

Project Design Phase

Proposed Solution

Date	
Team ID	NM2025TMID05570
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Solution Description:

The proposed solution is to develop an Educational Organization Management System using the ServiceNow platform. This digital system will automate and streamline all academic and administrative activities within an educational institution. It aims to centralize data, reduce manual effort, and ensure transparency in operations.

Through customized ServiceNow workflows, the system will manage student records, staff details, performance tracking, communication, and reporting — all in one unified portal. By implementing this solution, the organization will enhance productivity, decision-making, and the overall learning experience for both students and staff.

Proposed Solution Template:

Parameter	Description
Project Title	Educational Organization using ServiceNow
Purpose	To automate and digitalize academic and administrative workflows within an educational institution.
Objective	To improve efficiency, data accuracy, and communication through a unified ServiceNow-based system.
Platform Used	ServiceNow — a workflow automation and service management platform.
System Name	Educational Organization Management System

Overview:

A ServiceNow-based centralized system that integrates student management, staff management, and performance tracking into one platform. It helps automate workflows and ensures smooth communication among all users.

Key Features:

- Student Management: Admission, attendance, and result tracking.
- Staff Management: Faculty details, scheduling, and workload monitoring.
- Performance Module: Student and department progress tracking.
- Finance Module: Fee tracking and approval workflows.
- Communication & Alerts: Notifications for exams, payments, and results.
- Dashboard & Reports: Real-time analytics and performance summaries.

Technology Stack:

- Frontend: Service Portal (HTML, CSS, JavaScript)
- Backend: ServiceNow Workflows, Flow Designer
- Database: ServiceNow Data Tables
- Security: Role-based Access Control & Encryption

Expected Outcomes

- Reduced manual processing and improved accuracy.
- Enhanced transparency and faster decision-making.
- Centralized management of data and activities.
- Real-time access to student and staff information.

Benefits:

- Simplifies operations and increases productivity.
- Reduces paperwork and errors.
- Enhances communication between all stakeholders.
- Provides real-time monitoring and analytics.

Target Users:

Students, Teachers, and Administrators.

Scope of Implementation:

Can be implemented across various educational institutions to manage academic and administrative functions efficiently.