

Advantages & Disadvantages of Educational Organization using Servicenow

Advantages:

- **Centralized Data Management:** All student, faculty, and administrative data can be stored and accessed centrally via tables and forms.
- **Custom Workflows:** Using Process Flows and Client Scripts, you can automate common educational workflows (e.g., student onboarding, leave approvals).
- **User-Friendly Interface:** Easy to design custom forms and layouts tailored for educational needs.
- **Scalability:** The ServiceNow platform supports the scaling of features as the organization grows.
- **Reduced Manual Work:** Automating update sets, validations, and table entries reduces time spent on repetitive tasks.

Disadvantages:

- **Complex Setup for Beginners:** Initial configuration (e.g., client scripting, process design) may be complex for non-technical users.
- **License Cost:** Full versions of ServiceNow may be expensive for smaller educational institutions.
- **Limited Offline Access:** Functionality depends on internet connectivity.
- **Learning Curve:** Admins and users need training to use the platform effectively.