Educational Organization Using ServiceNow

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Project Name	Educational Organization Using ServiceNow
Faculty Mentor Name	Dr P L Madhava Rao
College Name	Kallam Haranadhareddy Institute of Technology

Problem Statement

In many schools and colleges, important activities like student admissions, tracking student data, and checking academic performance are still done manually or using separate tools.

This causes several issues such as:

➢ Wasting time while searching for student details
➢ Errors when entering marks or calculating results
➢ Difficulty in updating or tracking admission status

These problems affect both staff and students and can lead to confusion, mistakes, and more workload. So, there is a need for **one single system** that brings everything together — where admissions, student records, and marks can all be managed easily.

- **Need for a Digital Solution:** Educational institutions require a centralized and easy-to-manage system that can

  ➢ Store and manage student and staff information
  ➢ Track and update admission status easily
  ➢ Allow automated result calculation
  ➢ Be accessible online with proper login control

- **Role of ServiceNow in Solving the Problem:** ServiceNow is a powerful cloud-based platform mainly used in IT service management, but it can be customized for many other industries including education.

With the help of a **ServiceNow Administrator**, institutions can:

➢ Create **custom tables and forms** for student data and marks

➢ Design **automated workflows** for admissions (New → In Progress → Joined)

➢ Implement **role-based access**, so only authorized staff can make updates

➢ Use **scripts** (like ClientScript) to calculate totals and percentages automatically

➢ View data dashboards for quick insights into admissions and academic status

A ServiceNow Admin ensures that all these parts are well configured, working properly, and secure. This reduces manual work and allows educational staff to focus more on teaching and less on administration.