

# Service Now Project Documentation

## Introduction

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

○ **Team Members:**

- i. Kanna Priyadarshini – ServiceNow Developer
- ii. Kondu Shesikala – Workflow & Logic Engineer
- iii. Dumpal SindhuTesting & Validation Engineer
- iv. Ummadi RamyaSree– Research & Presentation Coordinator

## 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

Student Progress:  
New record.

Admission Number	Grade	Student Name	Father Name
	—None—		
			Mother Name
			Father Cell
			Mother Cell

Student Progress:

Total	Percentage
Result	

Subject Scores:

Telugu	Hindi	English	Maths	Science	Social

servicenow All Favorites History Workspaces Admission - Create SAL0001012

Admission:  
New record.

Admission Number	Admin Date
Purpose of join	Grade
Student Name	Fee
Father Name	Father Cell
Mother Name	Mother Cell
Comments	Admis Status

School Details

Pincode	Area
Postal	City
House No	District

The screenshot shows a ServiceNow interface for creating a new record. The title bar indicates it's a 'Salesforce - Create SALD001013' record. The form has two columns of fields:

Admin Number		Father Name	
Admin Date		Mother Name	
Grade	—None—	Father Cell	
Student Name		Mother Cell	

At the bottom left is a 'Submit' button.

## 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

