

Project Design Phase

Proposed Solution

Date	01 NOVEMBER 2025
Team ID	NM2025TMID03588
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Proposed Solution:

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	Educational institutions predominantly depend on manual procedures for student enrollment, progress monitoring, and data administration, resulting in procedural delays, data inaccuracies, limited transparency, and operational inefficiencies.
2.	Idea / Solution Description	Develop an automation framework utilizing <i>ServiceNow</i> platform to facilitate the management of student admissions, academic progression, and parent-teacher interactions. The system incorporates customized forms, automated workflows, and interactive dashboards to optimize data collection, approval processes, progress tracking, and reporting functionalities.
3.	Novelty / Uniqueness	Utilizes <i>ServiceNow</i> —initially an IT Service Management (ITSM) platform—for automation within educational institutions, demonstrating an innovative cross-domain application of enterprise workflow technology. This approach reduces manual paperwork, enhances data accuracy, and increases transparency across the student lifecycle.

4.	Social Impact / Customer Satisfaction	Enhances transparency among students, parents, and administrative personnel. Decreases administrative workload, facilitates expedited decision-making, improves the accuracy of student records, and optimizes learning support via real-time data analytics.
5.	Business Model (Revenue Model)	A customizable ServiceNow solution designed for educational institutions, including primary schools, secondary schools, colleges, and vocational training centers. The offering encompasses subscription-based deployment, implementation services, and continuous maintenance and support models. .
6.	Scalability of the Solution	This system architecture can be extended to encompass modules for attendance management, fee collection and tracking, library management, examination scheduling, student ID issuance, transportation tracking, hostel administration, and automated reporting dashboards. It is suitable for implementation in educational institutions such as primary and secondary schools, colleges, and universities.

Conclusion

The project “**Educational Organization using ServiceNow**” focuses on modernizing and streamlining core academic and administrative operations within educational institution. By leveraging ServiceNow’s workflow automation and centralized data management capabilities, this solution enhances student admission processing, academic record tracking, communication, and overall administrative efficiency. Implementing automated workflows reduces manual errors, accelerates data handling, and ensures consistent, transparent information flow across departments. This approach not only improves the student and staff experience but also strengthens institutional governance reporting and operational scalability.

Solution Description:

This solution employs *ServiceNow* as a centralized automation platform to optimize and digitize academic and administrative workflows. It involves developing customized portals and workflows tailored for students, faculty, and administrative personnel to manage critical processes such as admission tracking, course registration, service request management, attendance monitoring, and issue reporting. By configuring dynamic forms, approval chains, knowledge management modules, and role-based dashboards, the platform facilitates efficient request submission, real-time status monitoring, and automated notifications. It leverages native *ServiceNow* functionalities—including catalog items, business rules, notifications, and reporting—to enhance operational efficiency, increase transparency, minimize manual bureaucracy, and accelerate response times, thereby modernizing campus administrative operations.