

# Project Report

## Educational Organisation Using ServiceNow

### 1. INTRODUCTION

- **Project Title:** Educational Organisation
- **Team Registration Number:-** LTVIP2025TMID29650
- **Team Members:** Prabhas Pasula (Team Leader),  
Arun Kumar Naik R,  
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#### 1.1 Project Overview

□ **Purpose:-** To simplify and improve the management of educational institutions by handling student and teacher information, admissions, and student progress efficiently.

□ **Features:-**

**Student Information:** Captures student and parent details of name, contact, and grade.

**Admission Management:** Tracks admission status (e.g., New, Joined, Rejected) along with the associated fee and purpose.

**School Details:** Allows the selection of a school area and a specific school.

**Academic Progress:** Records subject-wise marks, calculates total, percentage, and result.

**Easy Data Entry:** All forms include dropdowns, date pickers, and submit buttons for smooth entry.

### 2. IDEATION PHASE

#### 2.1 Problem Statement:-

Schools often struggle to manage student admissions, store student and parent details, and track student progress manually. This takes a lot of time and can lead to mistakes. To solve this, we need a system that helps schools easily record student information, manage admissions, and check student marks all in one place.

#### 2.2 Empathy Map Canvas

<u>Section</u>	<u>Key Points (School Admin / Teacher)</u>
<b>Says</b>	“I need an easier way to handle admissions and student records.”
<u>Section</u>	<u>Key Points (School Admin / Teacher)</u>

<b>Thinks</b>	“This must save time and cut down on mistakes.” <b>Sees</b> Paper files, scattered data, and slow manual steps.
<b>Hears</b>	“We need quicker processes and better tracking.” <b>Pains</b> Manual entry, data errors, hard-to-find information.
<b>Gains</b>	Fast data input, accurate records, all details in one place.

### 2.3 Brainstorming

We discussed common issues faced by schools, such as manual admissions, scattered student records, and difficulty tracking marks. Ideas were shared to solve these using a digital system. Key suggestions included creating simple forms, automating workflows, and keeping all data in one place. We focused on making the system easy to use for both admins and teachers. This helped in planning the features for our Educational Management System on ServiceNow.

## 3. REQUIREMENT ANALYSIS

### 3.1 Customer Journey Map:-

**Awareness** – The school identifies issues with manual work and the distribution of student data.

**Consideration** – They start looking for an easy digital solution.

**Onboarding** – The school begins using the ServiceNow-based system.

**Usage** – Staff enter student data, manage admissions, and track marks easily. **Feedback** – They share ideas to improve the system even more.

### 3.2 Solution Requirement:-

#### *Functional Needs*

- Add and manage student and parent details
- Handle admission steps like New, Joined, or Rejected
- Enter marks for subjects and calculate results □ Show student progress clearly
- Give different access to admins and teachers

#### ⚙ *Other Important Needs*

- Easy to use
- Works fast without delays
- Keeps data safe and secure
- Can grow if more features are needed later

### 3.3 Data Flow Diagram

**1.Admin/Teacher** enters student details, admissions, and marks.

**2.The data goes into the Educational Management System.**

**3.The system has three main parts:**

- a) **Student Records** – stores student and parent info
  - b) **Admission Management** – tracks admission status
  - c) **Progress Tracking** – stores marks and results
4. All the information is saved in one **central database**.

## 5. PROJECT DESIGN

### 5.1 Problem Solution Fit

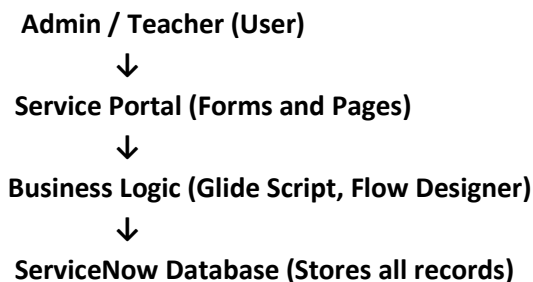
Schools face problems like managing student data manually, delays in admissions, and difficulty tracking student marks. These tasks take time and often lead to errors. The solution is to create a digital system that keeps all student information in one place, tracks admissions, and helps teachers enter marks easily.

### 5.2 Proposed Solution:-

We built an **Educational Management System** using **ServiceNow**. It includes:

- A module to store **student and parent details**
  - An **admission management system** to track admission stages (New, Joined, Rejected, etc.)
  - A **progress tracker** to enter marks and calculate results
  - Easy-to-use forms and automated workflows to save time
- This solution helps schools work faster, with fewer mistakes.

### 5.3 Solution Architecture:-



## 6. PROJECT PLANNING & SCHEDULING

### 6.1 Project Planning:-

Name	Role	Responsibilities
Prabhas	Project Manager	Planned and organized the project, assigned tasks, and tracked progress
Arun	Form, Reports Developer	Built forms and modules using ServiceNow features
Ayesha	Workflow & Automation Lead	Created and tested workflows using Flow Designer and Glide Script

Jyothi	Tester	Performed functional and performance testing
Jagan	Documentation	Prepared the report

## 7. FUNCTIONAL AND PERFORMANCE TESTING

### 7.1 Performance Testing:-

We tested the Educational Management System built on **ServiceNow** to make sure it works fast and without problems. The goal was to check how well the system performs when used by school staff.

## 8. RESULTS

### 8.1 Output Screenshots

- Srit New record(Format):-

- Admission record (Format):-

- Student Process record(Format)

The screenshot shows a web application interface for managing student records. The top section is titled 'New Section' and 'New record'. It contains several input fields for student information: Admission Number (with a search icon), Admission Number Grade (dropdown), Admission Number Student Name (dropdown), Admission Number Father Name, Admission Number Mother Name, Admission Number Father Cell, and Admission Number Mother Cell. Below this is a 'Student Progress' section with input fields for Telugu, Hindi, English, Maths, and Science. To the right of these are fields for Total, Percentage, and Result. A 'Submit' button is located at the bottom left of the form.

## 9. CONCLUSION

The Educational Management System offers a straightforward and efficient way for schools to manage student admissions, records, and academic progress. Built using **ServiceNow**, it reduces manual work, avoids errors, and saves time.

The system is user-friendly, fast, and meets the daily needs of school staff. After proper planning, development, and testing, it is ready to be used in real school environments to improve overall management and productivity.

**GitHub & Project Demo Link** <https://github.com/Prabhas205/Educational-Organisation-Using-ServiceNow>

## **DEMO VIDEO LINK:-**

[https://drive.google.com/file/d/1FBtsSRU6An9NKgu5ySWwkBnxptOFGb4Y/view?usp=drive\\_link](https://drive.google.com/file/d/1FBtsSRU6An9NKgu5ySWwkBnxptOFGb4Y/view?usp=drive_link)