

ServiceNow Project

Introduction

➤ **Project Title:**

Educational Organisation using ServiceNow

➤ **Team Member:**

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Project Overview:

➤ **Purpose:** To develop a robust Educational Management System using ServiceNow to manage admissions, student progress, and institutional data with automated workflows and form configurations.

➤ **Features:**

- Online admission form with approval workflow
- Student and teacher data management
- Academic progress tracking dashboard
- Notifications for task status and approvals
- Role-based access control for admins, teachers, and students

Architecture

➤ **Frontend:**

- Developed using HTML, CSS, and JavaScript
- UI built through ServiceNow UI Pages and Catalog Items

➤ **Backend:**

- Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer

➤ **Database:**

- Tables created using the Table module in ServiceNow
- Data stored in platform-native schema with relationships and references

Setup Instructions

➤ Prerequisites:

- ServiceNow Developer Account
- Personal Developer Instance (PDI)
- Basic knowledge of ServiceNow Studio

➤ Installation Steps:

Step 1: Sign in at <https://developer.servicenow.com>

Step 2: Request and activate your Personal Developer Instance

Step 3: Create Update Set → Tables → Forms → Process Flows

Step 4: Deploy Client Scripts for automation

Folder Structure (Logical in Studio)

```
EducationalOrganisation/
├── Tables/
│   ├── x_edu_student
│   ├── x_edu_teacher
│   ├── x_edu_admission
│   └── x_edu_progress
├── UI Pages/
│   ├── admission_form
│   └── student_dashboard
├── Script Includes/
│   └── AdmissionWorkflowUtils
├── Client Scripts/
│   └── validate_form.js
└── Styles/
    └── styles.css
```

Running the Application

To run the application:

- Login to your ServiceNow PDI
- Navigate to the created application

- Use the left navigation pane to open modules such as:
 - Admission Form
 - Student Records
 - Progress Dashboard
- Perform form submissions and automation testing

API Documentation

- GET /api/x_edu_org/students
- Response:

```
✓ {  
✓   "student_id": "STU102",  
✓   "name": "Rajeev",  
✓   "department": "Computer Science"  
✓ }
```

Authentication

- Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACLs).

User Interface

- Designed with HTML, CSS, and JavaScript using ServiceNow UI Pages for a clean and responsive layout.
- Includes dashboards, admission forms, student profiles, and result tracking interfaces.
- Role-based access displays relevant modules for admin, teacher, and student users.

Testing

- Manual testing was done through the ServiceNow form submission interface.
- Validations verified via onChange and onLoad client scripts.
- Fields were tested for automation, data flow, and visual updates.

Screenshots or Demo

servicenow All Favorites History Workspaces : Student Progress - Create SAL0001011

Admission Number: Grade: --None-- Student Name: Father Name:
Mother Name: Father Cell:
Mother Cell:

Student Progress

Telugu: <input type="text"/>	Total: <input type="text"/>
Hindi: <input type="text"/>	Percentage: <input type="text"/>
English: <input type="text"/>	Result: <input type="text"/>
Maths: <input type="text"/>	
Science: <input type="text"/>	
Social: <input type="text"/>	

servicenow All Favorites History Workspaces : Admission - Create SAL0001012

Admission Number: Admin Date:
Purpose of join: --None-- Grade: --None--
Student Name: Fee: \$ 0.00
Father Name: Father Cell:
Mother Name: Mother Cell:
Comments: Admin Status: --None--

School Details **Address**

Pincode: <input type="text"/> --None--	Area: <input type="text"/>
Mandal: <input type="text"/>	City: <input type="text"/>
House No: <input type="text"/>	District: <input type="text"/>

servicenow All Favorites History Workspaces : Salesforce - Create SAL0001013

Admin Number: Father Name:
Admin Date: Mother Name:
Grade: --None-- Father Cell:
Student Name: Mother Cell:

Known Issues

- Form layout may vary slightly on different devices.
- Client Scripts dependent on exact field naming — ensure accuracy.

Future Enhancements

- Add role-based user dashboards
- Integrate notifications (email/SMS) for admission status
- Extend to manage teacher data and fee structure
- Add reporting dashboards using ServiceNow Performance Analytics