

# 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
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### 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
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### 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.

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### 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
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## **[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)
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## **[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
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## **[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
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## **[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
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## **9 User Interface**

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

- Students
  - Teachers
  - Administrators
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## **10 Testing**

### **Testing Approach:**

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

### **Tools:**

- ServiceNow ATF (Automated Test Framework)
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## **11 Screenshots / Demo**

Include:

- Portal homepage
- Admission form
- Dashboard
- Reports page

(Insert screenshots in final document)

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## **12 Known Issues**

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

## **13 Future Enhancements**

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