PROJECT REPORT

1.INTRODUCTION

ServiceNow is a cloud-based platform that provides a comprehensive suite of tools for IT service management, customer service management, and IT operations management. It enables organizations to automate and streamline processes, improve efficiency, and enhance user experience. With ServiceNow, businesses can manage incidents, requests, and changes, as well as monitor and optimize IT operations. Its self-service portals empower users to access services and support easily, while reporting and analytics provide valuable insights for informed decision-making. By leveraging ServiceNow, organizations can drive digital transformation, improve productivity, and deliver exceptional customer experiences.

Project title : Educational organization using service now

1.1   Project Overview :

Educational organizations use ServiceNow to streamline their administrative and IT operations through automation, centralized service management, and improved communication. ServiceNow helps institutions manage student services, IT support, HR processes, and facilities efficiently. By offering self-service portals, ticketing systems, and workflow automation, it reduces manual work and enhances the user experience for students, faculty, and staff. This leads to quicker issue resolution, better resource utilization, and a more organized, digital campus environment. Ultimately, ServiceNow supports educational institutions in delivering smarter, faster, and more responsive services.

OBJECTIVES

1. Streamlining administrative processes
2. Enhancing student experience
3. Improving IT service management
4. Automating workflows and reducing manual tasks

5. Increasing transparency and visibility

6. Providing self-service portals for students, faculty, and staff

7. Managing incidents, problems, and changes efficiently

8. Improving asset management and inventory controls

1.2   PURPOSE

1. Streamlining IT Service Management: Automating and managing IT services, such as incident management, problem management, and change management.

2. Enhancing Student Experience: Providing self-service portals for students to request services, report issues, or access resources.

3. Improving Faculty and Staff Support: Offering efficient support for faculty and staff, including HR, finance, and facilities management.

4. Automating Workflows: Automating business processes, such as approvals, notifications, and escalations.

5. Centralizing Information: Providing a single platform for managing and accessing information, reducing fragmentation and improving data integrity.

6. Enhancing Security and Compliance: Ensuring compliance with regulatory requirements and maintaining security standards.

2.IDEATION PHASE

Problem statement:

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

3. REQUIREMENT ANALYSIS

3.1 Solution Requirement :

TEAM ID	LTVIP2025TMID30754
PROJECT NAME	Education organization using service now

Functional Requirements:

Following are the functional requirements.

FR NO	FUNCTIONAL REQUIREMENTS	Description
FR 1	Service now instance	Start by creating a device account on service now website and provisioning a new instance.
FR 2	Update set	To create an update set to capture customization and congratulations specific to the education organization, such as customized forms, work flows or security.
FR 3	Table	Navigate to system UI tables, clicking "New"and defining table properties and adding columns fields for specific data needs.
FR 4	Form layout	Form design for an education organization involves creating customized forms to

		capture specific data link student registration forms, course enrolled forms.
FR 5	Form Design	The form layout in service now plays a curical role in streaming and organization data entry, service requests, and work flow.
FR 6	Number maintenance	It refers to the automated management of unique identifiers for records such as incidcalent numbers, request IDS or asset tags.
FR 7	Process flow	Process flow in service now helps automate and manage tasks such as student support, it services, and administrative work goes.
FR 8	Client script	It used to enhance the user experience by running scripts in Bowser when forms are loaded, changed, or submitted, validating inputs, hiding or displaying fields.

Non-Functional Requirements:
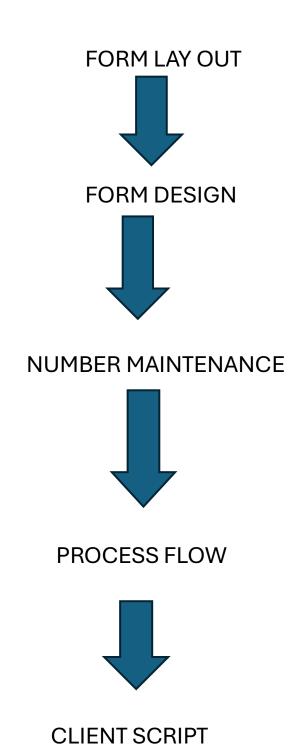
Following are the non functional requirements.

FR NO	Non-Functional Requirements	Description
FR 1	Usability	Ensuring the platform is easy and intuitive for users to navigate and interact with.

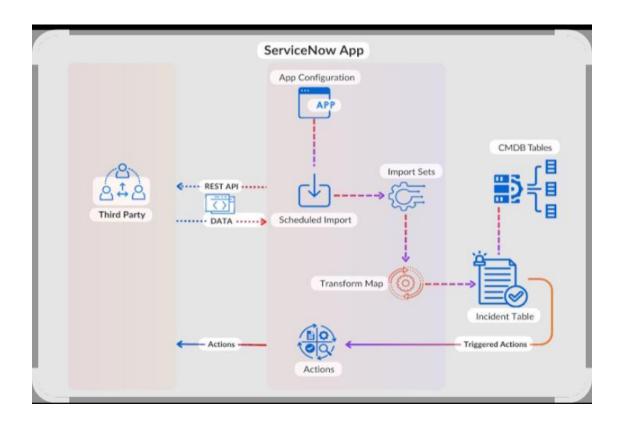| FR 2	Security	Protecting sensitive data and systems from unauthorized access and cyber threats.
FR 3	Reliability	Ensuring the platform is consistently available and operates without errors or failures.
FR 4	Performance	Ensuring the platform responds quickly and efficiently to user actions and data processing.
FR 5	Scalability	The ability of the platform to handle increasing workloads and user traffic without performance degradation

3.2 Data Flow Diagram :

SERVICE NOW INSTANCE

UPDATE SET

TABLES

FORM LAY OUT

↓

FORM DESIGN

↓

NUMBER MAINTENANCE

↓

PROCESS FLOW

↓

CLIENT SCRIPT

3.3 Technology stack :

4. PROJECT DESIGN:

 Proposed Solution:

Project team shall fill the following information in the proposed solution template

S.no	Parameter	Description
1	Problem statement (Problem to be solved)	The educational organization faces significant challenges with its current IT service management system, including inefficient manual processes, lack of automation, and limited visibility into IT operations.

2	Idea /Solution description	The proposed solution involves implementing ServiceNow in the educational organization to streamline IT service management, enhance user experience, and improve asset management.
3	Novelty/Customer	The project brings novelty to the educational organization by leveraging ServiceNow's cutting-edge technology to transform IT service management. Its uniqueness lies in providing a tailored solution that caters to the specific needs of the educational sector, enhancing student, faculty, and staff experiences.
4	Social impact/Customer satification	The implementation of ServiceNow in the educational organization is expected to have a significant social impact by enhancing the overall experience of students, faculty, and staff. By providing efficient and timely IT support, the organization can improve customer satisfaction, reduce frustration, and increase productivity.
5	Business model(Revenue Model)	The business model for the educational organization using ServiceNow involves cost savings and efficiency gains through streamlined IT operations.
6	Scalibility of the solution	The ServiceNow solution for the educational organization is designed to be highly scalable, allowing it to adapt

		to growing demands and evolving needs.

Educational organization using service now
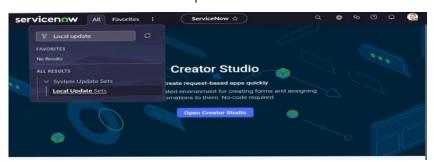
Project description:

The Educational management system comprehensive platform designed to streamline administrative tasks within educational Institutions. If facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

Milestone-1 : Setting up service now Instance

1. Sign up for a developer account on the ServiceNow Developer site https://developer.servicenow.com.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
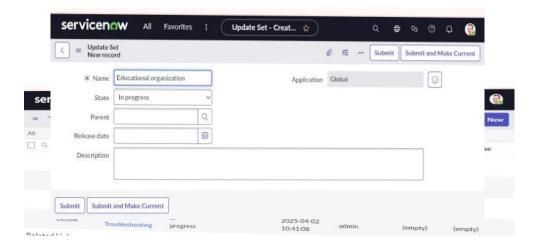7. Now you will navigate to the ServiceNow.

Milestone -2 : Creating a Update Set

1. Click on All >> Local update sets .

2. Click on new

3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.
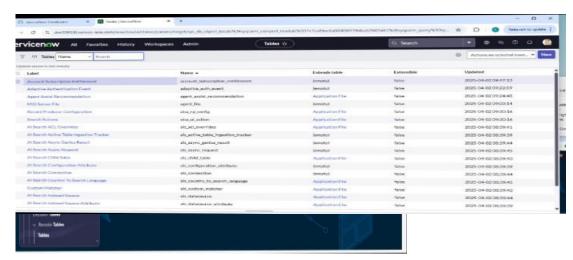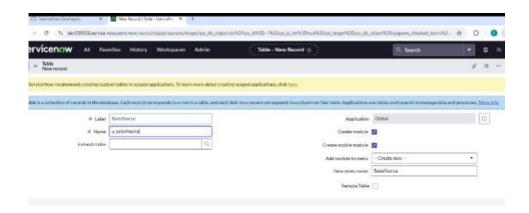

Milestone-3 : Creating a table

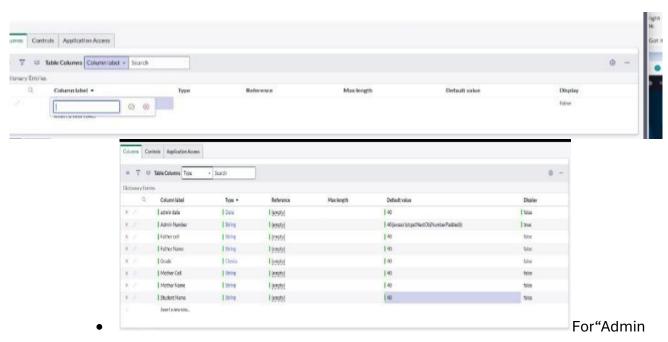Activity -1 : Creating a Salesforce Table

- All>> tables

- Click on new

- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.
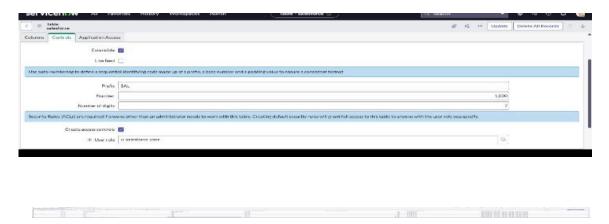

- Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

- For"Admin Number" Give Display as True and right click on the toggle bar on top >> save
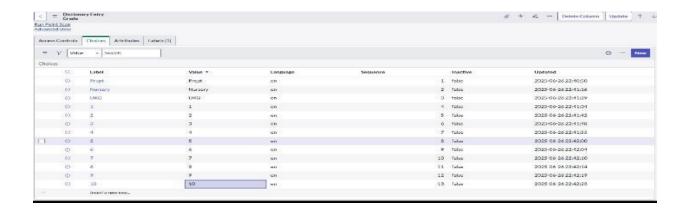
- Click on controls >> Enable Extensible.

- Click on "Admin Number" column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

- Click on "Grade" Column >> Click on Choices and give Label,Value and Sequence as given below.

Activity 2 : Creating Admission Table

- Create an Admission Table with Columns given.

- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- Create Fields as shown

- Create choice for Admin Status as:

- Create choice for Pincode as:

- Create choice for Purpose of Join as:

- Create choice for School as:

- Create choice for School Area a

Activity -3 : Creating Student Progress Table

- Create a Student Progress Table with Columns given.
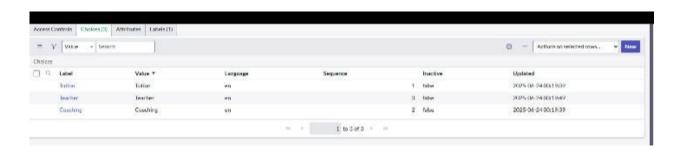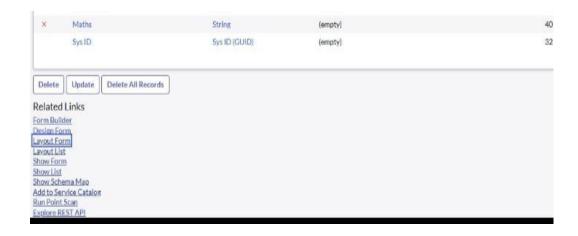- Select Add module to menu >> Salesforce.
- Create Fields as shown:

Table Student Progress				
一	一	String	(empty)	10
Created by	String	(empty)		40
✕ Social	String	(empty)		40
✕ Hindi	String	(empty)		40
✕ Science	String	(empty)		40
✕ Percentage	String	(empty)		40
✕ Telugu	String	(empty)		40
Updated by	String	(empty)		40
✕ Maths	String	(empty)		40
Sys ID	Sys ID (GUID)	(empty)		32

Milestone - 4Configuring Table form for Student Progress Table

- In the Student Progress Table Page , Click on Layout form .
- Click on Admission Number [+] .

✕ Maths	String	(empty)	40
Sys ID	Sys ID (GUID)	(empty)	32

Delete   Update   Delete All Records

Related Links

Form Builder
Design Form
Layout Form
Layout List
Show Form
Show List
Show Schema Map
Add to Service Catalog
Run Point Scan
Explore REST API

- Select below Admission Number fields in Available side and send it to selected side as below >> save.

Milestone – 5 : FORM DESIGN

Activity – 1: Creating Form Design for Salesforce Table

- All >> System Definition >> Tables

- In Label Search for Salesforce and open

- Right Click on top Toggle >> Configure >> Form Design.

- In drop down select Salesforce(u_salesforce).

- Drag and drop the fields to the left side as below.

Save.

Activity -2 : Creating Form Design for Admission Table

Follow the same steps as Activity1,Configure the fields as below and Save.

Activity -3 : Creating Form Design for Student progress Table

Follow the same steps as Activity1,Configure the fields as below and Save.

Milestone -6 : Number maintenance

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

- Fill the details >>submit

Milestone – 7 Process Flow

Creating Process Flow for Admission Table

- All >> Process Flow>> New.
- Fill the Details as given Below

- Right Click on toggle and click on the save
- Replace the Name and Label as below and click on Insert on stay.

- Replace the Name and Label in order and click on Insert on stay.
  Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone – 8 :

Activity- 1 : Creating "Auto populate" Client Scripts for Admission Table

- ## All >> Client Scripts >> New.

- he Details Fill tas given.

mother_name);

G_form.setDisabled('u_father_cell',a.u_father_cell);

G_form.setDisabled('u_mother_cell',a.u_mother_cell);

} Write the Code as below, Enable Isolate script and Save.

```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  If (isLoading || newValue === '') {
    Return;
  }
  //Type appropriate comment here, and begin script below
  Var a = g_form.getReference('u_admission_number');
  G_form.setValue('u_admin_date',a.u_admin_date);
  G_form.setValue('u_grade',a.u_grade);
  G_form.setValue('u_student_name',a.u_student_name);
  G_form.setValue('u_father_name',a.u_father_name);
  G_form.setValue('u_mother_name',a.u_mother_name);
  G_form.setValue('u_father_cell',a.u_father_cell);
  G_form.setValue('u_mother_cell',a.u_mother_cell);
  G_form.setDisabled('u_admin_date',a.u_admin_date);
  G_form.setDisabled('u_grade',a.u_grade);
  G_form.setDisabled('u_student_name',a.u_student_name);
  G_form.setDisabled('u_father_name',a.u_father_name);
  G_form.setDisabled('u_mother_name',a.u_
```

Activity- 2: Creating "Pincode Update" Client Scripts for Admission Table

- Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

Function onChange(control, oldValue, newValue, isLoading, isTemplate) {

   If (isLoading || newValue === '') {

   Return;

  }

  Var a = g_form.getValue('u_pincode');

If(a == '509358')

{

G_form.setValue('u_mandal', 'kadthal');

G_form.setValue('u_city', 'kadthal');

G_form.setValue('u_district', 'RangaReddy')

}

Else if(a == '500081')

{

```
G_form.setValue('u_mandal', 'karmanghat')

G_form.setValue('u_city', 'karmanghat');

G_form.setValue('u_district', 'RangaReddy');

}

Else if(a == '500079')

{

G_form.setValue('u_mandal', 'Abids');

G_form.setValue('u_city', 'AsifNagar');

G_form.setValue('u_district', 'Hyderabad');

}

   //Type appropriate comment here, and begin script below

}
```
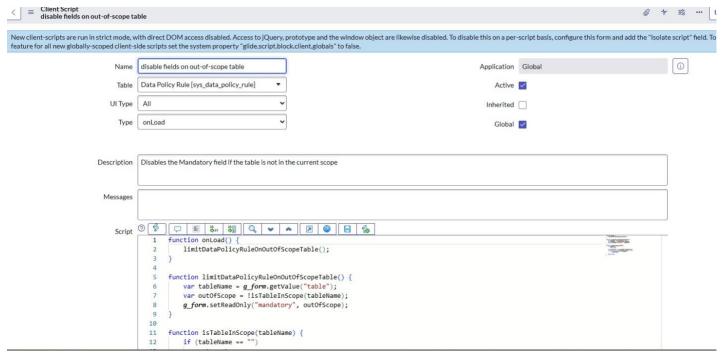
Activity- 3 :Creating "Disable Fields" Client Scripts for Student progress Table

- Fill the Details as given.

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name	disable fields on out-of-scope table	Application	Global
Table	Data Policy Rule [sys_data_policy_rule]	Active	✓
UI Type	All	Inherited	☐
Type	onLoad	Global	✓

Description: Disables the Mandatory field if the table is not in the current scope

Messages:

Script:

```
1  function onLoad() {
2      limitDataPolicyRuleOnOutOfScopeTable();
3  }
4
5  function limitDataPolicyRuleOnOutOfScopeTable() {
6      var tableName = g_form.getValue("table");
7      var outOfScope = !isTableInScope(tableName);
8      g_form.setReadOnly("mandatory", outOfScope);
9  }
10
11 function isTableInScope(tableName) {
12     if (tableName == "")
```

Write the Code as below, Enable Isolate script and Save.

Function onLoad() {

  //Type appropriate comment here, and begin script below

  G_form.setDisabled('u_total',true);
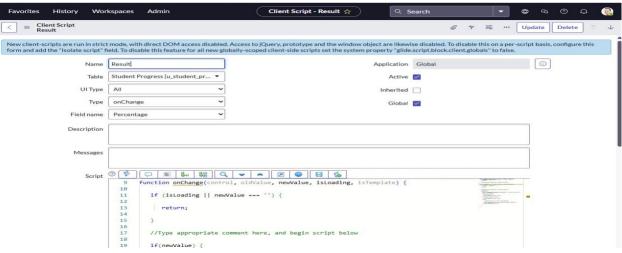
  G_form.setDisabled('u_percentage',true);

  G_form.setDisabled('u_result',true);

}

Activity-4:Creating "Total Update" Client Scripts for Student progress Table

- Fill the Details as given.

- Write the Code as below, Enable Isolate script and Save.
function onChange(control, oldValue, newValue, isLoading, isTemplate) {

```
  if (isLoading || newValue === '') {
    return;
  //Type appropriate comment here, and begin script below
if (newValue){
var a = parseInt(g_form.getValue('u_telugu'));
var b = parseInt(g_form.getValue('u_hindi'));
var c = parseInt(g_form.getValue('u_english'));
var d = parseInt(g_form.getValue('u_maths'));
var e = parseInt(g_form.getValue('u_science'));
var f = parseInt(g_form.getValue('u_social'));
var Total = parseInt(a+b+c+d+e+f);
g_form.setValue('u_total', Total);
}
}
```

Activity- 5:Creating "Result" Client Scripts for Student progress Table

Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

Function onChange(control, oldValue, newValue, isLoading, isTemplate) {

  If (isLoading || newValue === '') {

    Return;

  }

  //Type appropriate comment here, and begin script below

  If(newValue) {

Var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison

If(a >= 0 && a <= 59){

   G_form.setValue('u_result','Fail');

} else if(a >= 60 && a <= 100) {

   G_form.setValue('u_result','Pass');

} else {

   // Handle the case if a is out of range (optional)

   G_form.addErrorMessage('Percentage should be between 0 and 100.');

   G_form.clearValue('u_result');

   }

  }

}

Activity- 6 :

Creating "Percentage" Client Scripts for Student progress Table

Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

Function onChange(control, oldValue, newValue, isLoading, isTemplate) {

   If (isLoading || newValue === '') {

```
  Return;

 }

 //Type appropriate comment here, and begin script below

 Var Total = g_form.getValue('u_total');

 Var Percentage = (Total/600)*100;

 G_form.setValue('u_percentage',Percentage+'%');

}
```
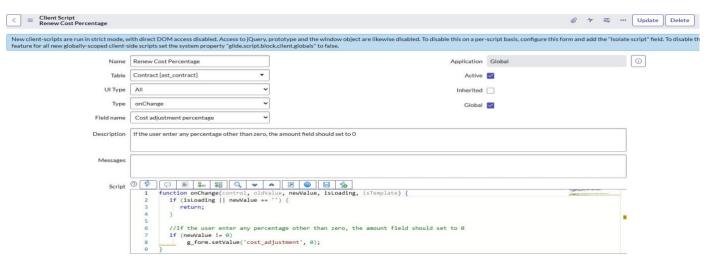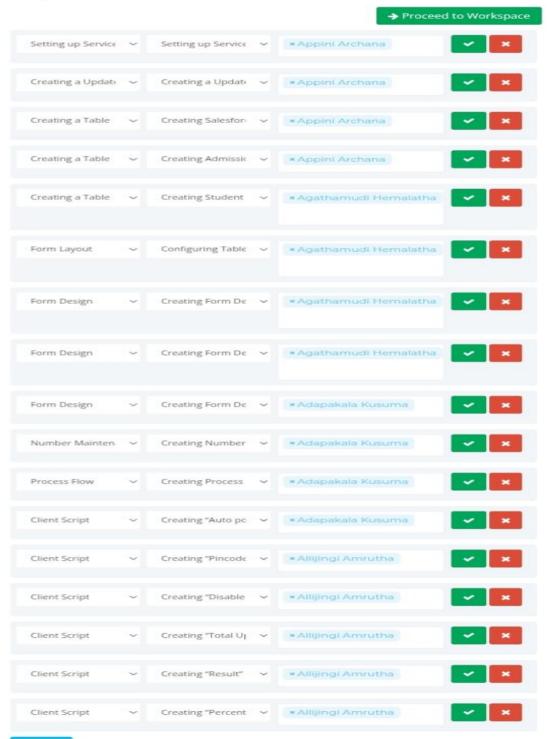
5.PROJECT PLANNING & SCHEDULING

5.1 Project planning :

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

Setting up Service ⌄	Setting up Service ⌄	✕ Appini Archana	✔	✖
Creating a Update ⌄	Creating a Update ⌄	✕ Appini Archana	✔	✖
Creating a Table ⌄	Creating Salesfor ⌄	✕ Appini Archana	✔	✖
Creating a Table ⌄	Creating Admissi ⌄	✕ Appini Archana	✔	✖
Creating a Table ⌄	Creating Student ⌄	✕ Agathamudi Hemalatha	✔	✖
Form Layout ⌄	Configuring Table ⌄	✕ Agathamudi Hemalatha	✔	✖
Form Design ⌄	Creating Form De ⌄	✕ Agathamudi Hemalatha	✔	✖
Form Design ⌄	Creating Form De ⌄	✕ Agathamudi Hemalatha	✔	✖
Form Design ⌄	Creating Form De ⌄	✕ Adapakala Kusuma	✔	✖
Number Mainten ⌄	Creating Number ⌄	✕ Adapakala Kusuma	✔	✖
Process Flow ⌄	Creating Process ⌄	✕ Adapakala Kusuma	✔	✖
Client Script ⌄	Creating "Auto pc ⌄	✕ Adapakala Kusuma	✔	✖
Client Script ⌄	Creating "Pincode ⌄	✕ Allijingi Amrutha	✔	✖
Client Script ⌄	Creating "Disable ⌄	✕ Allijingi Amrutha	✔	✖
Client Script ⌄	Creating "Total Uj ⌄	✕ Allijingi Amrutha	✔	✖
Client Script ⌄	Creating "Result" ⌄	✕ Allijingi Amrutha	✔	✖
Client Script ⌄	Creating "Percent ⌄	✕ Allijingi Amrutha	✔	✖

+ ADD

5.1 Project planning :

Functional requriemet	User Story	No of Activity	Team Members
ServiceNoe Instance and Update Set and U	To create an update set to capture customization and congratulations specific to the education organization, such as customized forms, work flows or security.	2	A Archana
Table and Form design	Navigate to system UI tables, clicking "New"and defining table properties and adding columns fields for specific data needs. Form design for an education organization involves creating customized forms to capture specific data link student	2	A Hemalatha
Form Layout And Client Script	The form layout in service now plays a curical role in streaming and organization It used to enhance the user experience by running scripts in Bowser when forms are loaded, changed, or submitted, validating inputs, hiding or displaying fields.	2	A Kusuma
Number Maintance and Process Flow	It refers to the automated management of unique identifiers for records such as incidcalent numbers, request IDS or asset tags. Process flow	2	A Amrutha

	in service now helps automate and manage tasks such as student		

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing :

Milestone-1 : Setting up service now Instance

1. Sign up for a developer account on the ServiceNow Developer site https://developer.servicenow.com.
3. Once logged in, navigate to the "Personal Developer Instance" section.
4. Click on "Request Instance" to create a new ServiceNow instance.
5. Fill out the required information and submit the request.
6. You'll receive an email with the instance details once it's ready.
7. Log in to your ServiceNow instance using the provided credentials.
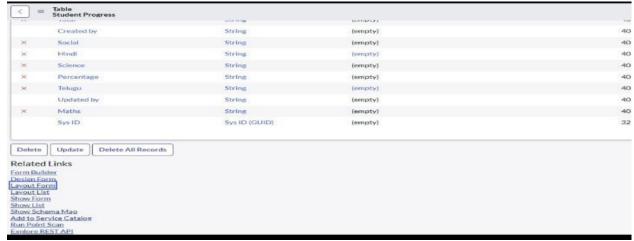8. Now you will navigate to the ServiceNow.

Milestone -2 : Creating a Update Set

1. Click on All >> Local update sets .
2. Click on new

3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.
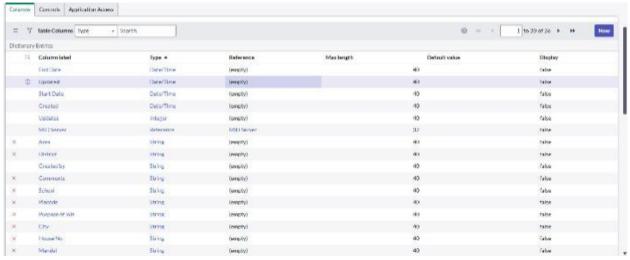
Milestone-3 : Creating a table

Activity -1 : Creating a Salesforce Table

Table Student Progress			
	String	(empty)	40
Created by	String	(empty)	40
✕ Social	String	(empty)	40
✕ Hindi	String	(empty)	40
✕ Science	String	(empty)	40
✕ Percentage	String	(empty)	40
✕ Telugu	String	(empty)	40
Updated by	String	(empty)	40
✕ Maths	String	(empty)	40
Sys ID	Sys ID (GUID)	(empty)	32

Delete   Update   Delete All Records

Related Links
Form Builder
Design Form
Layout Form
Layout List
Show Form
Show List
Show Schema Map
Add to Service Catalog
Run Point Scan
Explore REST API

- "Admin Number" Give Display as True and right click on the toggle bar on top >> save

- Click on controls >> Enable Extensible.
- Click on "Admin Number" column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default)All >> tables
- Click on new
- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.
- Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .
  - For "Ad >> select Get Next Padded Number in Dynamic default value >> Update .
- Click on "Grade" Column >> Click on Choices and give Label,Value and Sequence as given below.
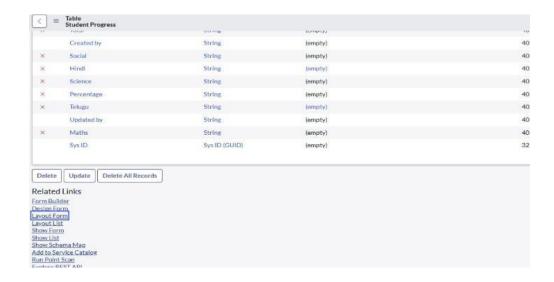
Activity 2 : Creating Admission Table
- Create an Admission Table with Columns given.

- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- Create Fields as shows
- Create choice for Admin Status as
- Create choice for Pincode as:
- Create choice for Purpose of Join as:
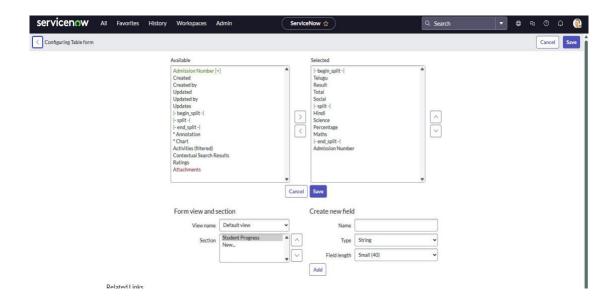- Create choice for School as:
- Create choice for School Area a

Activity -3 : Creating Student Progress Table

- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Create Fields as shown:

Milestone – 4 : Configuring Table form for Student Progress Table

- In the Student Progress Table Page , Click on Layout form .
- Click on Admission Number [+] .
- Select below Admission Number fields in Available side and send it to selected side as below >> save.

Milestone – 5 : FORM DESIGN

Activity – 1: Creating Form Design for Salesforce Table

- All >> System Definition >> Tables
- In Label Search for Salesforce and open
- Right Click on top Toggle >> Configure >> Form Design.
- In drop down select Salesforce(u_salesforce).
- Drag and drop the fields to the left side as below.

Save.

Activity -2 : Creating Form Design for Admission Table

Follow the same steps as Activity1,Configure the fields as below and Save.

Activity -3 : Creating Form Design for Student progress Table

Follow the same steps as Activity1,Configure the fields as below and Save.

Milestone -6 : Number maintenance
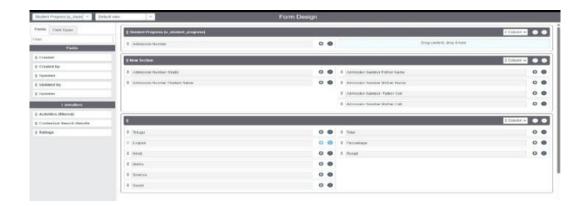
Creating Number Maintenance for Admin Number
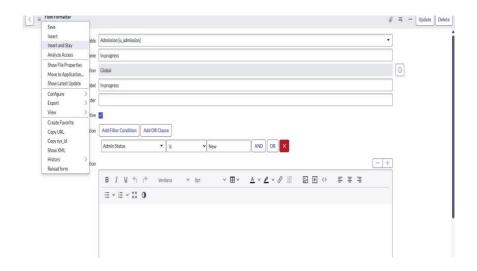- All >> Number Maintenance >> Ne
- Fill the details >>submit

Milestone – 7 Process Flow

Creating Process Flow for Admission Table
- All >> Process Flow>> New.
- Fill the Details as given Below
- Right Click on toggle and click on the save
- Replace the Name and Label as below and click on Insert on stay.
- Replace the Name and Label in order and click on Insert on stay.

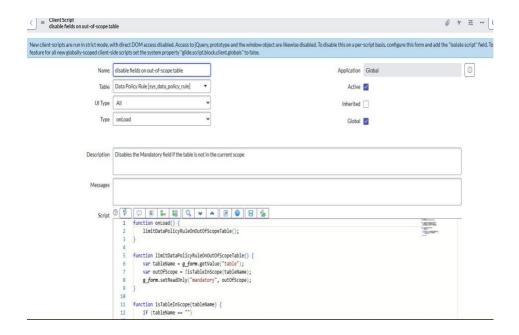Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone – 8 : Creating "Percentage" Client Scripts for Student progress Table

Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

Function onChange(control, oldValue, newValue, isLoading, isTemplate) {

If (isLoading || newValue === '') {

Return;}
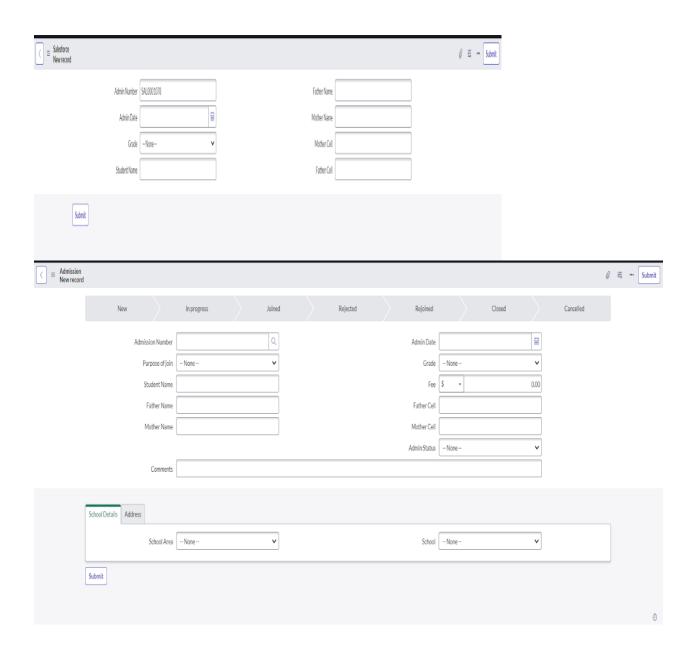//Type appropriate comment here, and begin script below
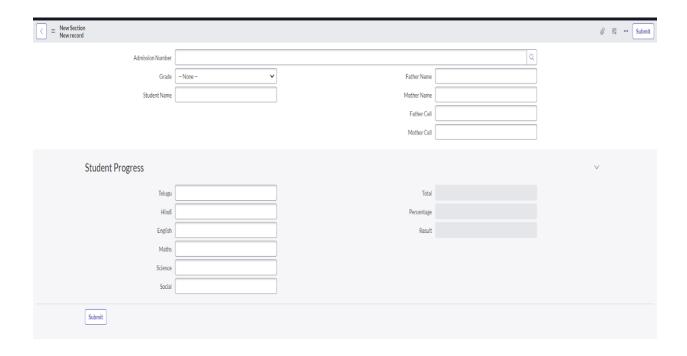Var Total = g_form.getValue('u_total');
Var Percentage = (Total/600)*100;
G_form.setValue('u_percentage',Percentage+'%')}

7. RESULTS

7.1 Output Screenshots

Submit

Admin Number	SAL0001078
Admin Date	
Grade	-- None --
Student Name	

Father Name	
Mother Name	
Mother Cell	
Father Cell	

Submit

Submit

New	In progress	Joined	Rejected	Rejoined	Closed	Cancelled

Admission Number	
Purpose of join	-- None --
Student Name	
Father Name	
Mother Name	

Admin Date	
Grade	-- None --
Fee	$ 0.00
Father Cell	
Mother Cell	
Admin Status	-- None --

Comments	

School Details | Address

School Area	-- None --
School	-- None --

Submit

8. ADVANTAGES & DISADVANTAGES

ADVANTAGES :

1.Centralized Service Management:
ServiceNow helps educational institutions manage IT services, HR, facilities, and student support in one unified platform.

2.Improved Efficiency:
Automates workflows for faster issue resolution and reduces manual work for staff and faculty.

3.Data-Driven Decisions:
Provides real-time analytics and reporting to support better administrative and operational decisions.

4.Increased Transparency and Accountability:
Tracks requests, incidents, and services to ensure timely follow-up and clear communication.

5.Scalability:
ServiceNow grows with the organization, whether it's a single college or a large university system.

DISADVANTAGES

1.**High Cost:** Implementation and licensing fees can be expensive, especially for smaller institutions.

2.**Complex Setup:**

Initial configuration requires time, expertise, and proper planning to align with institutional needs.

3.**Training Requirements:**

Staff and students may need training to use the platform effectively, which takes time and resources.

3.**Customization Challenges:**

While ServiceNow is flexible, over-customization can make maintenance difficult and upgrades complex.

4.**Dependence on Internet Connectivity:**

As a cloud-based platform, reliable internet is essential for uninterrupted access and performance.

5.**Data Privacy Concerns:**

Managing student and staff data on the cloud raises concerns about data security and compliance.

CONCLUSION

Achieve our mission of delivering exceptional education and support to our community. By harnessing the full potential of the platform, we aim to further enhance our services, drive innovation, and stay ahead of the curve in the ever-evolving landscape of education.

The successful implementation of ServiceNow has not only improved our operational efficiency but has also positioned us for long-term success and growth. With its flexible and scalable architecture, ServiceNow will enable us to adapt to changing requirements and emerging trends, ensuring that we remain agile and responsive to the needs of our stakeholders. Ultimately, the integration of ServiceNow into our educational organization has been a game-changer, and we look forward to realizing the full benefits of this powerful platform. As we continue to explore new ways to leverage ServiceNow, we are excited about the possibilities it holds for transforming our organization and enhancing the educational experience for all.

By embracing the capabilities of ServiceNow, we are confident that we will be able to achieve our goals and make a lasting impact on the education sector. The future of our organization is bright, and ServiceNow is poised to play a key role in shaping that future. With its help, we will continue to innovate, improve, and excel, providing the best possible education and support to our students, faculty, and staff. The implementation of ServiceNow has been a strategic investment in our organization's future, and we are excited to see the returns it will yield in the years to come. As we look to the future, we are committed to maximizing the value of ServiceNow and ensuring that it continues to meet the evolving needs of our educational community.

The implementation of ServiceNow in our educational organization has marked a significant milestone in our journey towards operational excellence and digital transformation. By leveraging the power of ServiceNow's platform, we have been able to streamline our service requests, automate routine tasks, and enhance the overall user experience for our students, faculty, and staff. The platform's robust capabilities have enabled us to improve incident management, problem management, and change management processes, ensuring that our IT services are delivered efficiently and effectively. With ServiceNow, we have achieved greater visibility, transparency, and accountability across our organization, enabling us to make data-driven decisions and drive continuous improvement. As we move forward, we are confident that ServiceNow will continue to play a vital role in helping us ac