Educational Organizations using service now

Project Report

1. INTRODUCTION

1.1 Project Overview

The Educational Organizations Management System is developed using ServiceNow to manage student academic records efficiently.
It automates total and percentage calculation and determines pass/fail status.

1.2 Purpose
- Digitize student academic record management
- Automate calculations
- Reduce manual errors
- Improve institutional efficiency

2. IDEATION PHASE

2.1 Problem Statement

Manual record maintenance leads to errors and inefficiencies in educational institutions.

2.2 Empathy Map Canvas
Users: Administrators, Teachers
Needs: Easy marks entry, Accurate results
Pain Points: Manual errors, Time-consuming reports

2.3 Brainstorming
Solutions considered: Excel system, Web app, ServiceNow platform.
Final solution: ServiceNow-based application.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

Admin logs in → Creates record → Enters marks → System calculates → Result stored.

3.2 Solution Requirements
Functional: Student form, Marks entry, Auto calculation, Result evaluation.
Non-Functional: Secure, Fast, User-friendly.

3.3 Data Flow Diagram
Admin → System → Database

3.4 Technology Stack
Platform: ServiceNow
Backend: Business Rules
Frontend: Client Scripts
Database: ServiceNow Tables

4. PROJECT DESIGN

4.1 Problem Solution Fit
Eliminates manual calculation errors and improves data management.

4.2 Proposed Solution
Student tables, Client Scripts, Business Rules, Automated result generation.

4.3 Solution Architecture
UI → Client Script → Business Rule → Database → Reports

5. PROJECT PLANNING & SCHEDULING

Requirement Gathering – 1 Week
 Design – 1 Week
 Development – 2 Weeks
 Testing – 1 Week
 Deployment – 1 Week
 Total Duration – 6 Weeks

6. FUNCTIONAL AND PERFORMANCE TESTING

Functional Testing:
 - Verified marks entry
 - Verified total and percentage calculation
 - Verified pass/fail logic

Performance Testing:
 - Tested multiple records
 - Ensured fast response

7. RESULTS

Output includes:
- Student Form
- Marks Entry
- Auto-calculated Total
- Percentage
- Result Status

8. ADVANTAGES & DISADVANTAGES

Advantages:
- Accurate calculations
- Saves time
- Centralized database

Disadvantages:
- Requires internet
- Requires ServiceNow knowledge

9. CONCLUSION

The system successfully automates student academic record management using ServiceNow,
reducing errors and improving efficiency.

10. FUTURE SCOPE

- Grade classification
- Attendance management
- Parent portal
- Email/SMS notifications
- Performance analytics

11. APPENDIX

GitHub Repository:
https://github.com/R62812/Educational-Organizations-using-Servicenow