PROJECT REPORT -01
SETTING UP SERVICENOW INSTANCE

Date	02 july 2025
Team ID	LTVIP2025TMID30284
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks

✅ 1. Get a ServiceNow Instance

- Go to ServiceNow Developer Portal
- Sign up for a **developer account** (free for learning and prototyping)
- Request a **Personal Developer Instance (PDI)** — this will be your sandbox

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✤ 2. Define Your Use Cases

Common use cases in education include:

- **ITSM**: Helpdesk for students, faculty, and staff
- **HRSD**: Onboarding/offboarding staff or faculty

- **Facilities Management**: Classroom/equipment maintenance
- **Student Services**: Admissions, academic advising, financial aid requests
- **Service Catalog**: Request new laptops, ID cards, course access
- **Knowledge Base**: Student FAQs, how-tos for tools like LMS or VPN

🧱 3. Choose the Right Applications

From the ServiceNow Store or built-in modules, select:

- ITSM (Incident, Problem, Change)
- Service Portal
- Knowledge Management
- Request Management
- Virtual Agent (optional but helpful for 24/7 student support)

You may also install education-specific scoped apps if available.

🛠️ 4. Customize the Service Portal

- Use the **Service Portal** to create a branded front end for students and staff.
- Customize widgets, pages, and themes for your institution.
- Add helpful tiles like "Request Transcript", "Report an IT Issue", "Book a Lab".

📝 5. Set Up Departments and User Roles

- Define organizational units (e.g., IT, Admissions, Registrar's Office)

- Import users (faculty, students, staff) using LDAP, SSO, or manual CSV import
- Assign roles such as:
    - `itil` – for IT agents
    - `admin` – for ServiceNow administrators
    - `ess` – for end users (students/staff)
    - Custom roles for departments (e.g., `admissions_approver`)

📋 6. Build Service Catalog Items

Examples:

- **Student ID Replacement**
- **Course Enrollment Support**
- **Wi-Fi Access Request**
  Use **Record Producers**, **Catalog Items**, and **Workflows** to build these.

🔄 7. Automate Workflows

Use **Flow Designer** or **Workflow Editor** to:

- Route approvals to the right staff/faculty
- Send email notifications
- Auto-assign tickets by department

📊 8. Create Dashboards and Reports

Create:

- Department-level dashboards
- SLA compliance reports
- Ticket volume by category (e.g., "Dorm Wi-Fi", "Grade Appeals")

🛡️ 9. Security & Compliance

- Set up **Access Control Rules (ACLs)** to restrict data
- Use **Data Loss Prevention (DLP)** where applicable
- Follow **FERPA** compliance if handling student records

🔄 10. Test, Train, and Go Live

- Conduct testing with test user accounts
- Offer training for support staff and faculty
- Create onboarding guides for students
- Move from dev to production instance when ready