

Project Design Phase

Proposed Solution

Date	1 November 2025
Team ID	NM2025TMID03847
Project Name	Educational Organisation using Service Now
Maximum Marks	2 Marks

Proposed Solution Template

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Educational institutions face inefficiencies due to manual data handling, fragmented workflows, and lack of centralized tracking systems.
2.	Idea / Solution Description	A ServiceNow-based system is proposed to automate admissions, centralize student/teacher data, and enable dynamic academic tracking.
3.	Novelty / Uniqueness	The solution uses native ServiceNow scripting and form logic to create a fully integrated educational management system without external plugins.
4.	Social Impact / Customer Satisfaction	Enhances transparency, reduces administrative workload, and improves student and teacher satisfaction through real-time data access.
5.	Business Model (Revenue Model)	While not directly monetized, the solution reduces operational costs, improves data accuracy, and supports scalable digital transformation.

6.	Scalability of the Solution	Can be extended to include exam scheduling, attendance tracking, and parent communication modules. Easily adaptable for multiple institutions.
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Conclusion

The project *Educational Organisation using ServiceNow* addresses key inefficiencies in educational administration by automating admissions, centralizing data, and enabling real-time academic tracking. Through intuitive form design, backend scripting, and workflow automation, the solution improves operational efficiency, reduces errors, and enhances stakeholder satisfaction. Its scalable architecture ensures long-term adaptability across diverse educational environments.

Solution Description

This solution leverages ServiceNow to build three core modules: Salesforce Table, Admission Table, and Student Progress Table. Automation scripts handle admission number generation, pincode-based location detection, and academic performance calculations. Custom forms and workflows guide users through each process step, ensuring clarity and consistency. The system is designed to be plugin-free, secure, and responsive to real-world educational needs.