Project Report

1. Introduction

Project : Educational Organization Using Servicenow

(a) Project Overview

The Educational Organization Using Servicenow project is designed to streamline and enhance the operations of educational institutions by implementing digital workflows through the Servicenow platform. This project focuses on automating common processes such as student admissions, issue tracking, service requests, and administrative tasks.This project is designed to simplify and enhance the effective management of both student and teacher data within an educational institution.

This project aims to streamline and automate administrative operations within an educational organization by leveraging the capabilities of Servicenow, a powerful cloud-based platform. By implementing Servicenow, the institution can manage key educational processes such as student admissions, attendance, faculty management, service requests, and academic tracking in a centralized and secure environment.

Servicenow acts as a digital transformation tool, replacing traditional manual and paper-based systems with efficient, transparent, and data-driven workflows. This enhances productivity, improves data accuracy, and reduces administrative overhead, benefiting both staff and students.

(b) Purpose

This project primarily aims to digitally transform the operations of educational institutions through the Servicenow platform. In educational institutions, storing large amounts of student information in physical form is very difficult. That's why this project is designed to digitize and simplify the storage and management of such data.

This project digitizes key processes such as student admissions, attendance tracking, staff management, service requests, and academic support, thereby enhancing overall productivity and reducing dependency on physical documentation. In educational institutions, physical documentation is often insecure and difficult to manage. This project also aims to solve this problem by offering a safe and efficient digital solution for managing records. It ensures that data is stored securely, easily accessible, and can be updated or retrieved in real time.

2. Ideation Phase

Team ID	LTVIP2026TMIDS73288
Project Name	**Educational organization using Servicenow**

(a) Problem Statement

The Educational Management System is a comprehensive digital platform developed to streamline and automate various administrative tasks within educational institutions. It enables efficient and secure management of both student and teacher data, ensuring accuracy and easy accessibility. The system simplifies the admission process by digitizing application tracking, document verification, and enrollment procedures. Additionally, it offers powerful tools to monitor student progress, including attendance tracking, academic performance. It is very useful for educational institutions because it helps manage data better and makes daily tasks easier and more secure.

This project helps reduce the use of paper records in educational institutions by offering a digital solution. With the help of this project, student records can be quickly and efficiently accessed whenever needed.Educational institutions today face numerous challenges in managing their day-to-day administrative operations. Traditional methods of handling student admissions, faculty records, attendance tracking, and academic monitoring are often manual, paper-based, time-consuming, and prone to errors. These outdated systems result in inefficiencies, delays in decision-making, mismanagement of data, and lack of transparency across departments.

The Increasing number of students and faculty members in educational institutions further amplifies the complexity of managing records and processes effectively. As a result, institutions struggle to maintain accurate and up-to-date student and staff data, which directly impacts the quality of education and the overall institutional performance. Important tasks such as monitoring student progress, tracking attendance, and handling admission inquiries become tedious and inconsistent without a unified platform. In addition, physical documentation not only increases administrative workload but also raises concerns regarding data security, storage space, and longterm accessibility. It offers automated workflows, centralized data management, and user-friendly tools that simplify the handling of student and teacher records, enhance communication, and improve the overall operational efficiency of educational institutions.

Challenges of educational organization using Servicenow :

- The initial setup and licensing can be expensive, especially for budget-constrained institutions.
- Transferring large volumes of student, faculty, and academic data from legacy systems is difficult.
- Transferring existing student and academic data from old systems to Servicenow can be complex and risky.
- Difficulties in connecting Servicenow with existing tools like LMS, ERP, or HR systems.

Objectives of educational organization using Servicenow :

- Modernize legacy systems and processes to create a more agile, responsive educational environment.
- Use real-time analytics and dashboards to monitor performance and inform policy decisions.
- Provide a user-friendly portal where students and faculty can request services, find information, and track issues.
- Improve coordination between academic and administrative functions.
- Track usage of IT assets, facilities, and support staff time.

3. Requirement Analysis

Team ID	LTVIP2026TMIDS73288
Project Name	Educational Organization Using Servicenow

(a) Solution Requirement

- **Functional Requirements**

FR No	Functional Requirement	Sub Requirement
FR -1	Setting Up Servicenow Instance	Setting up a Servicenow instance involves creating a personal developer account on the
		Servicenow Developer site and requesting a free cloud-based instance.
FR -2	Creating A Update Set	Update Sets are used in Servicenow to capture and transfer configuration changes from one instance to another. This helps to track student admission management, attendance, and other educational processes efficiently within the Servicenow platform.
FR -3	Creating A Table	Tables are used to store student records in a simple and organized manner.

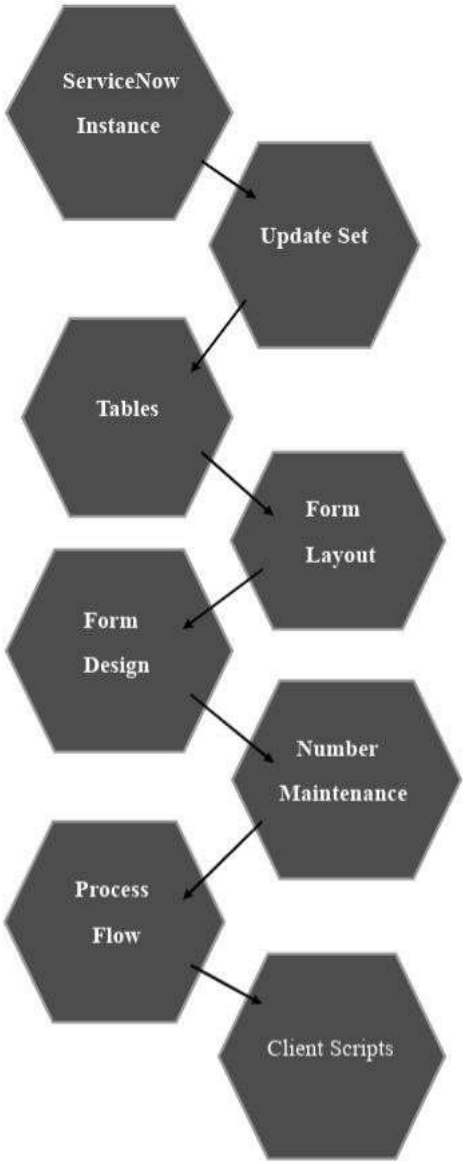
FR -4	Form Layout	Form layout enables the proper separation of student records into sections and highlights mandatory fields, ensuring organized data entry and completeness.
FR -5	Form Design	Educational organization project form design is essential for managing and displaying student, teacher, and service-related data.
FR -6	Number Maintenance	Educational organization project, this feature is used to assign and maintain unique identifiers for different records.
FR -7	Process Flow	Process Flow refers to the step-by-step sequence of tasks or actions that define how a particular function or service is carried out within the Servicenow platform. Educational organization project, process flows help automate and manage various operations like student admissions, staff onboarding, and service requests.
FR -8	Client Scripts	client scripts are used to ensure correct data entry and improve the usability of forms for students, teachers, and admins.

- **Non-Functional Requirements**

NFR No	Non-Functional Requirements	Description
NFR -1	Usability	Servicenow enhances usability in educational institutions by providing a user-friendly and efficient
		digital platform for managing various administrative and academic tasks.
NFR-2	Security	Servicenow provides a secure platform for managing sensitive data in educational institutions.
NFR-3	Reliability	Servicenow ensures high reliability for educational institutions by offering a stable, consistent, and trustworthy digital platform for managing academic and administrative operations.
NFR-4	Performance	Servicenow enhances the performance of educational organizations by optimizing administrative processes, improving response times, and ensuring efficient management of academic operations.

NFR-5	Availability	Availability refers to how consistently and reliably the Servicenow platform is accessible to users—students, faculty, and administrative staff—when needed.
NFR-6	Scalability	Scalability refers to the ability of the Servicenow platform to grow and adapt as the needs of an educational institution increase—whether in terms of users, data volume, or services.

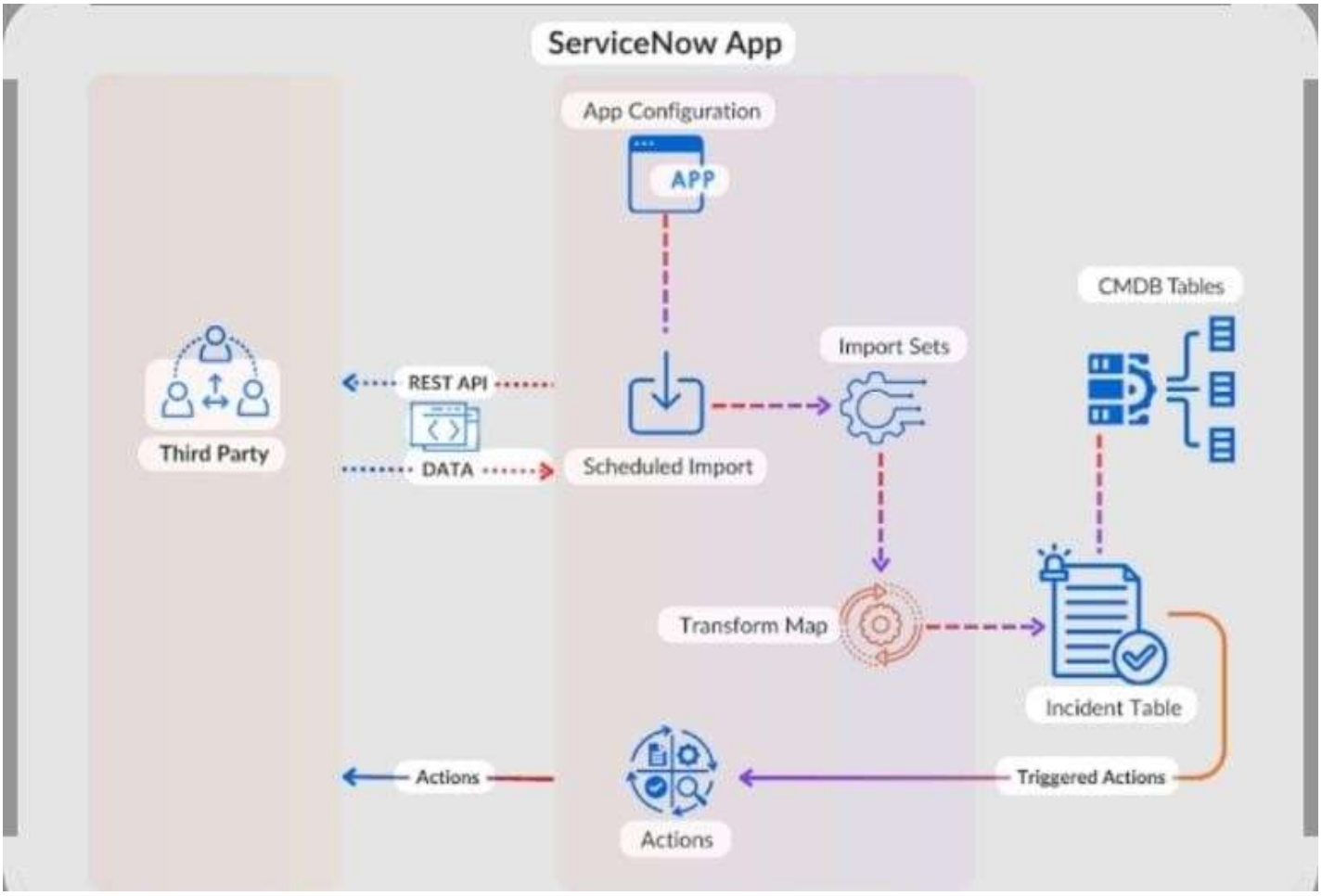
(b) Data Flow Diagram



(c) Technology Stack

A technology stack is a combination of software tools, programming languages, frameworks, and technologies used to build and run an application or project. The technology stack of Servicenow is a blend of proprietary and standard technologies that support its cloud-based, enterprise service management platform.

Architecture of Servicenow :



The architecture of Servicenow is designed as a multi-instance, cloud-based platform that ensures scalability, flexibility, and security. It is structured into several key layers, beginning with the User Interface layer, which provides users with access through web browsers, mobile apps, and service portals. The Application layer contains built-in modules like incident management, change management, and custom applications tailored to specific business or institutional needs. At the core lies the Platform layer, also known as the Now Platform, which includes the workflow engine, scripting capabilities, APIs, and automation tools that power the platform's functionality.

4. Project Planning & Scheduling

Team ID	LTVIP2026TMIDS73288
Project Name	Educational Organization Using Servicenow

Functional Requirement	User Story	No of Activity	Team Member
SERVICENOW INSTANCE	As admin, I want to create and configure a new Servicenow instance, So that I can digitize and manage processes like student admissions, attendance, and staff records efficiently.	1	Kanna Priyadarshini
UPDATE SET	As user, in an educational organization, I want to create and manage Update Sets, So that I can capture and move customizations related to student admissions, attendance tracking, and faculty management from the development instance to the testing or production instance efficiently.	1	Kondu shesikala
TABLE	As a user , I want to create a custom table to store student records,So that I can securely manage and retrieve student information such as personal details, academic history, and admission status in a structured format.	3	Dumpal Sindhu
FORM LAYOUT	As a user, I want to design a structured and user-friendly form layout for student admissions, So that admission staff can easily enter, view, and update student details in an organized and efficient manner.	1	Ummadi RamyaSree
FORM DESIGN	As a user , I want to design a customized form for student data entry and display,So that staff can efficiently input, update, and view student records with a clean, logical, and user-friendly interface.	3	Kanna Priyadarshini
NUMBER MAINTENANCE	As a user , I want to design a customized form for student data entry and display,So that staff can efficiently input, update, and view student records with a clean, logical, and user-friendly interface.	1	Kondu Shesikala
PROCESS FLOW	As a user , I want to design a clear and automated process flow for student admissions,So that all departments involved admissions, finance, academic can follow a consistent, step-by-step process and ensure timely and accurate completion of each stage.	1	Dumpal Sindhu

CLIENT SCRIPTS	As a developer , I want to create client scripts for the student admission form, So that I can enhance the user experience by automatically populating fields, validating inputs, and controlling field visibility on the client side.	6	Ummadi RamyaSree

Setting up Service	Setting up Service	× Geddapu Hyma	✓ ✗
Creating a Updat	Creating a Updat	× Geddapu Hyma	✓ ✗
Creating a Table	Creating Salesfor	× Guruvelli Krishna Kumari	✓ ✗
Creating a Table	Creating Admissic	× Guruvelli Krishna Kumari	✓ ✗
Creating a Table	Creating Student	× Guruvelli Krishna Kumari	✓ ✗
Form Layout	Configuring Table	× Chetta Tanuja	✓ ✗
Form Design	Creating Form De	× Eeti Purnima	✓ ✗
Form Design	Creating Form De	× Eeti Purnima	✓ ✗
Form Design	Creating Form De	× Eeti Purnima	✓ ✗
Number Mainten	Creating Number	× Chetta Tanuja	✓ ✗
Process Flow	Creating Process	× Chetta Tanuja	✓ ✗
Client Script	Creating "Auto po	× Gorle Mahalaxmi	✓ ✗
Client Script	Creating "Pincode	× Gorle Mahalaxmi	✓ ✗
Client Script	Creating "Disable	× Gorle Mahalaxmi	✓ ✗
Client Script	Creating "Total U	× Gorle Mahalaxmi	✓ ✗
Client Script	Creating "Result"	× Gorle Mahalaxmi	✓ ✗
Client Script	Creating "Percent	× Gorle Mahalaxmi	✓ ✗

5. Project Design

Proposed solution :

S. No	Parameters	Description
1.	Problem Statement	The Educational Management System is a comprehensive digital platform developed to streamline and automate various administrative tasks within educational institutions. It enables efficient and secure management of both student and teacher data, ensuring accuracy and easy accessibility.
2.	Solution Description	This is enables real-time tracking and service automation, allowing educational institutions to respond quickly to requests and manage resources more efficiently.
3.	Uniqueness	The uniqueness of the Educational Organization using Servicenow project lies in its ability to ensure a secure digital transformation, significantly reducing the administrative burden while enhancing accuracy, operational efficiency, and transparency in academic processes.
4.	Social Impact	The Educational Organization using Servicenow project creates a meaningful social impact by ensuring equal and timely access to academic resources and services for both students and staff, thereby promoting inclusivity and strengthening support across diverse educational communities.
5.	Business Model	Business model focused on enhancing institutional efficiency and user experience through digital transformation. The model leverages the capabilities of the Servicenow platform to deliver smart, automated solutions for core educational services.
6.	Scalability Of The Solution	This project is built on a scalable architecture that can easily adapt to the growing needs of institutions of all sizes—from small colleges to large universities or education groups with multiple campuses.

Milestone-1: Setting up Instance Purpose :

The Servicenow instance is used to digitize and streamline key administrative processes in an educational organization. It helps manage student admissions, attendance, faculty data, and service requests through automated workflows. This improves efficiency, data accuracy, and collaboration while reducing manual work and paperwork.

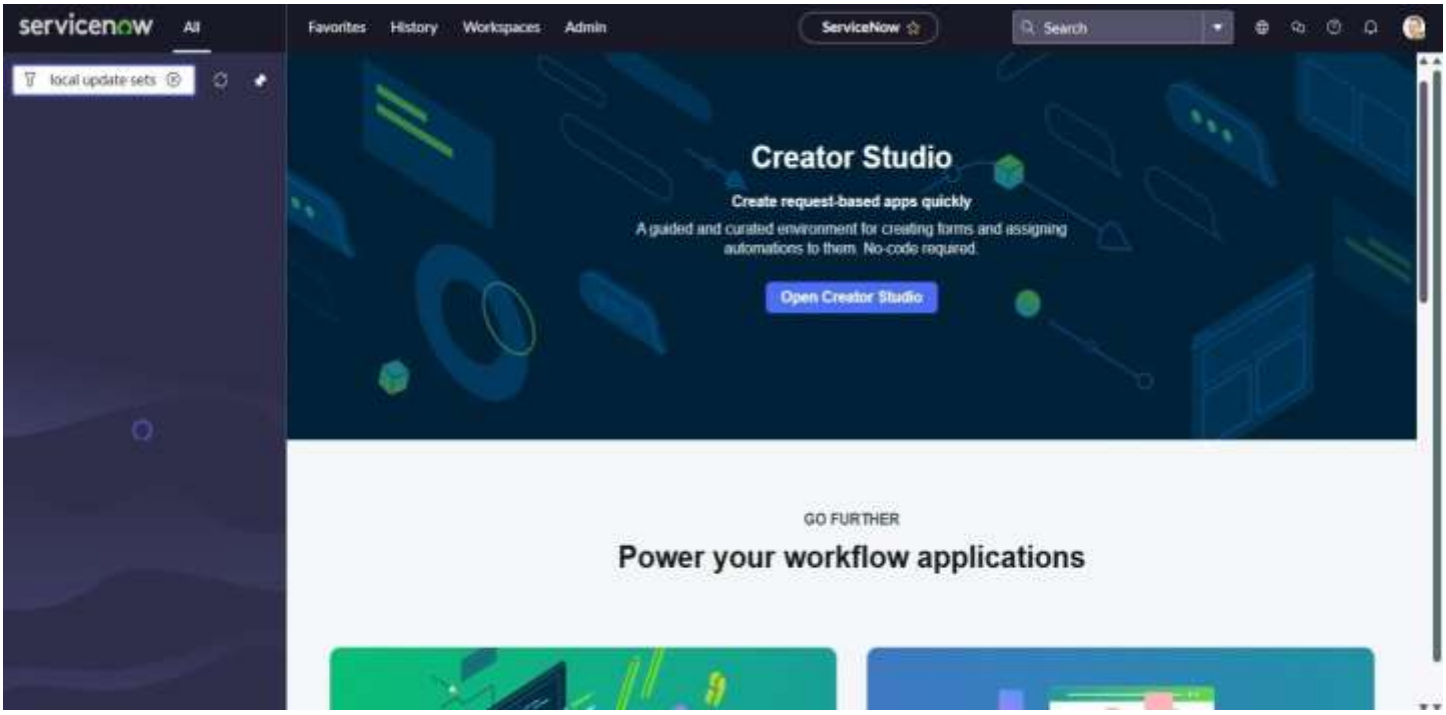
Uses :

The Servicenow instance is used to automate student admissions, track attendance, manage faculty and student records, handle service requests, and monitor academic progress.

Activity-1: Servicenow instance

Steps :

1. Sign in to your Servicenow instance with the given credentials.
2. Go to the Servicenow Developer site: developer.Servicenow.com.
3. Sign up and log in to your developer account.
4. Navigate to Personal Developer Instance.
5. Click Request Instance and submit the required details. 6. Wait for an email with your instance access link



Milestone-2: Update Set Purpose

:

Update set is used to track, manage, and migrate customizations like forms, tables, and workflows related to student admissions, attendance, and academic records. It ensures safe deployment, error-free updates, and helps maintain consistency across development and production environments.

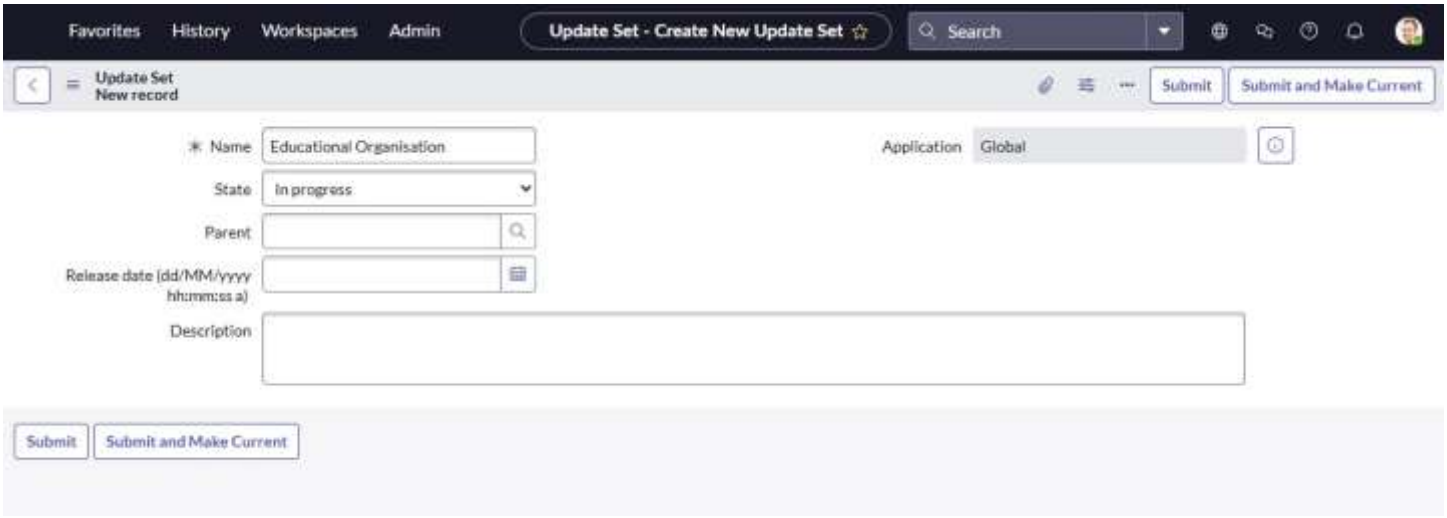
Uses :

Tracks modifications made to applications (like student admission or attendance modules), allowing rollback if needed. Once an update set is created for features like course registration or faculty evaluation, it can be reused or cloned for other departments or campuses.

Activity-1: Create update set

Steps :

1. Click on All >> Local update sets
2. Click on new



3. Enter the Details Name: Educational Organisation
4. Click on Submit and make Current.

Milestone-3: Table

Purpose :

Tables are used to store and organize data such as student records, faculty details, attendance, admissions, and academic progress. They help in centralizing information, enabling easy access, retrieval, and management of educational data within the Servicenow platform.

Uses :

Store and organize structured data ,Allow easy retrieval and filtering , Enable data relationships across systems , Support report generation , Help in process automation , Maintain data accuracy and integrity

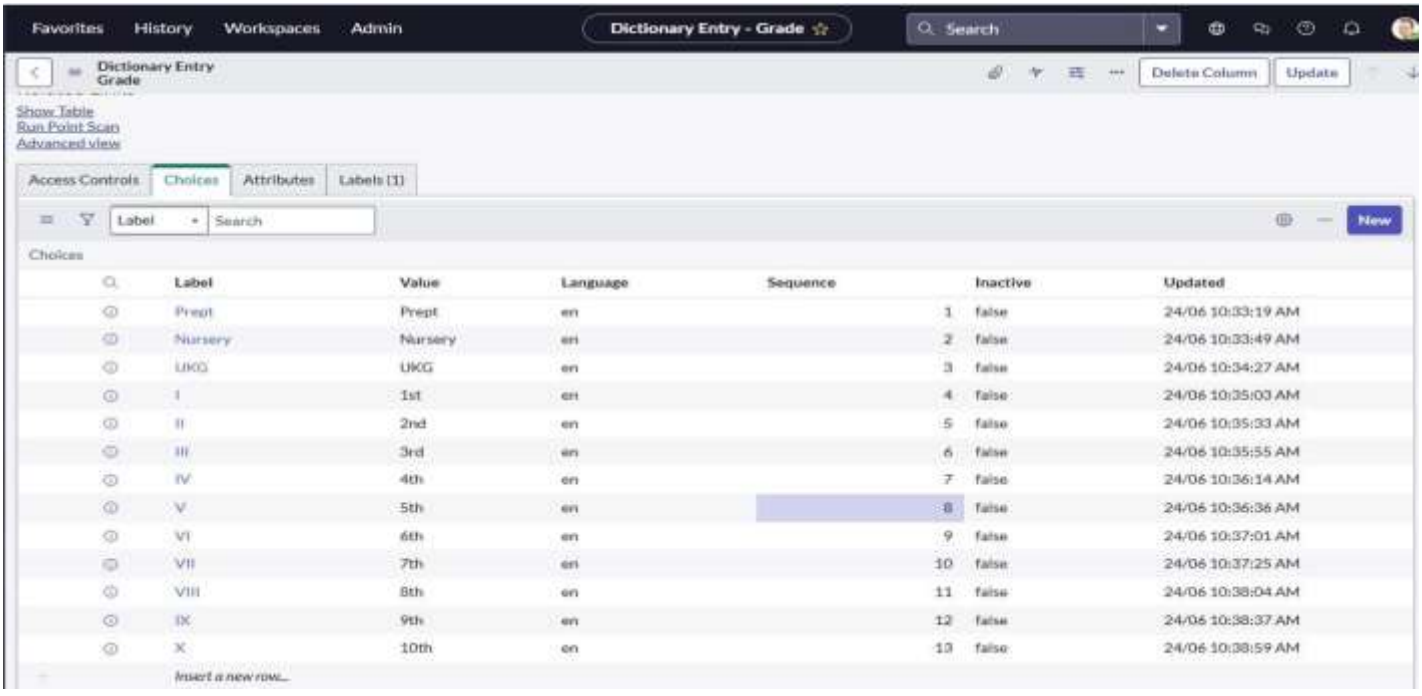
Activity-1: Creating Salesforce Table.

1. All >> Tables. 2.
Click on new
3. Enter the Label Salesforce double Click on Name it will Automatically generate Api name.

4. Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark <<Give Type as given .

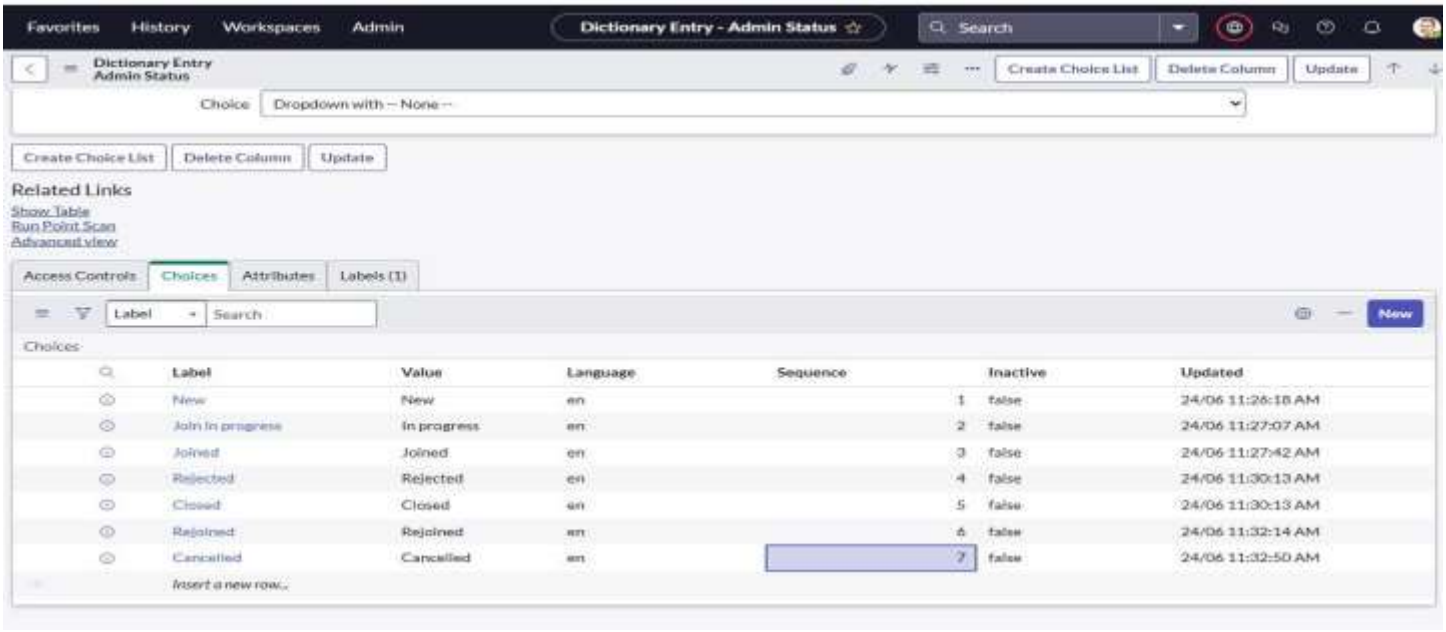
5. Click on controls >> Enable Extensible.
6. Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

7. Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.

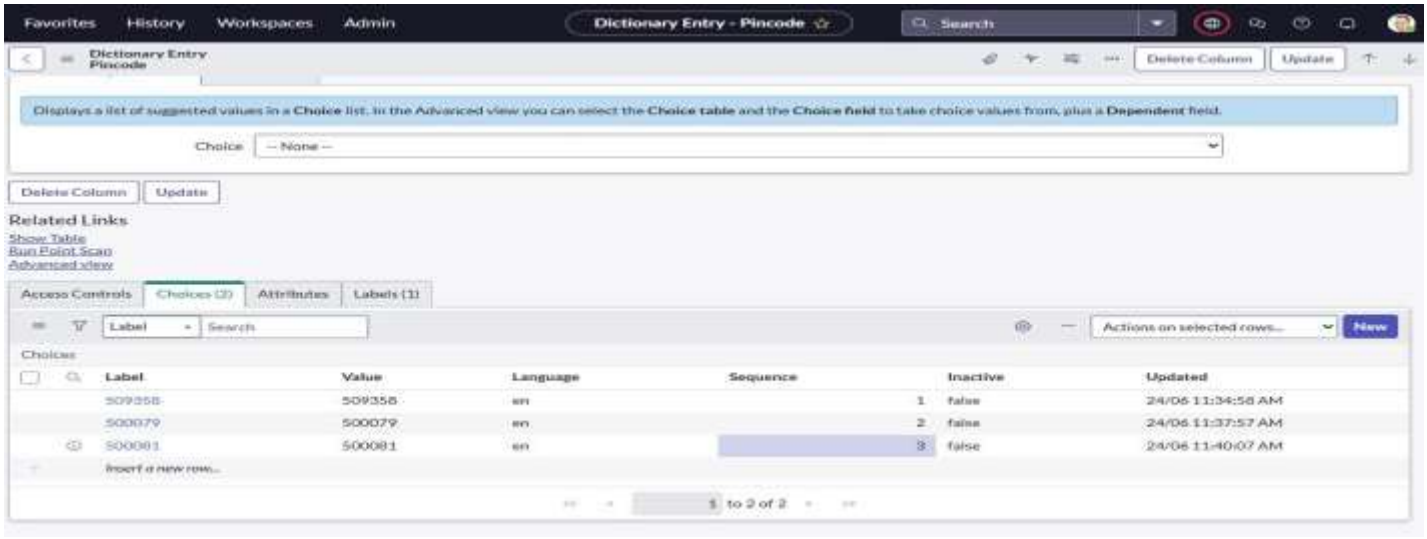


Activity-2: Creating Admission Table

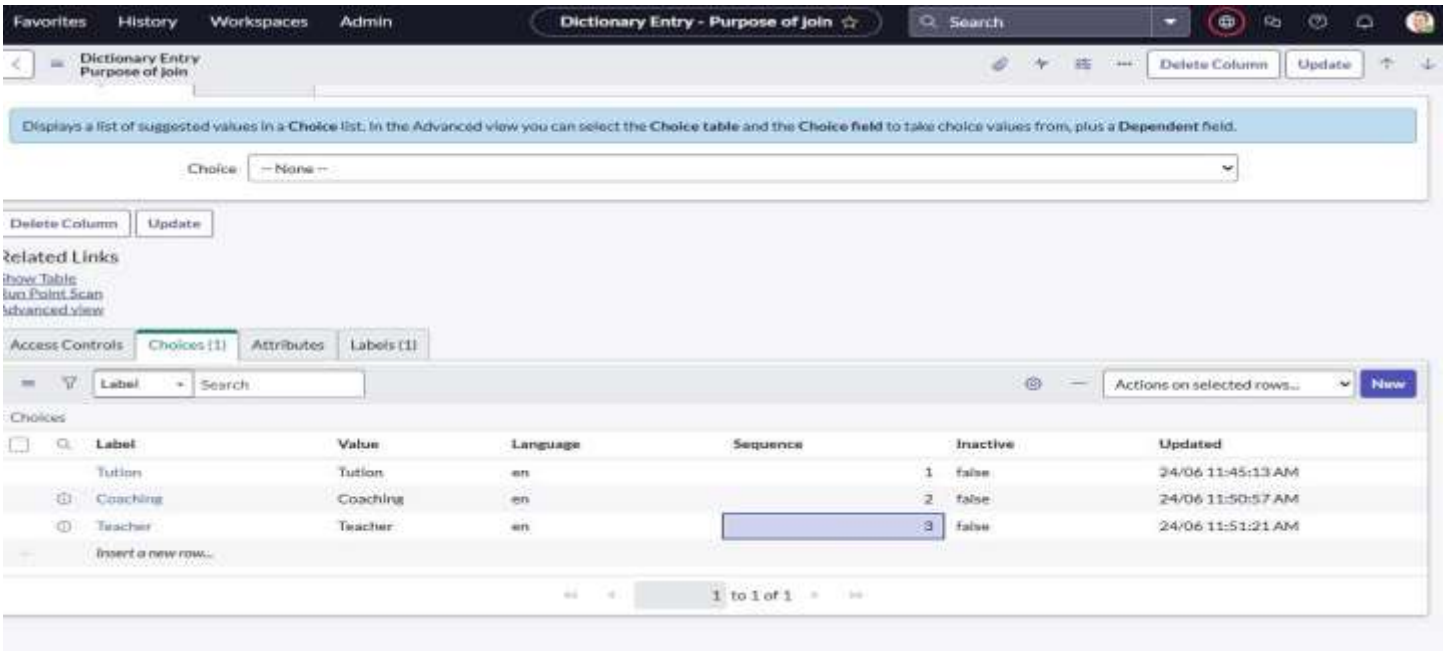
1. Create an Admission Table with Columns given.
2. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
3. Create Fields as shown
4. Create choice for Admin Status as



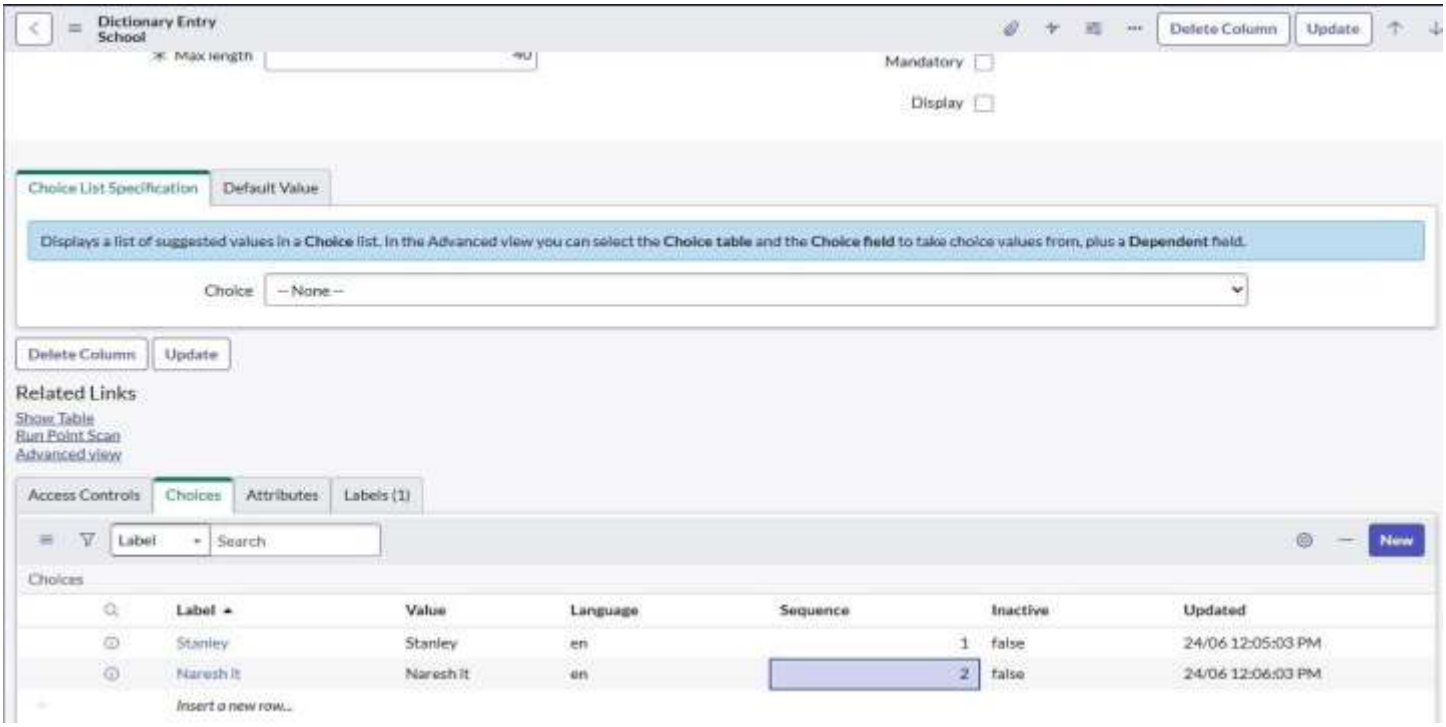
5. Create choice for Pincode as



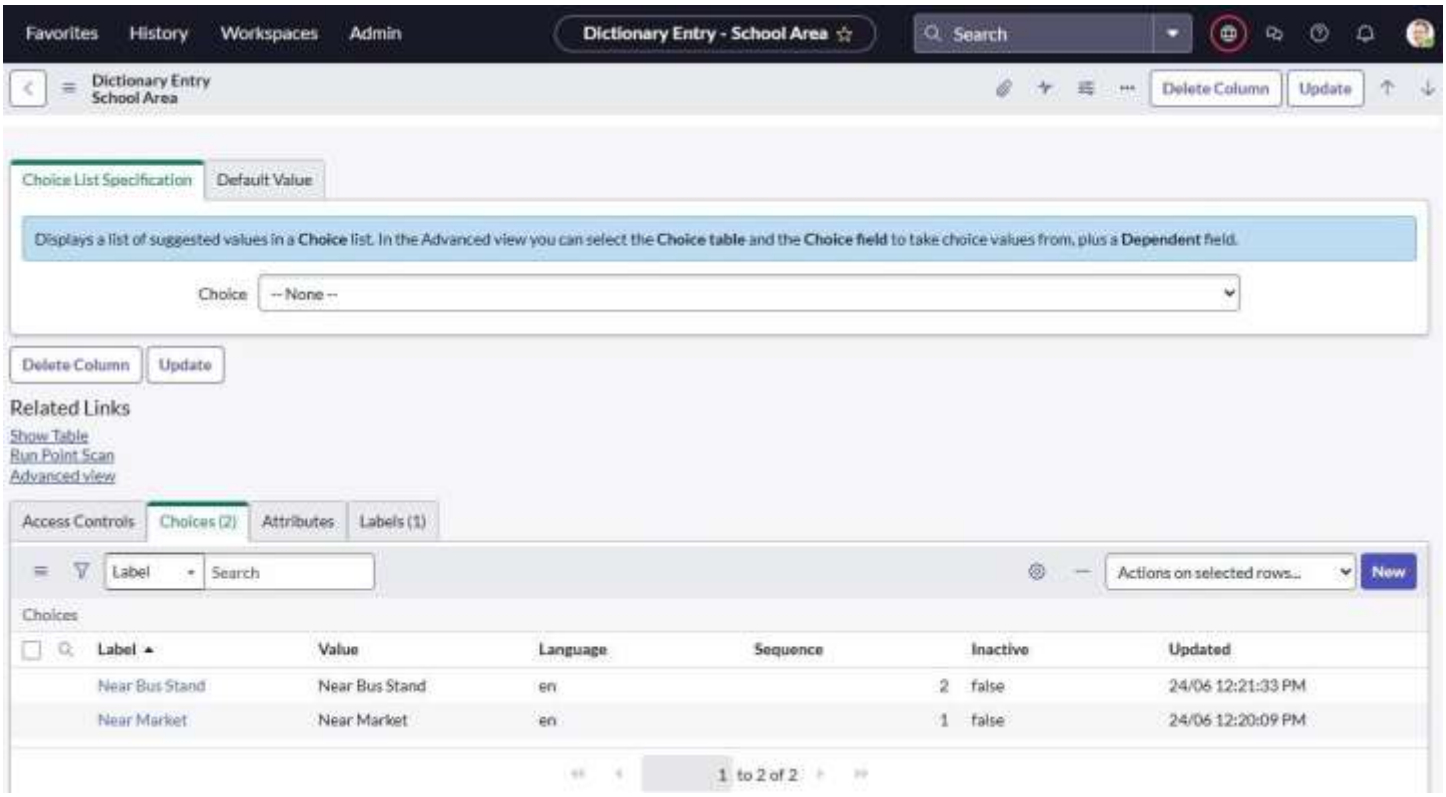
6. Create choice for purpose of join



7. Create choice for school



8. Create choice for school area



Activity-3: Creating Student Progress Table

1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. Create Fields as show

Milestone-4: Form Layout

Purpose:

Form Layout is used to organize and display fields in a structured way on forms. It helps educational institutions separate student and faculty data, show important details clearly, and improve data entry and user experience.

Uses :

Organizes form fields for better clarity , Separates student, faculty, and admin data sections , Highlights mandatory fields for accurate data entry , Improves user experience and efficiency, Supports customized views for different users.

Acivity-1: Table form for Student Progress Table

1. In the Student Progress Table Page , Click on Layout form.

2. Click on Admission Number [+].
3. Select below Admission Number fields in Available side and send it to selected side as below >> save.

Milestone-5: Form Design

Purpose :

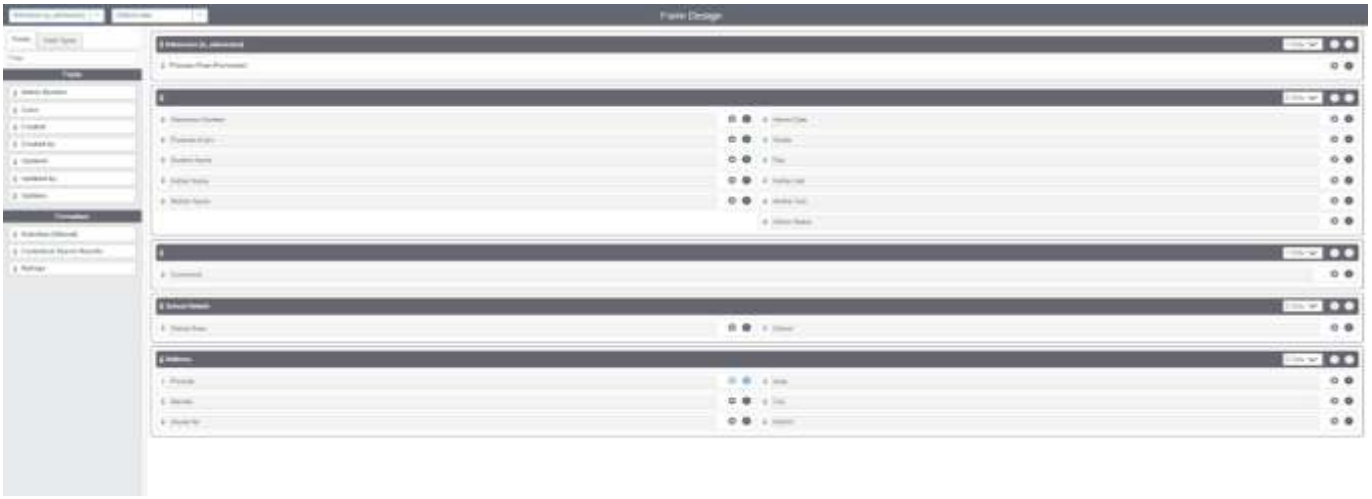
Form Design is used to customize the appearance and structure of forms to suit the institution's needs. It helps in displaying relevant fields, improving data accuracy, and creating user-friendly interfaces for managing student, faculty, and academic records.

Activity-1: Form design for salesforce table

1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .
3. Right Click on top Toggle >> Configure >> Form Design.
4. In drop down select Salesforce(u_salesforce)
5. Drag and drop the fields to the left side as below.

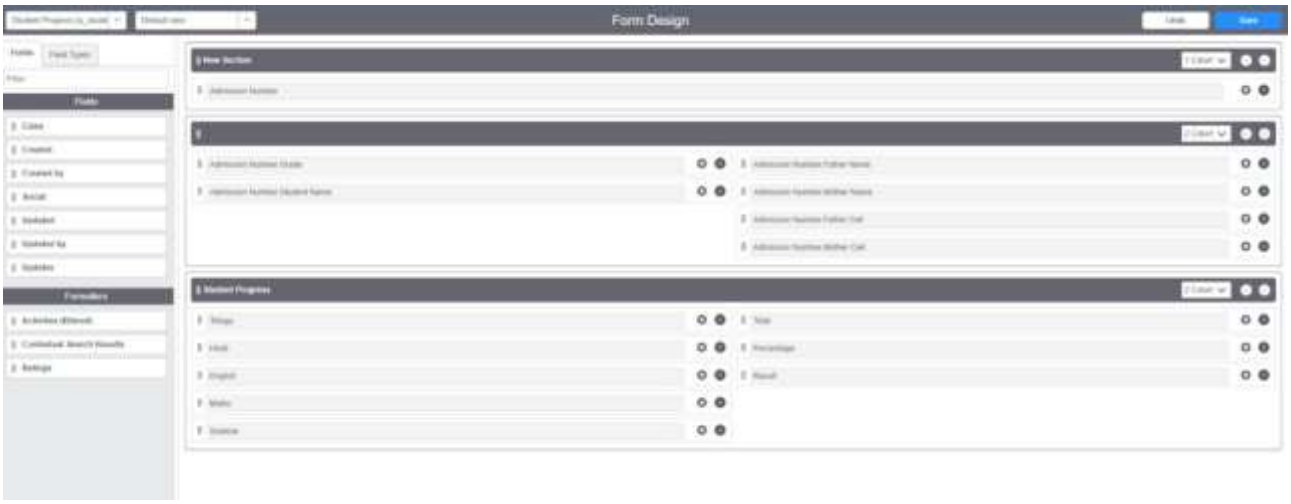
Activity-2: Form Design for Admission Table

1. Follow the same steps as Activity1,Configure the fields as below and Save.



Activity-3: Form Design for Student progress Table

1. Follow the same steps as Activity1,Configure the fields as below and Save.



Milestone-6: Number Maintenance Purpose

:

Number Maintenance is used to automatically generate unique identification numbers for records like student IDs, admission forms, and attendance entries. It ensures consistency, avoids duplication, and helps in easily tracking and managing records.

Uses :

Generates unique IDs for students, staff, and records, Prevents duplication of entries, Helps in tracking records efficiently, Maintains consistency across forms and module, Supports automated record creation for processes like admissions and attendance

Activity-1: Number Maintenance for Admin Number

1. All >> Number Maintenance >> New
2. Fill the details >> Submit

Milestone-7 : Process Flow

Activity-1 : Create flow

1. All >> Process Flow>> New
2. Fill the Details as given Below
3. Right Click on toggle and click on the save .
4. Replace the Name and Label as below and click on Insert on stay.
5. Replace the Name and Label in order and click on Insert on stay. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
6. Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone-8: Client Scripts

Purpose :

Client Scripts are used to run custom code on the client side (browser) to enhance form behavior. They help in validating data, auto-filling fields, and improving user interaction in real-time without needing a server request.

Uses :

Validate form data before submission, Show/hide fields dynamically , Auto-fill or modify fields based on user input , Improve user experience with real-time responses , Reduce server load by handling logic on the client side

Activity-1: Auto populate Client Scripts for Admission Table

1. All >> Client Scripts >> New.

2. Fill the Details as given

3. Write the Code as given, Enable Isolate script and Save.

```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
If (isLoading || newValue === ‘’) {
Return;
}
//Type appropriate comment here, and begin script below
Var a = g_form.getReference(‘u_admission_number’);
G_form.setValue(‘u_admin_date’,a.u_admin_date);
G_form.setValue(‘u_grade’,a.u_grade);
G_form.setValue(‘u_student_name’,a.u_student_name);
G_form.setValue(‘u_father_name’,a.u_father_name);
G_form.setValue(‘u_mother_name’,a.u_mother_name);
G_form.setValue(‘u_father_cell’,a.u_father_cell);
G_form.setValue(‘u_mother_cell’,a.u_mother_cell);
G_form.setDisabled(‘u_admin_date’,a.u_admin_date);
G_form.setDisabled(‘u_grade’,a.u_grade);
```

G_form.setDisabled('u_student_name',a.u_student_name);

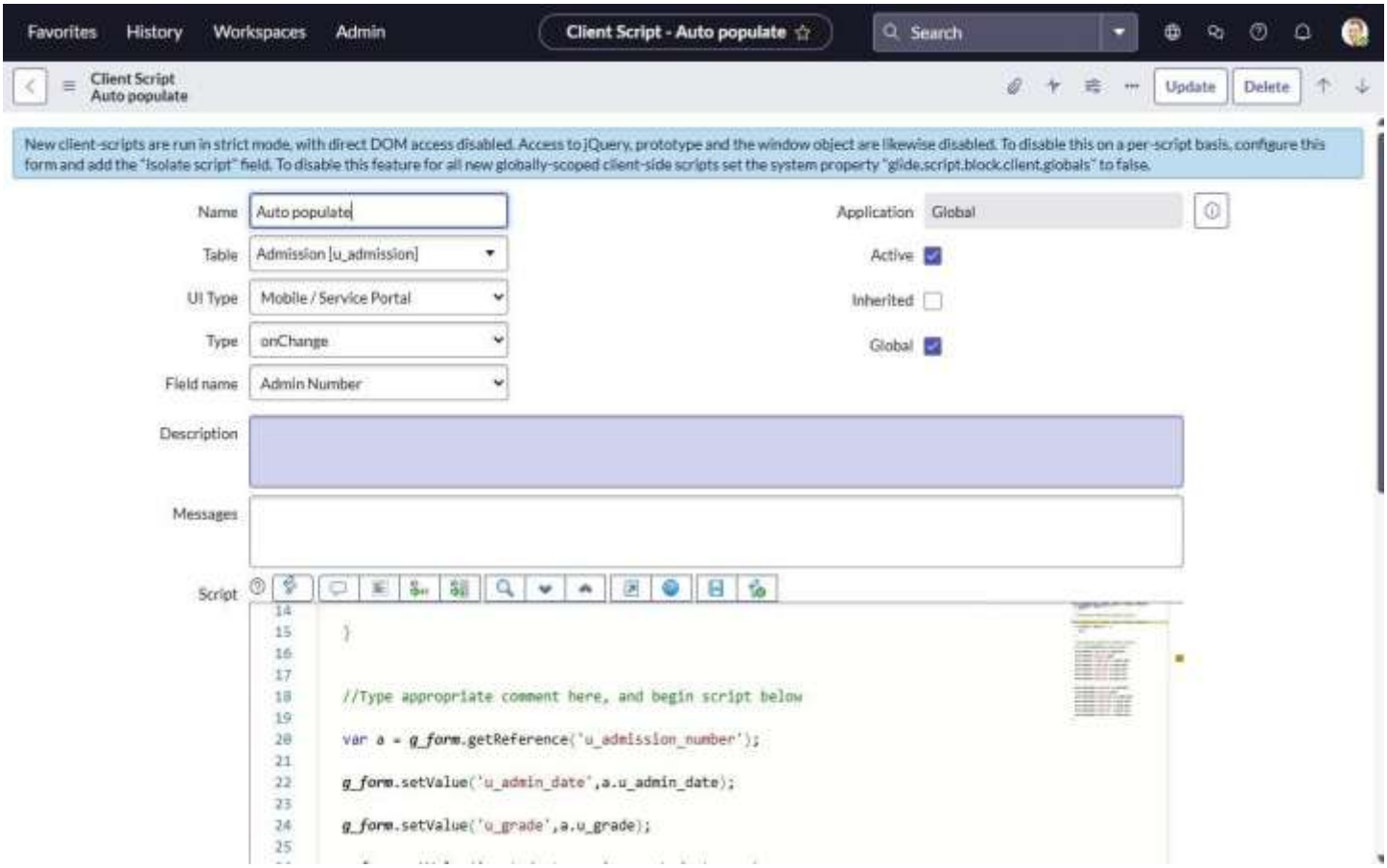
G_form.setDisabled('u_father_name',a.u_father_name);

G_form.setDisabled('u_mother_name',a.u_mother_name);

G_form.setDisabled('u_father_cell',a.u_father_cell);

G_form.setDisabled('u_mother_cell',a.u_mother_cell);

}



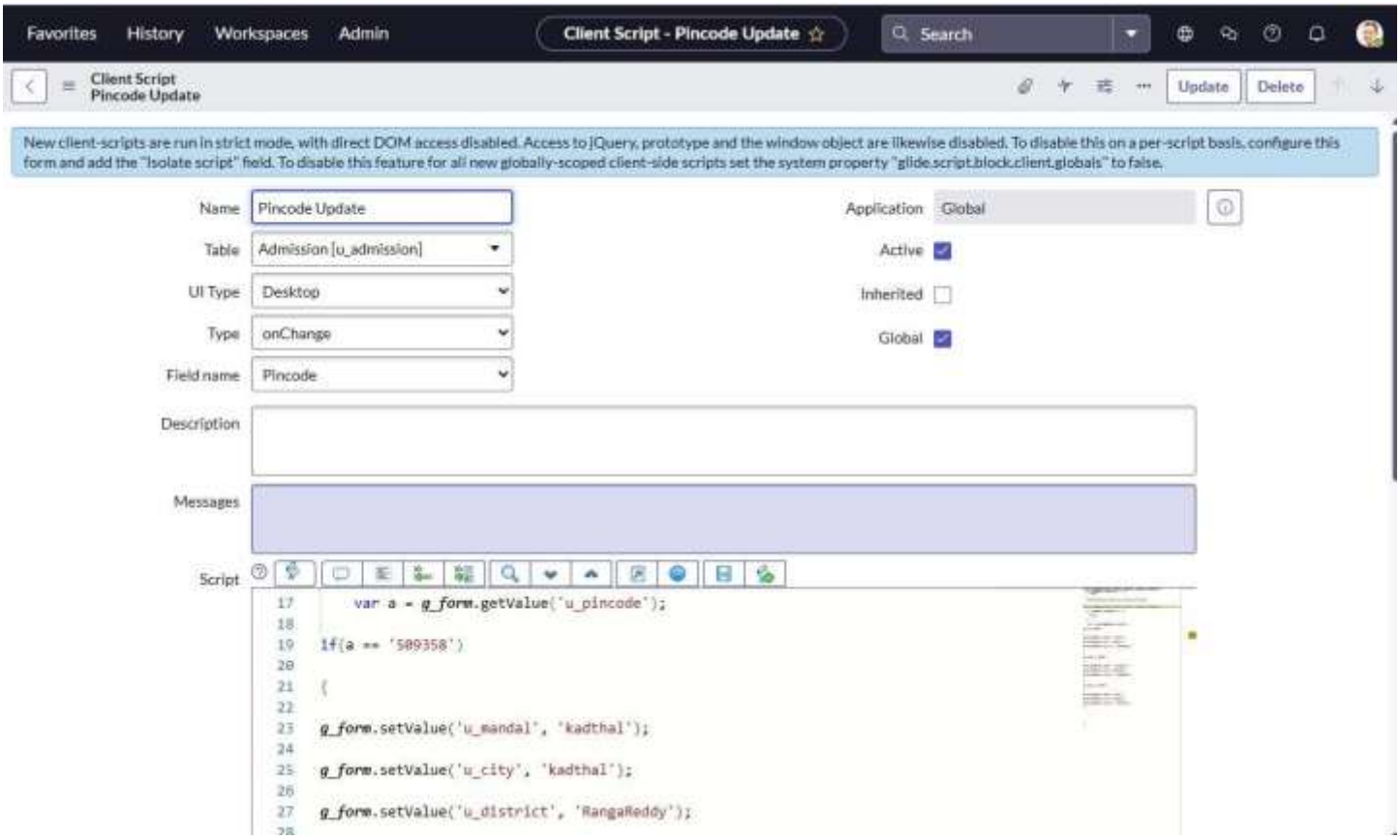
Activity-2: Pincode Update Client Scripts for Admission

Table

1. Fill the Details as given.
2. Write the Code as given, Enable Isolate script and Save.

```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
If (isLoading || newValue === ‘’) {
Return ;
}
Var a = g_form.getValue(‘u_pincode’);
If(a == ‘509358’)
{
G_form.setValue(‘u_mandal’, ‘kadthal’);
G_form.setValue(‘u_city’, ‘kadthal’)
G_form.setValue(‘u_district’, ‘RangaReddy’);
}
Else if(a == ‘500081’)
{
G_form.setValue(‘u_mandal’, ‘karmanghat’);
G_form.setValue(‘u_city’, ‘karmanghat’);
G_form.setValue(‘u_district’, ‘RangaReddy’);
}
Else if(a == ‘500079’)
{
G_form.setValue(‘u_mandal’, ‘Abids’);
G_form.setValue(‘u_city’, ‘AsifNagar’);
G_form.setValue(‘u_district’, ‘Hyderabad’);
}
//Type appropriate comment here, and begin script below
```

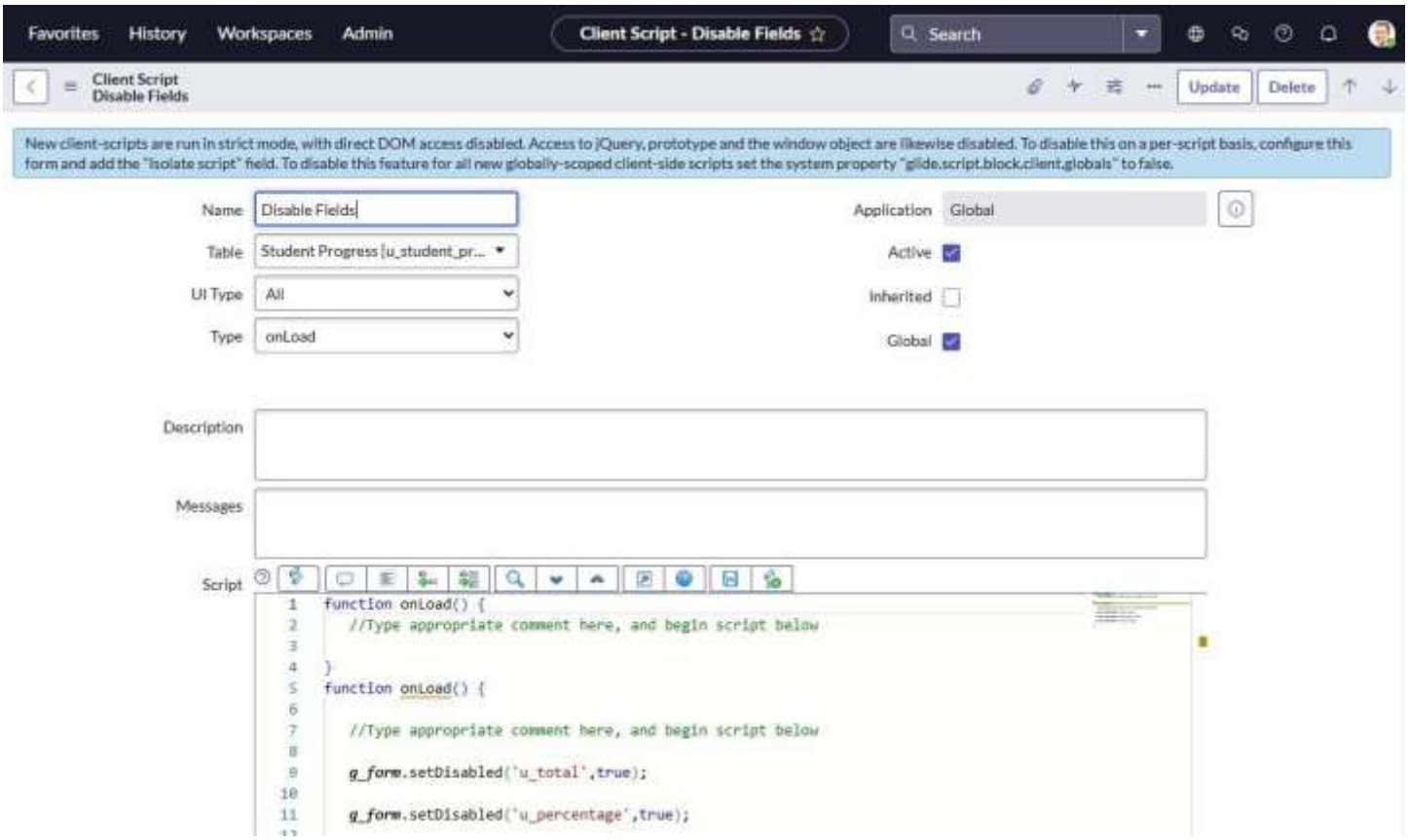
}



Activity-3 :Disable Fields Client Scripts for Student progress Table

1. Fill the Details as given.
2. Write the Code as given, Enable Isolate script and Save.

```
    Function onLoad() {
  //Type appropriate comment here, and begin script below
  G_form.setDisabled(‘u_total’,true);
  G_form.setDisabled(‘u_percentage’,true);
  G_form.setDisabled(‘u_result’,true);
}
```



Activity-4: Total Update Client Scripts for Student progress Table

1. Fill the Details as given.
2. Write the Code as given, Enable Isolate script and Save.

```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
        If (isLoading || newValue === ‘’) {
         Return;
          }
        //Type appropriate comment here, and begin script below
       If (newValue){
      Var a = parseInt(g_form.getValue(‘u_telugu’));
     Var b = parseInt(g_form.getValue(‘u_hindi’));
     Var c = parseInt(g_form.getValue(‘u_english’));
     Var d = parseInt(g_form.getValue(‘u_maths’));
```

Var e = parseInt(g_form.getValue('u_science'));

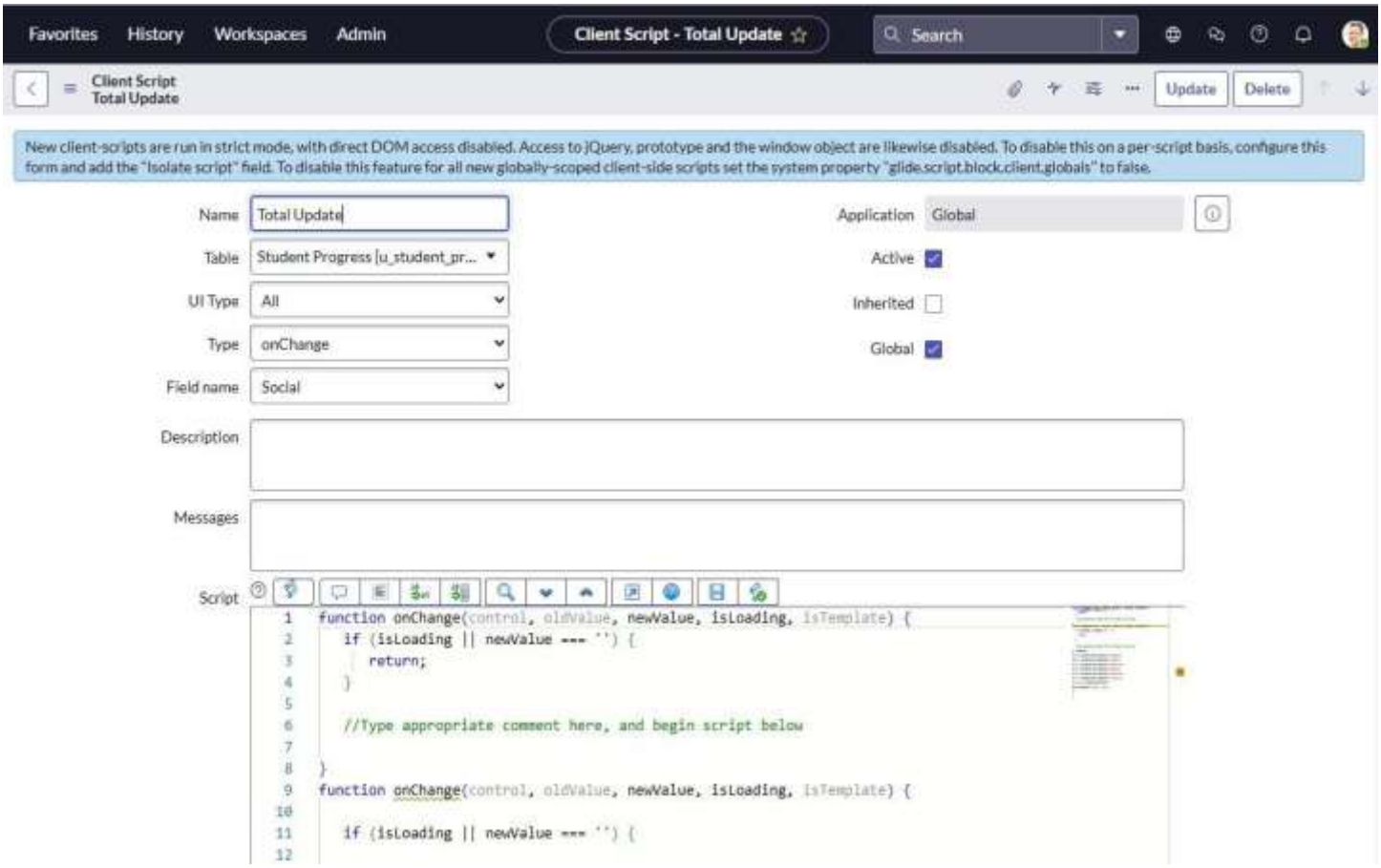
Var f = parseInt(g_form.getValue('u_social'));

Var Total = parseInt(a+b+c+d+e+f);

G_form.setValue('u_total', Total);

}

}

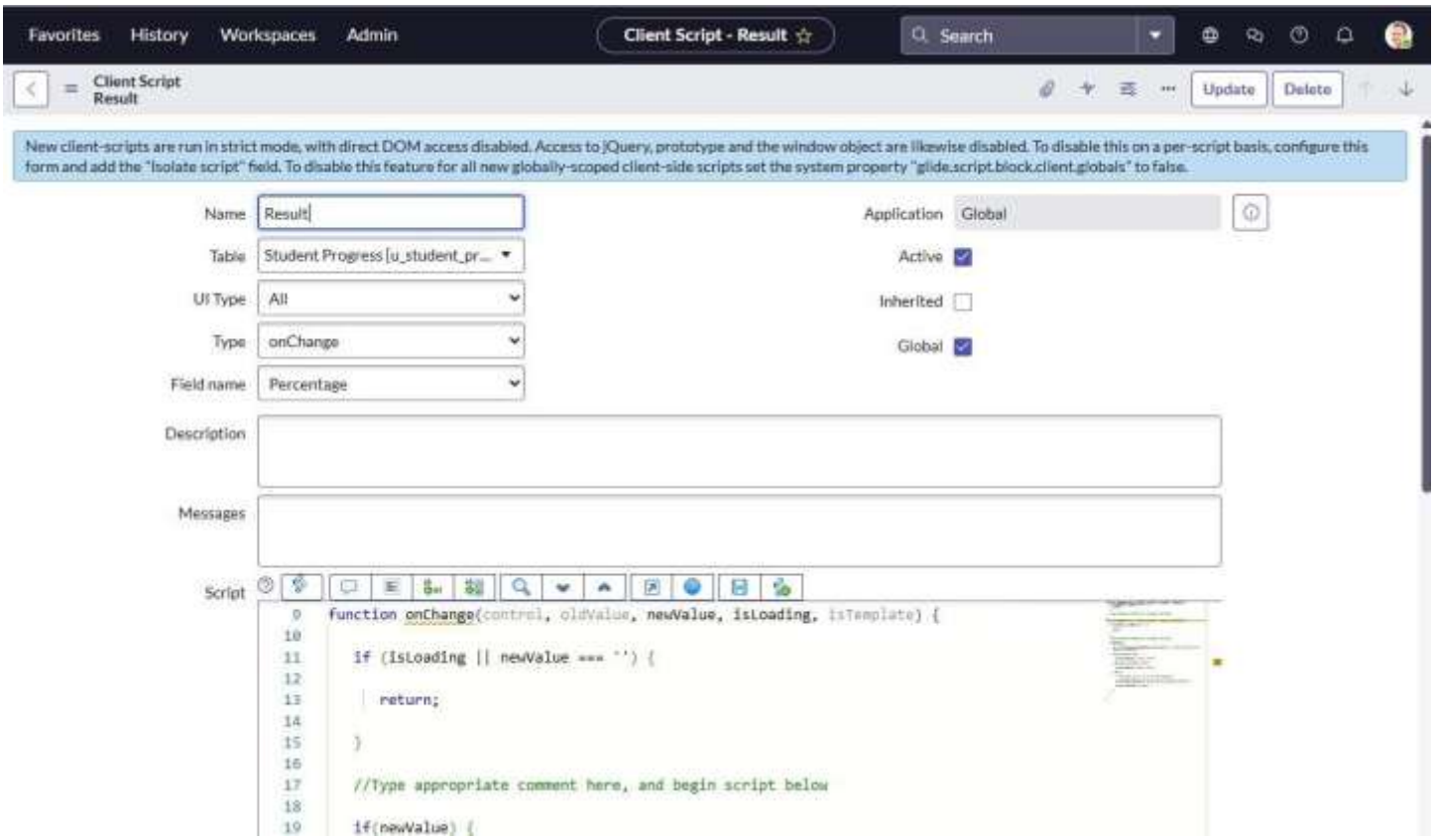


Activity-5: Result Client Scripts for Student progress Table

1. Fill the Details as given.
2. Write the Code as given, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) { if (isLoading || newValue === '') { return; }

```
//Type appropriate comment here, and begin script below if(newValue) {
var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer
for comparison if(a >= 0 && a <= 59){
g_form.setValue('u_result','Fail');
} else if(a >= 60 && a <= 100) { g_form.setValue('u_result','Pass');
} else {
// Handle the case if a is out of range (optional)
g_form.addErrorMessage('Percentage should be between 0 and 100.');
g_form.clearValue('u_result');
}
}
}
```



Activity-6: Percentage Client Scripts for Student progress Table

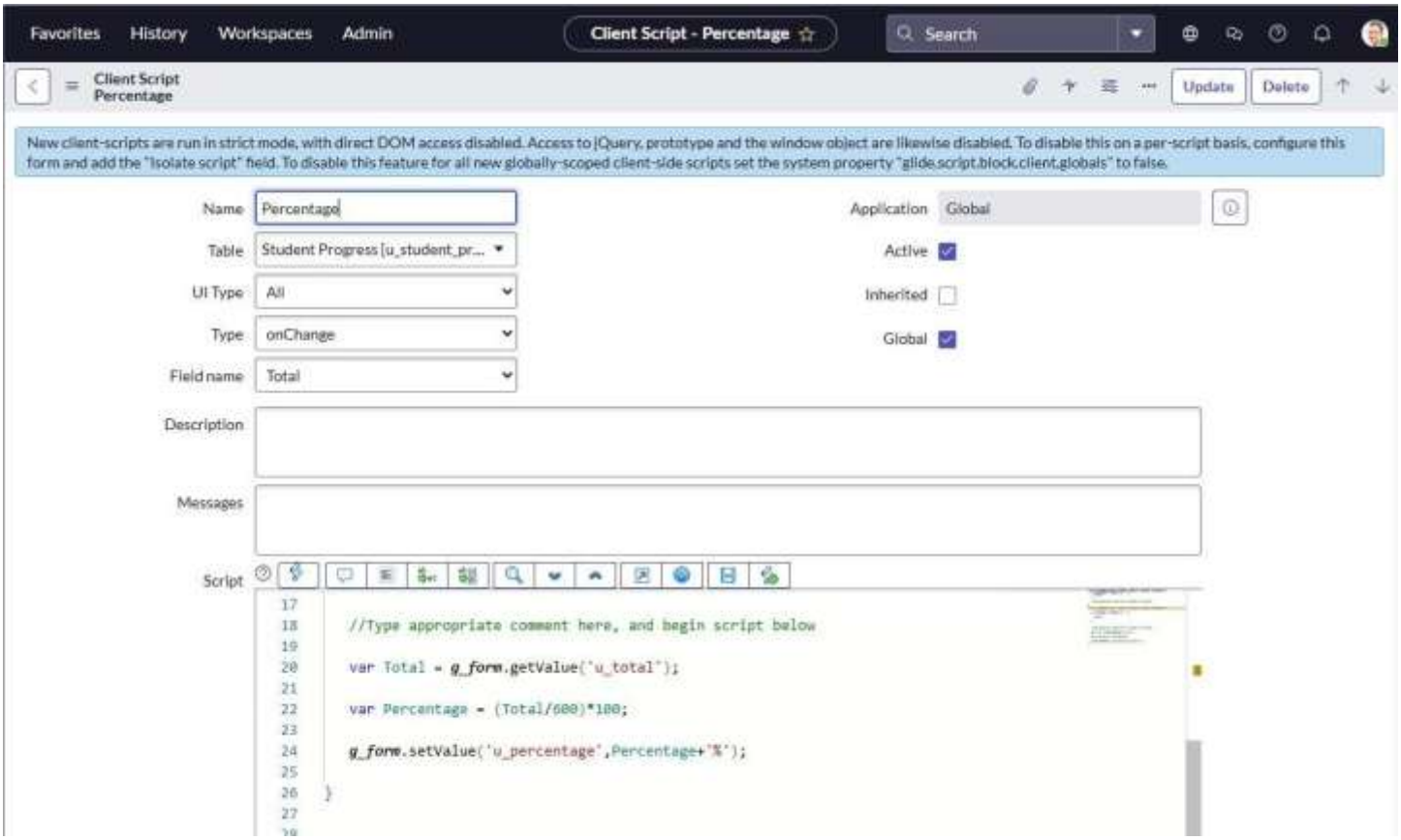
1. Fill the Details as given.
2. Write the Code as given, Enable Isolate script and Save.

```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  If (isLoading || newValue === ‘’) {

  Return;

  }
  //Type appropriate comment here, and begin script below
  Var Total = g_form.getValue(‘u_total’);
  Var Percentage = (Total/600)*100;
  G_form.setValue(‘u_percentage’,Percentage+’%’);

}
```



6. Functional And Performance Testing

Milestone-5 : Testing

Activity -1: Testing Salesforce table form design

Steps :

1. Go to all search for tables
2. Select tables under system security
3. In the label search for Salesforce table
4. Open the salesforce table
5. In the related links , click on show form 6. Fill the details and click on submit.

Milestone-7 : Testing Activity -1: Testing Admission table process flow

Steps :

1. Go to all search for tables
2. Select tables under system security
3. In the label search for Admission table 4. Open the Admission table
5. In the related links, click on show form
6. Fill the details and click on submit.

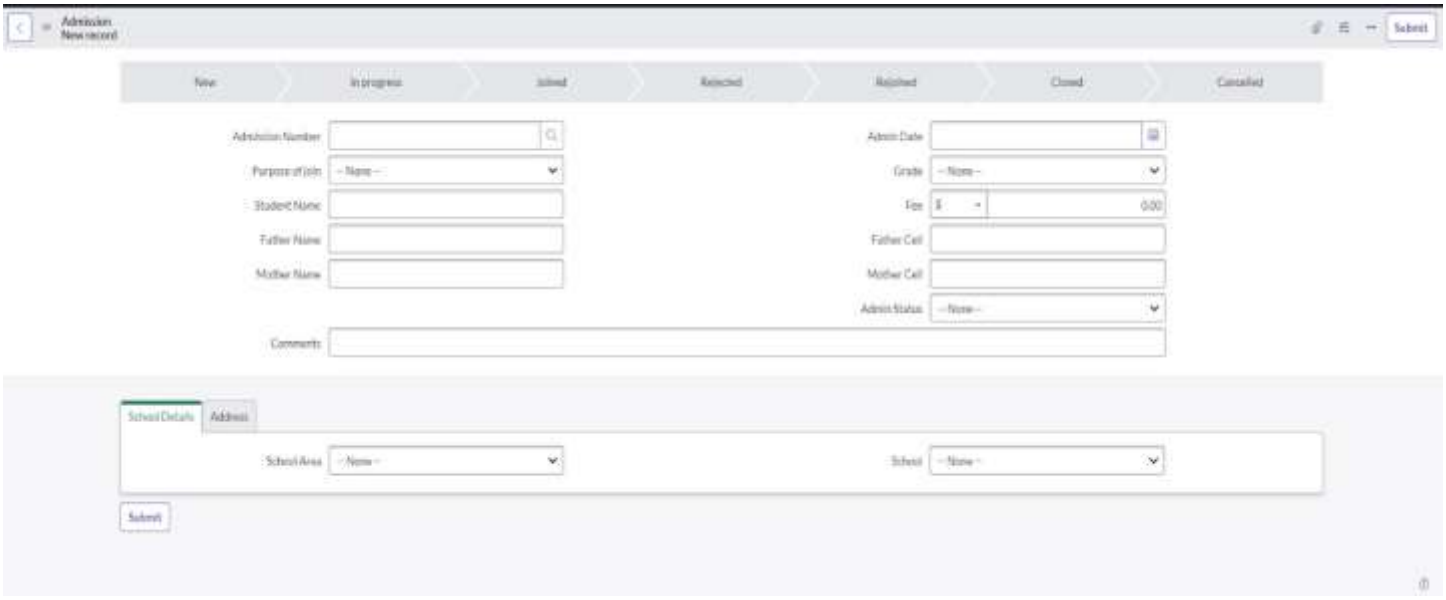
Milestone-5 : Testing Activity- 3: Testing Student progress table form design

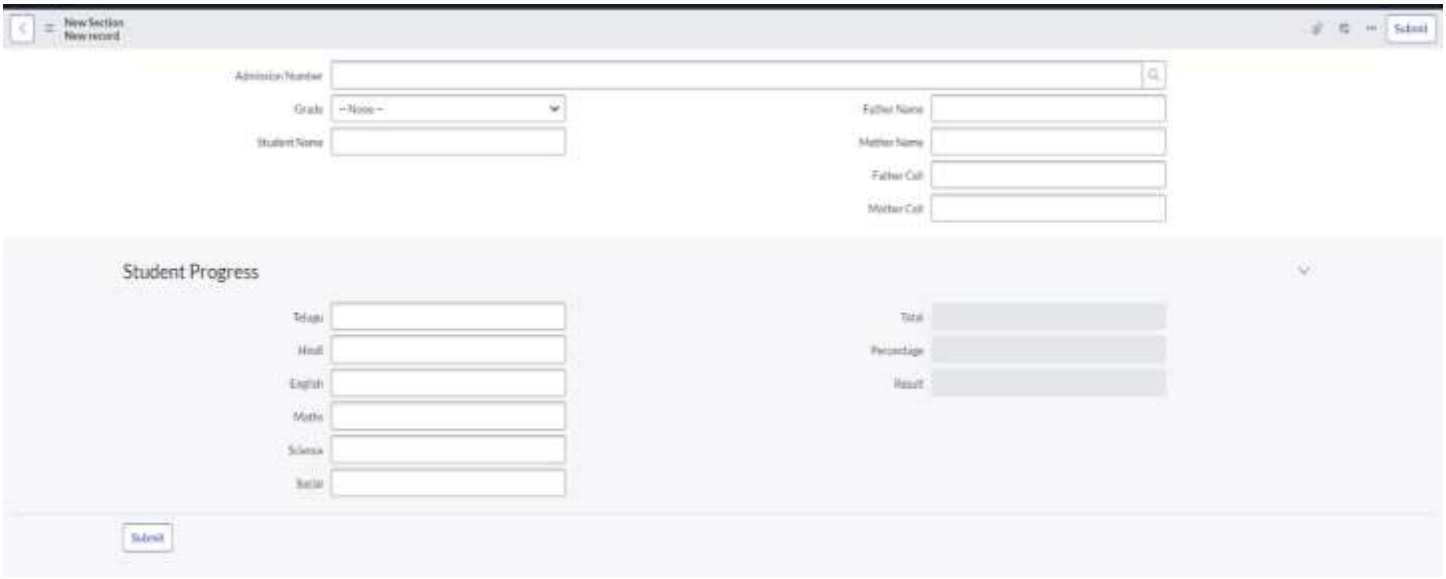
Steps :

1. Go to all search for tables
2. Select tables under system security
3. In the label search for Student progress table
4. Open the Student progress table
5. In the related links, click on show form
6. Fill the details and click on submit.

Result :


Salesforce
New record
Submit
Admin Number
SAL0001078
Admin Date
Grade
-- None --
Student Name
Father Name
Mother Name
Mother Cell
Father Cell
Submit


Admission
New record
Submit
New
In progress
Solved
Rejected
Reopened
Closed
Cancelled
Admission Number
Purpose of Join
-- None --
Student Name
Father Name
Mother Name
Comments
Admin Date
Grade
-- None --
Fee
$
0.00
Father Cell
Mother Cell
Admin Status
-- None --
School Details
Address
School Area
-- None --
School
-- None --
Submit



7. Advantages & Disadvantages

Advantages of the project :

- This project simplifies and enhances the efficient management of student and teacher data through centralized and automated workflows.
- It simplifies the student admission process by automating and streamlining each step, from application to enrollment.
- All student, faculty, and institutional data is stored accurately and securely.
- Minimizes physical documentation and promotes a paperless environment.
- It helps track student attendance and monitor their academic progress effectively.

Disadvantages of the project :

- Entering records into the system requires a stable internet connection within the educational institution.

- Sensitive data could be at risk if access controls and encryption are not properly managed.
- Consistent system updates and maintenance are necessary to keep the platform running efficiently.
- Updating multiple student and faculty records can take considerable time, especially when dealing with large volumes of data.

8. Conclusion

The implementation of Servicenow in an educational organization significantly improves the overall efficiency, accuracy, and transparency of institutional processes. By automating workflows such as student admissions, attendance tracking, academic record management, and administrative operations, the platform reduces manual effort and paperwork. It centralizes student, faculty, and administrative data in a secure and scalable environment, enabling faster decisionmaking and better service delivery. Overall, the project demonstrates how Servicenow can transform traditional educational systems into smart, digital-first institutions that support improved student and staff experiences. This project is designed specifically for educational institutions to support their digital transformation. It helps in implementing efficient processes and ensures access to secure and accurate data. It supports an efficient way of managing educational institution records. It helps in tracking student admission status, attendance, and academic progress.

Servicenow also enhances user satisfaction by offering self-service options and streamlined request handling, allowing students and staff to interact with the system more independently and efficiently. This improvement in service delivery fosters a more responsive, student-centered learning environment. One of the key outcomes of this project is the reduction in manual and repetitive tasks, which are traditionally prone to delays and errors. By introducing automation and workflow-driven operations, the platform significantly minimizes the need for physical documentation, reduces human errors, and accelerates the processing of records and requests. This results in time savings and allows faculty and administrative staff to focus more on academic and strategic responsibilities.

This project successfully illustrates how Servicenow can be leveraged to drive digital transformation in the education sector. It empowers institutions to manage their operations with greater precision, accountability,

and agility. By aligning IT services with academic goals, Servicenow plays a vital role in enhancing the quality of education, improving resource utilization, and preparing educational organizations to meet the evolving needs of students and society in a rapidly digitizing world.