**ServiceNow**

**Project Documentation format**

**1️⃣ 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

**2️⃣ 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

**3️⃣ 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.

**4️⃣ 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

**5️⃣ 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)

**6️⃣ 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

**7️⃣ 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

**8️⃣ 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

**9️⃣ User Interface**

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

* Students
* Teachers
* Administrators

**🔟 Testing**

**Testing Approach:**

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

**Tools:**

* ServiceNow ATF (Automated Test Framework)

**1️⃣1️⃣ Screenshots / Demo**

Include:

* Portal homepage
* Admission form
* Dashboard
* Reports page

(Insert screenshots in final document)

**1️⃣2️⃣ Known Issues**

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

**1️⃣3️⃣ Future Enhancements**

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