

Conclusion and Future Scope of the Project

Conclusion:

The project successfully demonstrates how ServiceNow can be utilized to streamline processes in an educational organization. By setting up custom tables, forms, scripts, and process flows, routine tasks like data entry, form submission, and validations are automated. This results in improved efficiency, transparency, and ease of data access across departments.

Future Scope:

- ❖ Integration with LMS: Link ServiceNow with Learning Management Systems like Moodle or Canvas.
- ❖ Advanced Analytics: Implement Performance Analytics for real-time dashboards showing student performance or faculty reports.
- ❖ Chatbot Integration: Add virtual assistants to handle common queries from students or staff.
- ❖ Mobile Interface: Build a student-facing mobile experience for easier access.
- ❖ Role-Based Portals: Create dedicated portals for students, teachers, and admins with tailored functionalities