

# Service Now Project Documentation

## Introduction

- **Project Title:** Educational Organization Using ServiceNow

## Project Overview

- **Purpose:** To develop a robust Educational Management System using ServiceNow to manage admissions, student progress, and institutional data with automated workflows and form configurations.
- **Features:**
  - Online admission form with approval workflow
  - Student and teacher data management
  - Academic progress tracking dashboard
  - Notifications for task status and approvals
  - Role-based access control for admins, teachers, and students

## Architecture

- **Frontend:**
  - Developed using HTML, CSS, and JavaScript
  - UI built through ServiceNow UI Pages and Catalog Items
- **Backend:**
  - Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer
- **Database:**
  - Tables created using the Table module in ServiceNow
  - Data stored in platform-native schema with relationships and references

## Setup Instructions

### ➤ Prerequisites:

- ServiceNow Developer Account
- Personal Developer Instance (PDI)
- Basic knowledge of ServiceNow Studio

### ➤ Installation Steps:

**Step 1:** Sign in at <https://developer.servicenow.com>

**Step 2:** Request and activate your Personal Developer Instance

**Step 3:** Create Update Set → Tables → Forms → Process Flows

**Step 4:** Deploy Client Scripts for automation

## Folder Structure (Logical in Studio)

EducationalOrganisation/

├── Tables/

| ├── x\_edu\_student

| ├── x\_edu\_teacher

| ├── x\_edu\_admission

| └── x\_edu\_progress

├── UI Pages/

| ├── admission\_form

| └── student\_dashboard

├── Script Includes/

| └── AdmissionWorkflowUtils

├── Client Scripts/

| └── validate\_form.js

└── Styles/

└── styles.css

## Running the Application

To run the application:

- Login to your ServiceNow PDI
- Navigate to the created application

- Use the left navigation pane to open modules such as:
  - Admission Form
  - Student Records
  - Progress Dashboard
- Perform form submissions and automation testing

## API Documentation

- GET /api/x\_edu\_org/students
- Response:
  - ✓ {
  - ✓ "student\_id": "STU102",
  - ✓ "name": "A. Chaithanya",
  - ✓ "department": "Computer Science"
  - ✓ }

## Authentication

- Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACLs).

## User Interface

- Designed with HTML, CSS, and JavaScript using ServiceNow UI Pages for a clean and responsive layout.
- Includes dashboards, admission forms, student profiles, and result tracking interfaces.
- Role-based access displays relevant modules for admin, teacher, and student users.

## Testing

- Manual testing was done through the ServiceNow form submission interface.
- Validations verified via onChange and onLoad client scripts.
- Fields were tested for automation, data flow, and visual updates.

# Screenshots or Demo

**servicenow** All Favorites History Workspaces : Student Progress - Create SAL0001011 ☆ Search

< Student Progress New record Submit

Admission Number

Grade -- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

**Student Progress**

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

**servicenow** All Favorites History Workspaces : Admission - Create SAL0001012 ☆ Search

< Admission New record Submit

Admission Number

Purpose of join -- None --

Student Name

Father Name

Mother Name

Comments

Admin Date

Grade -- None --

Fee \$ 0.00

Father Cell

Mother Cell

Admin Status -- None --

**School Details** **Address**

Pincode -- None --

Mandal

House No

Area

City

District

Submit

**servicenow** All Favorites History Workspaces : Salesforce - Create SAL0001013 ☆ Search

< Salesforce New record Submit

Admin Number

Admin Date

Grade -- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Submit

## **Known Issues**

- Form layout may vary slightly on different devices.
- Client Scripts dependent on exact field naming — ensure accuracy.

## **Future Enhancements**

- Add role-based user dashboards
- Integrate notifications (email/SMS) for admission status
- Extend to manage teacher data and fee structure
- Add reporting dashboards using ServiceNow Performance Analytics