

# Service Now Project Documentation

## Introduction

- **Project Title:** Educational Organisation Using ServiceNow
- **Team Members:**
  - i. Hemanth Siva Naga Veera Venkat Yeluguri – ServiceNow Developer
  - ii. Gangiraju Lakshmi Devi – UI/UX & Form Designer
  - iii. Ambuj Anand – Client Scripts & Table Developer
  - iv. Jagadeesh Pathivada – Testing & Documentation
  - v. Kalyan Chakravarthy Pottimurthy – Research & Presentation Coordinator

## 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": "A. Chaithanya",
✓  "department": "Computer Science"
✓ }
```

## Authentication

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

## 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

Student Progress - New record

Admission Number	Grade	Father Name
<input type="text"/>	<input type="text"/> —None—	<input type="text"/>
Student Name		Mother Name
		<input type="text"/>
		<input type="text"/>
		<input type="text"/>

Student Progress:

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

servicenow All Favorites History Workspaces Admission - Create SAL0001012

Admission - New record:

Admission Number	Admission Date
<input type="text"/>	<input type="text"/>
Purpose of join	Grade
<input type="text"/> —None—	<input type="text"/> —None—
Student Name	Fee
<input type="text"/>	\$ <input type="text"/> 0.00
Father Name	Father Cell
<input type="text"/>	<input type="text"/>
Mother Name	Mother Cell
<input type="text"/>	<input type="text"/>
Comments	Adm Status
<input type="text"/>	<input type="text"/> —None—

School Details Address

Pincode	Area
<input type="text"/> —None—	<input type="text"/>
Postal	City
<input type="text"/>	<input type="text"/>
House No	District
<input type="text"/>	<input type="text"/>

servicenow All Favorites History Workspaces salesforce - Create SAL0001013

Salesforce - New record

Admin Number	Father Name
<input type="text"/>	<input type="text"/>
Admin Date	Mother Name
<input type="text"/>	<input type="text"/>
Grade	Father Cell
<input type="text"/> —None—	<input type="text"/>
Student Name	Mother Cell
<input type="text"/>	<input type="text"/>

## **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