﻿Project Report: Educational Organization Using ServiceNow for Digital Transformation﻿1. Project Title:﻿Digital Transformation of Educational Institution using ServiceNow﻿2. Objective of the Project:﻿The objective of this project is to automate and streamline the administrative, academic, and IT services of an educational institution using the ServiceNow platform. This will lead to enhanced operational efficiency, reduced manual work, and improved student and staff experience.﻿3. Problem Statement:﻿Educational institutions often face issues with manual handling of student queries, IT support requests, HR processes, and asset management. These manual processes are time-consuming, error-prone, and lack transparency.﻿4. Proposed Solution:﻿Implementing ServiceNow as an ITSM (IT Service Management) and workflow automation platform to digitize and streamline core services such as:﻿Student Service Portal﻿IT Help Desk Management﻿HR Case Management﻿Facilities and Asset Management﻿Knowledge Base and Self-Service Portal﻿5. Modules Implemented in ServiceNow:﻿a. Incident Management:﻿Handles student and staff issues related to technical support (e.g., login issues, internet downtime).﻿b. Service Catalog:﻿Provides a catalog of services (e.g., request for transcripts, certificate verification, ID card re-issue).﻿c. Knowledge Management:﻿Centralized repository for FAQs, how-to guides, academic guidelines, and IT support documents.﻿d. Request Management:﻿Automates handling of requests for library access, lab access, equipment booking, etc.﻿e. Asset Management:﻿Tracks computers, projectors, lab devices, and other institutional assets.﻿f. HR Services:﻿Manages onboarding, leave requests, and employee service cases.﻿6. Project Implementation Steps:﻿1. Requirement Gathering – Discussed needs with administrators, faculty, students, and IT staff.﻿2. Process Mapping – Identified and mapped current workflows to ServiceNow modules.﻿3. Configuration & Development – Customized ServiceNow using forms, workflows, business rules, and UI policies.﻿4. Testing – Carried out UAT (User Acceptance Testing) to validate functionality.﻿5. Deployment – Moved configurations to production environment.﻿6. Training & Go-Live – Conducted training sessions for end users and provided manuals.﻿7. Outcomes & Benefits:﻿Reduction in Response Time for queries and support issues.﻿Centralized Service Portal for all institutional services.﻿Improved Transparency and tracking of service requests.﻿Higher User Satisfaction among students and staff.﻿Data-Driven Decisions through reporting and dashboards.﻿8. Tools & Technologies Used:﻿Platform: ServiceNow﻿Languages: JavaScript, Glide Script﻿Database: ServiceNow internal CMDB﻿Plugins: ITSM, HRSD, Knowledge Management﻿9. Challenges Faced:﻿Resistance to change from manual processes.﻿Requirement variations from different departments.﻿Need for thorough training to non-technical staff.﻿10. Future Enhancements:﻿Integration with Learning Management Systems (e.g., Moodle).﻿AI-based Virtual Agent for 24/7 student support.﻿Real-time feedback and satisfaction surveys.﻿11. Conclusion:﻿The project successfully demonstrated how ServiceNow can be utilized to automate and enhance the services of an educational organization. It provides a scalable solution to modernize the institution’s operations and improve service delivery across departments.