custom tables were created for **Students, Teachers, Admissions, and Courses**.

4. Form Layout

- Designed logical layouts for data entry (student/teacher information).

5. Form Design

- Enhanced forms with UI policies and mandatory fields for structured data collection.

6. Number Maintenance

- Configured auto-generated unique numbers for admission IDs and student IDs.

7. Process Flow

- Built process flows for admission approvals and student enrollment.

8. Client Scripts

- Implemented scripts to validate data and enhance user interactivity.

9. Result

- Successfully demonstrated how educational records can be maintained, retrieved, and monitored using ServiceNow.

6. Technical Implementation

- **Platform:** ServiceNow (Tokyo release or later)
- **Development Tool:** ServiceNow Studio
- **Customization Includes:**
 - **Tables:** Admissions, Student Progress, Sections
 - **Forms & Lists:** Configured for streamlined data entry and tracking
 - **Workflows:** Automating the admission lifecycle
 - **Number Maintenance:** Unique IDs for students/admissions
 - **Client Scripts:** Validation of data entry
 - **UI Policies:** Enhanced form behavior

7. Installation Guide

1. Navigate to **System Update Sets** → **Retrieved Update Sets** in your ServiceNow instance.
2. Click **Import Update Set from XML**.
3. Upload the file: Educational_Organization_update_set.xml.
4. Preview the update set → Resolve any conflicts.
5. Commit the update set.

8. Usage Guide

- **Admissions Table** → Add and manage admission records.
- **Student Progress Table** → Update exam results and academic performance.
- **Sections Table** → Allocate students into sections/classes.

9. Future Enhancements

- **Self-service Admission Portal** for students.
- **Email Notifications** to communicate admission status.
- **Automated Progress Reports** for students/parents.
- **Role-based Access Control** for Admins, Teachers, and Students.

10. Results & Screenshots

1. ServiceNow Form

The screenshot shows a ServiceNow interface for creating a new record. The title bar says "Servicenow - Create SAL0001007". The main area contains several input fields:

- Admin Number: SAL0001007
- Admin Date: (empty)
- Grade: -- None --
- Student Name: (empty)
- Father Name: (empty)
- Mother Name: (empty)
- Father Cell: (empty)
- Mother Cell: (empty)

At the bottom left is a "Submit" button.

2. Admission Form

The screenshot shows an Admission form for creating a new record. The title bar says "Admission - Create SAL0001006". The main area contains the following fields:

- Admission Number: (empty)
- Purpose of join: -- None --
- Student Name: (empty)
- Father Name: (empty)
- Mother Name: (empty)
- Admin Date: (empty)
- Grade: -- None --
- Fee: \$ 0.00
- Father Cell: (empty)
- Mother Cell: (empty)
- Admin Status: -- None --

Below these fields is a "Comments" text area. At the bottom left is a "Submit" button. There are tabs for "School Details" and "Address" at the bottom, and a "School Area" dropdown and "School" dropdown below them.

3. Student Progress Form

The screenshot shows a ServiceNow interface for creating a student progress record. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main area is titled 'Student Progress - Create Created'. It contains several input fields: 'Admission Number', 'Admission Number.Grade', 'Admission Number.Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. Below these, there's a section titled 'Student Progress' with fields for subjects: English, Hindi, Telugu, Maths, Science, and Social. To the right of these subject fields are summary fields: 'Total', 'Percentage', and 'Result'. At the bottom left is a 'Submit' button.

11. Deliverables

- **XML Files** – Exported update sets and schema.
- **Output Screenshots** – Proof of implementation.
- **Documentation** – This report.
- **Demo Video** – Walkthrough of the project.

12. Repository & Demo Link

- **GitHub Repository:** <https://github.com/JanuHanisha/Educational-Organisation-Using-ServiceNow.git>
- **Project Demo Video:** <https://drive.google.com/file/d/1BCFbOgyU1Yo4pBn9GNiYFF-MY7-mlhLK/view?usp=sharing>

13. Conclusion

This project highlights how ServiceNow can be leveraged to develop a **customized Educational Management System**. By automating **admissions, student progress, and section management**, the solution reduces manual tasks, improves accuracy, and enhances transparency. The implementation demonstrates the power of ServiceNow in creating **real-world organizational solutions** with scalability and efficiency.