PROJECT REPORT

PROJECTTITLE: Educational Organisation Using ServiceNow

TEAM ID: NM2025TMID18751

TEAM LEADER: POONAM KUMARI S

TEAM MEMBER: SUJI B

TEAM MEMBER: VISHNU PRIYA L

TEAM MEMBER: SHARMILA N

DEPARTMENT: COMPUTER SCIENCE

COLLEGE NAME: L.N GOVERNMENT COLLEGE

YEAR: 3 YEAR

1. Introduction

1.1 Project Overview

This project, "Educational Organization Using ServiceNow", aims to streamline and manage student admissions, academic performance, and administrative data using the ServiceNow platform. The goal is to create a digital system with custom tables, forms, and business rules to automate educational processes.

1.2 Purpose

To build a cloud-based ServiceNow application that allows educational institutions to handle student admissions and academic records efficiently using forms, workflows, and validation rules.

2. Ideation Phase

2.1 Problem Statement

Traditional educational data management (like student admissions and academic tracking) is often done manually using Excel sheets or paperwork. This leads to data inconsistency, duplication, and lack of realtime access.

2.2 Empathy Map Canvas

- Think & Feel: Wants an organized student database
- See: Sees cluttered Excel files and paper forms
- Hear: Feedback from staff to go digital
- Say & Do: Tries to enter and manage student data manually
- Pain: Time-consuming and error-prone process
- Gain: Hopes for a centralized, smart, digital platform

2.3 Brainstorming

- Create tables for admissions and academic progress

- Link admission entries with performance records

- Use business rules for auto-calculations and validation

- Design clean UI forms with related lists

- Auto-generate student IDs

3. Requirement Phase

3.1 Customer Journey Map

- Admin logs into ServiceNow

- Adds student and parent details

- Enters admission-related data

- Enters student marks

- Views and analyzes student performance and admission status

3.2 Solution Requirements

- Custom Tables: Admission Table, Student Progress Table

- Relationships: One-to-many (Admission → Performance)

- Forms: Form Layout & Form Designer

- Business Rules: Auto-calculation for marks, result generation

- Client Scripts: Auto-fill admission fields using references

3.3 Data Flow Diagram
User Input → Admission Table → Business Rule/Client Script → Progress Table → Reports

3.4 Technology Stack

- Platform: ServiceNow

- Language: JavaScript (for scripting)

- Tools: Update Sets, Table Designer, ClientScripts, Form Designer

4. Project Design

4.1 Problem-Solution Fit

Educational institutions require digital tools to manage their students. ServiceNow allows form-based data entry, workflows, and rules to automate tasks — which fits the requirement perfectly.

4.2 Proposed Solution

Use ServiceNow to create Admission and Student Progress modules, where data flows automatically and validations are enforced. Use auto-fill features and result calculation logic.

4.3 Solution Architecture

- Table 1: Admission Table

- Table 2: Student Progress Table

- Table 3: Salesforce Table

- Relation: One Admission   Many Progress Entries

- UI: Related Lists & Form Views

- Logic: Client Script for result and percentage

5. Project Planning & Scheduling

Phase	Estimated Time
Setting Up Instance	1 hour
Update Set Creation	30 mins
Table Creations	2 hours
Relationships & Lists	1.5 hours
Business Rules	2 hours
Final Testing & Conclusion	1 hour

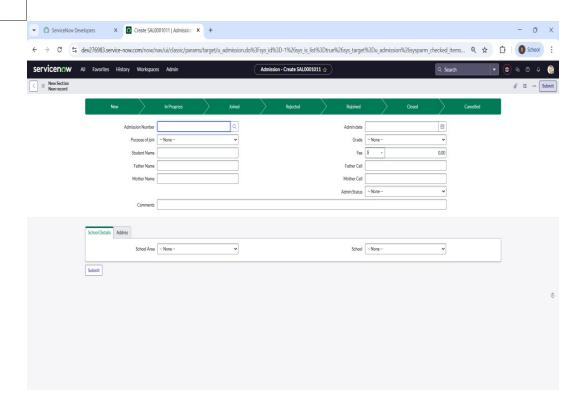6. Functional and Performance Testing

6.1 Performance Testing

- Verified that form loads without delay

- Checked rule-based validations (e.g., required fields, calculated total)

- Related list displays correct student records

- Auto-population of fields works smoothly
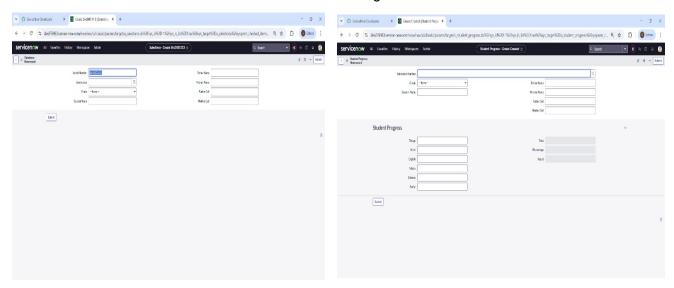
7. Results

7.1 Output Screenshots

- Admission Form with pre-filled data

- Student Progress Form with total, percentage, result

- Salesforce table with Admin number

- Related Lists showing linked admission

Admission Table

Salesforce Table   **Student Progress Table**

8. Advantages & Disadvantages

Advantages

- Accurate student and admission tracking

- Automates calculations like result and total

- Cloud-based: accessible from anywhere

- Clean UI with related forms and views

Disadvantages

- Depends on internet access

- Limited design customization without scripting

- Requires ServiceNow account to use

9. Conclusion

The project shows how an educational management system can be successfully created using ServiceNow.
From managing admissions to calculating student performance, the system helps reduce errors and improves efficiency.

10. Future Scope

- Add analytics dashboards for performance tracking

- Send automatic notifications for admission status

- Create a mobile-friendly version

Role-based permissions for teachers and students1. Introduction

1.1 Project Overview

This project, "Educational Organization Using ServiceNow", aims to streamline and manage student admissions, academic performance, and administrative data using the ServiceNow platform. The goal is to create a digital system with custom tables, forms, and business rules to automate educational processes.

1.2 Purpose

To build a cloud-based ServiceNow application that allows educational institutions to handle student admissions and academic records efficiently using forms, workflows, and validation rules.

2. Ideation Phase

2.1 Problem Statement

Traditional educational data management (like student admissions and academic tracking) is often done manually using Excel sheets or paperwork. This leads to data inconsistency, duplication, and lack of realtime access.

2.2 Empathy Map Canvas

- Think & Feel: Wants an organized student database

- See: Sees cluttered Excel files and paper forms

- Hear: Feedback from staff to go digital

- Say & Do: Tries to enter and manage student data manually

- Pain: Time-consuming and error-prone process

- Gain: Hopes for a centralized, smart, digital platform

2.3 Brainstorming

- Create tables for admissions and academic progress

- Link admission entries with performance records

- Use business rules for auto-calculations and validation

- Design clean UI forms with related lists

- Auto-generate student IDs

3. Requirement Phase

3.1 Customer Journey Map

- Admin logs into ServiceNow

- Adds student and parent details

- Enters admission-related data

- Enters student marks

- Views and analyzes student performance and admission status

3.2 Solution Requirements

- Custom Tables: Admission Table, Student Progress Table

- Relationships: One-to-many (Admission　Performance)

- Forms: Form Layout & Form Designer

- Business Rules: Auto-calculation for marks, result generation

- Client Scripts: Auto-fill admission fields using references

3.3 Data Flow Diagram
User Input　Admission Table　Business Rule/Client Script　Progress Table
Reports

3.4 Technology Stack

- Platform: ServiceNow

- Language: JavaScript (for scripting)

- Tools: Update Sets, Table Designer, ClientScripts, Form Designer

4. Project Design

4.1 Problem-Solution Fit

Educational institutions require digital tools to manage their students. ServiceNow allows form-based data entry, workflows, and rules to automate tasks — which fits the requirement perfectly.

4.2 Proposed Solution

Use ServiceNow to create Admission and Student Progress modules, where data flows automatically and validations are enforced. Use auto-fill features and result calculation logic.

4.3 Solution Architecture

- Table 1: Admission Table

- Table 2: Student Progress Table

- Table 3: Salesforce Table
- Relation: One Admission   Many Progress Entries
- UI: Related Lists & Form Views
- Logic: Client Script for result and percentage

5. Project Planning & Scheduling

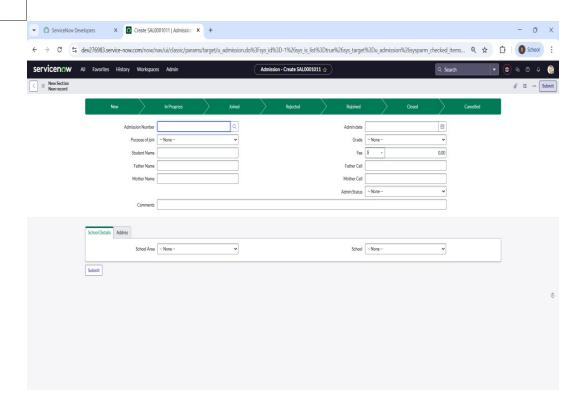| Phase	Estimated Time
Setting Up Instance	1 hour
Update Set Creation	30 mins
Table Creations	2 hours
Relationships & Lists	1.5 hours
Business Rules	2 hours
Final Testing & Conclusion	1 hour

6. Functional and Performance Testing

6.1 Performance Testing

- Verified that form loads without delay
- Checked rule-based validations (e.g., required fields, calculated total)
- Related list displays correct student records
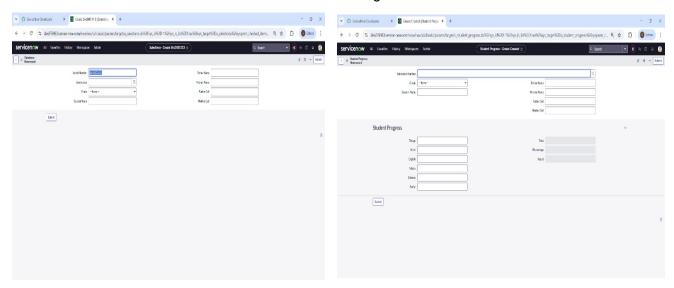- Auto-population of fields works smoothly

7. Results

7.1 Output Screenshots

- Admission Form with pre-filled data
- Student Progress Form with total, percentage, result
- Salesforce table with Admin number
- Related Lists showing linked admission

Admission Table

Salesforce Table   **Student Progress Table**

8. Advantages & Disadvantages

Advantages

- Accurate student and admission tracking
- Automates calculations like result and total
- Cloud-based: accessible from anywhere
- Clean UI with related forms and views

Disadvantages

- Depends on internet access

- Limited design customization without scripting

- Requires ServiceNow account to use

9. Conclusion

The project shows how an educational management system can be successfully created using ServiceNow.
From managing admissions to calculating student performance, the system helps reduce errors and improves efficiency.

10. Future Scope

- Add analytics dashboards for performance tracking

- Send automatic notifications for admission status

- Create a mobile-friendly version

Role-based permissions for teachers and students