

# Service Now Project Documentation

## Introduction

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

## 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.

- **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

## Architecture

- **Frontend:**

- Developed using HTML, CSS, and JavaScript
- UI built through ServiceNow UI Pages and Catalog Items

- **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

# Setup Instructions

## ➤ Prerequisites:

- ServiceNow Developer Account
- Personal Developer Instance (PDI)
- Basic knowledge of ServiceNow Studio

## ➤ Installation Steps:

**Step 1:** Sign in at <https://developer.servicenow.com>

**Step 2:** Request and activate your Personal Developer Instance

**Step 3:** Create Update Set → Tables → Forms → Process Flows

**Step 4:** Deploy Client Scripts for automation

# 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

To run 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

## 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).

## 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.

## 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.

# Screenshots or Demo

servicenow All Favorites History Workspaces Student Progress - Create SAL0001011

Admission Number:  Grade:  -- None -- Student Name:

Father Name:  Mother Name:   
Father Cell:  Mother Cell:

**Student Progress**

Telugu: <input type="text"/>	Total: <input type="text"/>
Hindi: <input type="text"/>	Percentage: <input type="text"/>
English: <input type="text"/>	Result: <input type="text"/>
Maths: <input type="text"/>	
Science: <input type="text"/>	
Social: <input type="text"/>	

Submit

servicenow All Favorites History Workspaces Admission - Create SAL0001012

Admission Number:  Purpose of join:  -- None -- Student Name:   
Father Name:  Mother Name:

Admin Date:  Grade:  -- None -- Fee:  \$ 0.00  
Father Cell:  Mother Cell:   
Admin Status:  -- None --

Comments:

**School Details** Address

Pincode: <input type="text"/> -- None --	Area: <input type="text"/>
Mandal: <input type="text"/>	City: <input type="text"/>
House No: <input type="text"/>	District: <input type="text"/>

Submit

servicenow All Favorites History Workspaces Salesforce - Create SAL0001013

Admin Number:  Admin Date:  Father Name:   
Admin Date:  Grade:  -- None -- Mother Name:   
Grade:  Student Name:  Father Cell:   
Student Name:  Mother Cell:

Submit

## **Known Issues**

- Form layout may vary slightly on different devices.
- Client Scripts dependent on exact field naming — ensure accuracy.

## **Future Enhancements**

- Add role-based user dashboards
- Integrate notifications (email/SMS) for admission status
- Extend to manage teacher data and fee structure
- Add reporting dashboards using ServiceNow Performance Analytics