Internship Project Report

Educational Organisation Using ServiceNow

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1. Introduction

Educational institutions face various challenges in managing administrative tasks, responding to student and faculty service requests,

and ensuring smooth operation of campus services. Traditional manual methods are inefficient and time-consuming.

This project explores how ServiceNow, a powerful cloud-based IT service management (ITSM) tool, can be applied in the context of an educational organization

to digitize and streamline these operations.

2. Company Profile (ServiceNow)

ServiceNow is a leading digital workflow company that offers a cloud-based platform to automate and manage IT and business workflows.

It supports modules like Incident Management, Change Management, Service Catalog, HR Service Delivery, and more.

3. Project Overview

The goal was to build a custom ServiceNow portal for an educational institution. This involved setting up service request workflows,

implementing a knowledge base, and developing a portal for use by students, staff, and faculty.

4. Implementation on ServiceNow

Key tasks:

- Creating catalog items for ID cards, facility requests, leave applications.

- Designing workflows using Flow Designer.

- Developing the user interface using Service Portal.

- Setting role-based access.

5. Outcomes and Benefits

- Reduced manual processing time.

- Improved transparency and tracking of requests.

- Enhanced satisfaction among students and staff.

- Scalability for future services and integration.

6. Challenges and Learnings

Challenges:

- Learning the ServiceNow platform.

- Aligning IT workflows to educational processes.

Learnings:

- Practical experience with ITSM tools.

- Understanding of process automation and workflow design.

7. Conclusion

The internship provided a real-world application of ITSM in the education sector, resulting in an efficient and user-friendly request management portal.

8. References

- https://docs.servicenow.com

- https://developer.servicenow.com

- ITIL Guides and Training Notes