

ServiceNow

Project Documentation format

1 Introduction

• **Project Title:** Educational Organisation Using ServiceNow – Educational Management System

• **Team Members:**

- Project Lead – Responsible for overall design and coordination
 - ServiceNow Developer – Workflow & module implementation
 - UI/Portal Designer – Service Portal and user experience
 - Tester – Testing and validation
-

2 Project Overview

• **Purpose:**

The purpose of this project is to develop a centralized Educational Management System on the ServiceNow platform to automate and streamline academic and administrative processes such as admissions, user management, and student progress tracking.

• **Features:**

- Student and Teacher Registration
 - Admission Management Workflow
 - Student & Teacher Data Management
 - Attendance and Performance Tracking
 - Notifications and Alerts
 - Reports and Dashboards
-

3 Architecture

• **Platform Architecture:**

The system is built on ServiceNow's cloud-based architecture with a multi-tier structure including Service Portal (presentation), application logic (workflows & scripts), and database (tables).

• **Application Logic:**

Implemented using Business Rules, Flow Designer, Script Includes, and Notifications to automate processes like approvals, updates, and alerts.

• **Database:**

Custom ServiceNow tables store student, teacher, admission, and academic data with relational mappings.

4 Setup Instructions

• **Prerequisites:**

- ServiceNow Developer Instance
- Web browser
- Basic ServiceNow admin access

• **Installation / Setup:**

1. Log in to ServiceNow instance
 2. Import update sets (if provided)
 3. Configure tables, roles, and workflows
 4. Activate required plugins
 5. Configure notifications and portal
-

5 Application Structure

• **Service Portal:**

- Homepage
- Student Dashboard
- Teacher Dashboard
- Admin Panel

• **Backend Components:**

- Tables (Student, Teacher, Admission, Results)
 - Workflows & Flow Designer
 - Business Rules
 - Access Control Rules (ACLs)
-

6 Running the Application

Since ServiceNow is cloud-hosted, no local server setup is required.

Steps:

1. Open ServiceNow instance URL
 2. Login with credentials
 3. Access modules via navigation or portal
-

7 Module Documentation

Admissions Module

- Submit application
- Upload documents
- Approval workflow

Academic Module

- Attendance tracking
- Marks entry
- Progress reports

User Management Module

- Role-based access
 - Profile management
-

8 Authentication

Authentication is handled using ServiceNow's built-in security:

- Role-Based Access Control (RBAC)
 - Access Control Lists (ACLs)
 - Optional Single Sign-On (SSO)
 - Secure session management
-

9 User Interface

The UI is implemented using ServiceNow Service Portal with responsive widgets and dashboards for:

- Students
 - Teachers
 - Administrators
-

10 Testing

Testing Approach:

- Unit testing of workflows and scripts
- Functional testing of modules
- User acceptance testing (UAT)

Tools:

- ServiceNow ATF (Automated Test Framework)
-

1 1 Screenshots / Demo

Include:

- Portal homepage
- Admission form
- Dashboard
- Reports page

(Insert screenshots in final document)

1 2 Known Issues

- Performance may vary with very large datasets
- Requires proper role configuration to avoid access conflicts
- Email notifications depend on SMTP configuration

1 3 Future Enhancements

- Mobile app integration
- AI-based student performance prediction
- Integration with Learning Management Systems (LMS)
- Fee management module
- Parent portal