



EDUCATIONAL ORGANISATION USING SERVICENOW

NANN MUDHALVAN REPORT

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BONAFIDE CERTIFICATE

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1. ABSTRACT

This project, titled “*Educational Organization Using ServiceNow*”, aims to automate and streamline various administrative and service-related operations within an educational institution. ServiceNow, a cloud-based workflow automation platform, is used to manage tasks such as service requests, incident reporting, and approvals. By implementing this system, institutions can improve efficiency, transparency, and communication between students, faculty, and administrative departments. The solution provides a centralized platform for service delivery, reducing manual processes, and ensuring quick resolution of issues.

2. INTRODUCTION

Educational institutions often handle numerous operations such as student support, IT services, and facility maintenance. Managing these services manually can lead to delays, miscommunication, and inefficiency. The proposed system utilizes ServiceNow to address these challenges by creating an integrated service management platform. ServiceNow automates workflows, tracks requests in real time, and provides analytical insights. This project demonstrates how ServiceNow can be customized to meet the unique needs of an educational organization and promote digital transformation.

3. OBJECTIVES

- To design and implement a centralized service management system for educational institutions.
- To automate workflows such as student requests, faculty support, and administrative approvals.

- To enable real-time tracking and reporting of service requests and incidents.
- To minimize manual effort and improve response times.
- To enhance transparency and accountability across departments.
- To provide a self-service portal for students and faculty.

4. SCOPE

The project focuses on the automation of service management processes within educational institutions using ServiceNow. It includes the development of service portals, automated workflows, and incident management systems. The project scope covers:

- Configuring ServiceNow modules such as ITSM, Knowledge Base, and Service Catalog.
 - Developing request submission and approval workflows.
 - Providing analytics and reports for institutional management.
 - Ensuring secure access through user role management.
- The project can be extended to include AI chatbots, ERP integration, and mobile accessibility for enhanced usability.

5. EXISTING SYSTEM & LIMITATIONS

Traditional systems in educational institutions rely on manual communication and paper-based processes to handle service requests.

Limitations include:

- Lack of centralized tracking and record management.
- Frequent delays in approvals and responses.
- High administrative workload.
- Difficulty in monitoring performance or identifying service bottlenecks.
- Poor communication between departments.

Due to these issues, there is a need for a robust, automated system like ServiceNow that simplifies and modernizes institutional operations.

6. PROPOSED SYSTEMS

The proposed system leverages **ServiceNow** to digitize and automate service management processes. It introduces an online portal where users (students, faculty, and staff) can raise service requests or report issues. These are automatically routed to the appropriate departments through pre-defined workflows.

Key features:

- Automated ticket assignment and tracking.
- Knowledge Base for self-help resources.
- Notifications for request status updates.
- Workflow-based approvals and escalations.
- Real-time dashboards and analytics for performance monitoring.

This proposed system eliminates manual inefficiencies, improves communication, and enhances user satisfaction.

7. SYSTEM DESIGN & ARCHITECTURE

The system architecture consists of three major layers:

1. User Interface Layer:

- Web-based ServiceNow portal for students and faculty.
- Simple, user-friendly dashboard to submit and view requests.

2. Application Layer:

- Executes workflows, manages business rules, and processes requests.
- Includes modules like ITSM, Knowledge Management, and Service Catalog.

3. Database Layer:

- Stores data using ServiceNow's built-in CMDB.
- Maintains records of requests, users, and knowledge articles.

WORKFLOW:

1. User logs in and submits a request.
2. The request is automatically categorized and assigned.
3. Assigned staff resolves the issue and updates the system.
4. The user is notified and can rate the service.

This architecture ensures efficiency, security, and scalability within the system.

8. MODULES DESCRIPTION

1. User Management Module

Handles user registration, authentication, and role-based access (Student, Faculty, Administrator).

2. Service Request Module

Allows users to raise service or administrative requests, such as IT support or academic queries.

3. Incident Management Module

Manages technical or administrative incidents, tracks progress, and ensures resolution within deadlines.

4. Knowledge Management Module

Provides FAQs, troubleshooting steps, and general guidance to reduce repetitive queries.

5. Workflow and Automation Module

Automates approvals, escalations, and communication among departments, reducing manual intervention.

6. Reporting and Analytics Module

Generates reports, tracks performance metrics, and provides insights for continuous improvement.

9. RESULTS

1. Setting up ServiceNow Instance

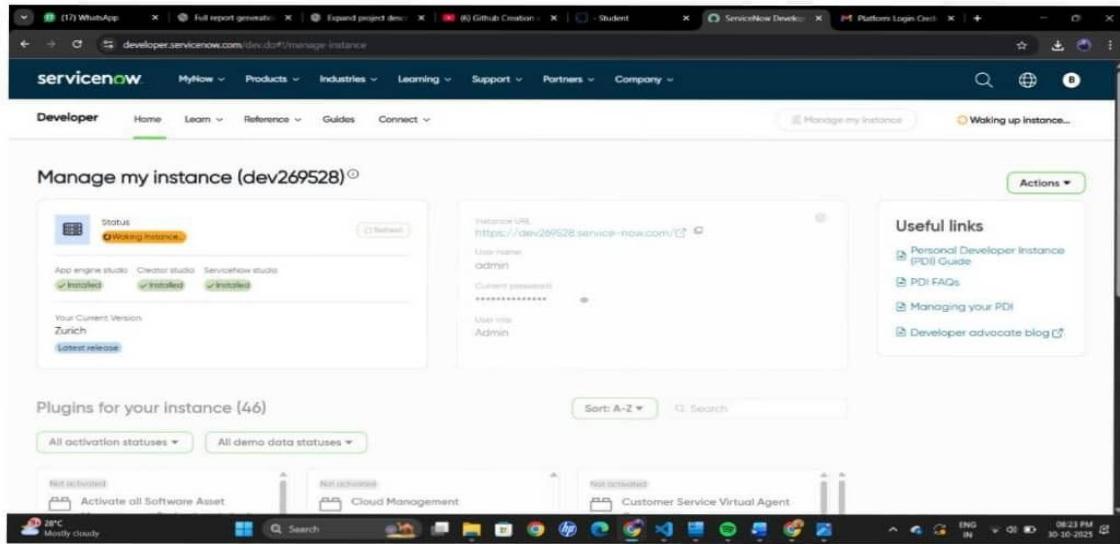
2. Creating a Update

3. Creating a Table

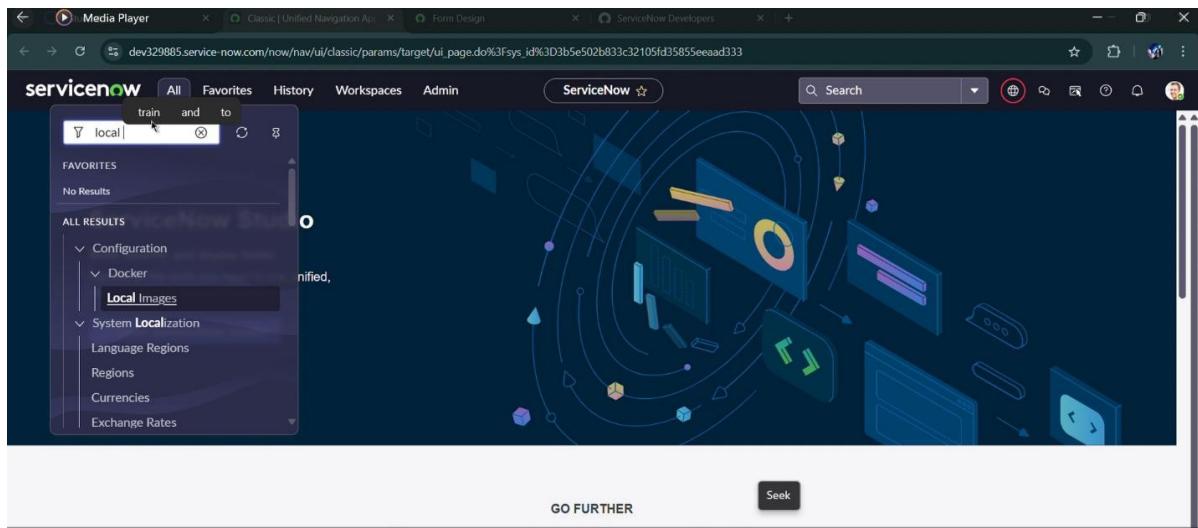
3.1. Creating Salesforce Table.

- 3.2. Creating Admission Table
- 3.3. Creating Student Progress Table
- 4. Form Layout
 - 4.1. Configuring Table form for Student Progress Table
- 5. Form Design
 - 5.1 . Creating Form Design for Salesforce Table
 - 5.2. Creating Form Design for Admission Table
 - 5.3 . Creating Form Design for Student progress Table
- 6. Number Maintenance
 - 6.1 . Creating Number Maintenance for Admin Number
- 7. Process Flow
 - 7.1 . Process Flow
- 8. Client Script
 - 8.1 . Creating “Auto populate” Client Scripts for Admission Table
 - 8.2 . Creating “Pincode Update” Client Scripts for Admission Table
 - 8.3 . Creating “Disable Fields” Client Scripts for Student progress Table
 - 8.4 . Creating “Total Update” Client Scripts for Student progress Table
 - 8.5 . Creating “Result” Client Scripts for Student progress Table
 - 8.6 . Creating “Percentage” Client Scripts for Student progress Table

1. Setting up ServiceNow Instance



2. Creating a Update



ServiceNow Update Sets interface showing the 'Educational Organisation' record. The record details are as follows:

- Name:** Educational Organisation
- State:** In progress
- Parent:** (Search icon)
- Release date:** (Search icon)
- Install date:** (Search icon)
- Installed from:** (Search icon)
- Description:** (Large text area)
- Application:** Global
- Created:** 2025-11-06 21:30:33
- Created by:** admin
- Merged to:** (Search icon)

Related Links:

- Merge With Another Update Set
- Scan Update Set

Buttons:

- Update
- Merge
- Scan
- Delete

Navigation:

- Customer Updates (299)
- Update Set Logs
- Child Update Sets
- Install History

3. Creating a Table

3.1 . Creating Salesforce Table

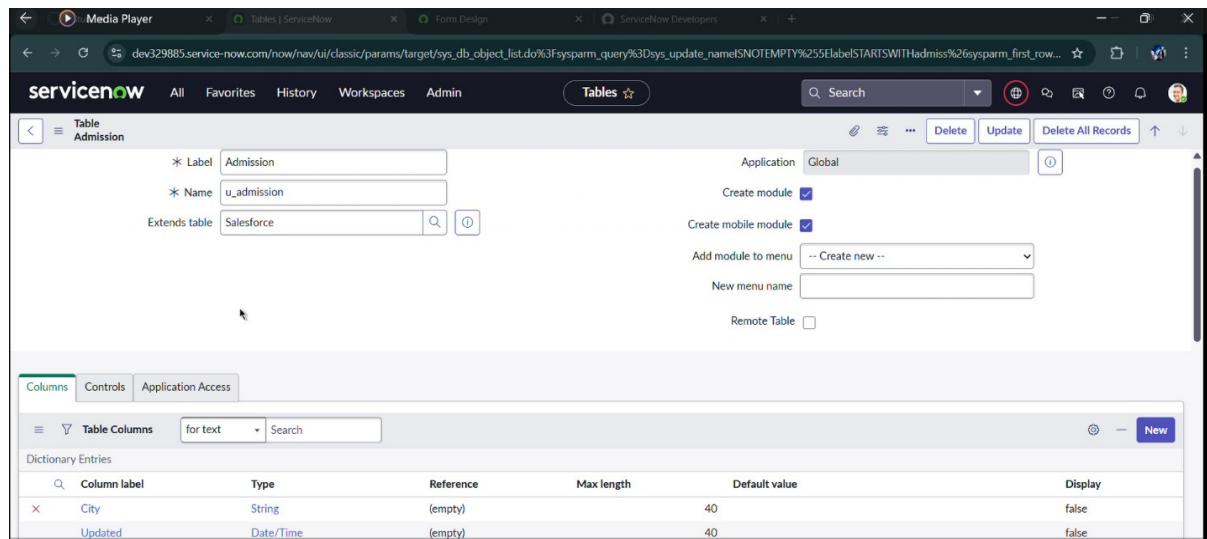
ServiceNow Tables interface showing the 'Table Salesforce' record. The record details are as follows:

- Label:** Salesforce
- Name:** u_salesforce
- Extends table:** (Search icon)
- Application:** Global
- Create module:**
- Create mobile module:**
- Add module to menu:** -- Create new --
- New menu name:** (Search icon)
- Remote Table:**

Table Columns:

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|--------|-----------|------------|---------------|---------|
| Father Cell | String | (empty) | 40 | | false |

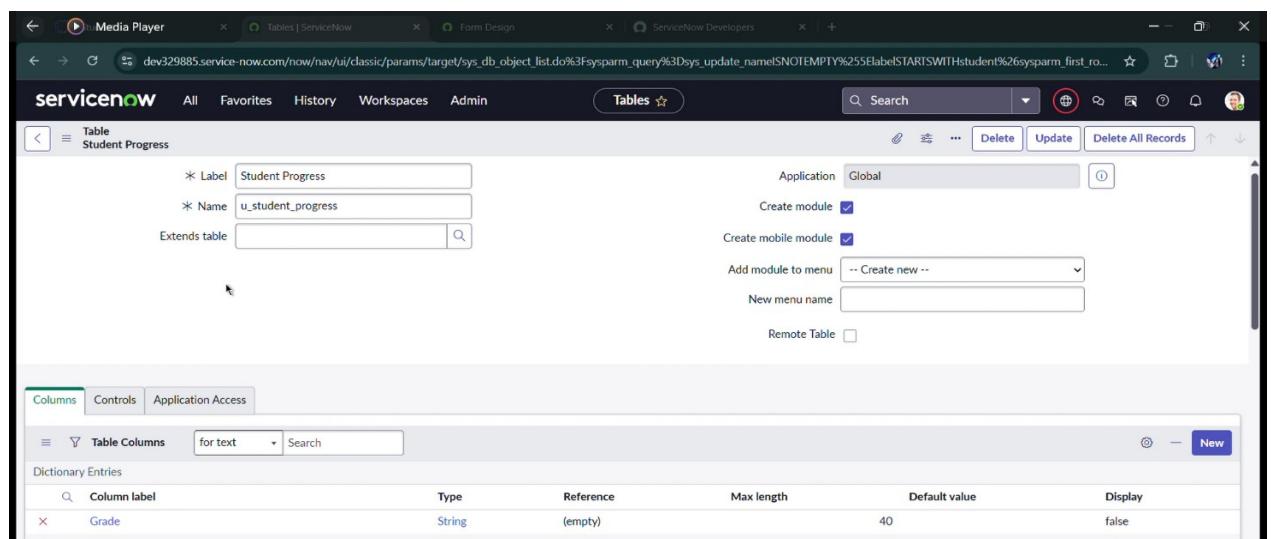
3.2 . Creating Admission Table



The screenshot shows the ServiceNow 'Tables' screen for creating a new table named 'Admission'. The table is defined as extending the 'Salesforce' table. The 'Columns' tab is selected, showing two columns: 'City' (String type, max length 40) and 'Updated' (Date/Time type, max length 40). The 'Display' column for both is set to 'false'.

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|-----------|-----------|------------|---------------|---------|
| City | String | (empty) | 40 | | false |
| Updated | Date/Time | (empty) | 40 | | false |

3.3 . Creating Student Progress Tabl



The screenshot shows the ServiceNow 'Tables' screen for creating a new table named 'Student Progress'. The table is defined as extending the 'Student' table. The 'Columns' tab is selected, showing one column: 'Grade' (String type, max length 40). The 'Display' column for 'Grade' is set to 'false'.

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|--------|-----------|------------|---------------|---------|
| Grade | String | (empty) | 40 | | false |

4. Form Layout

4.1 . Configuring Table form for Student Progress

Table

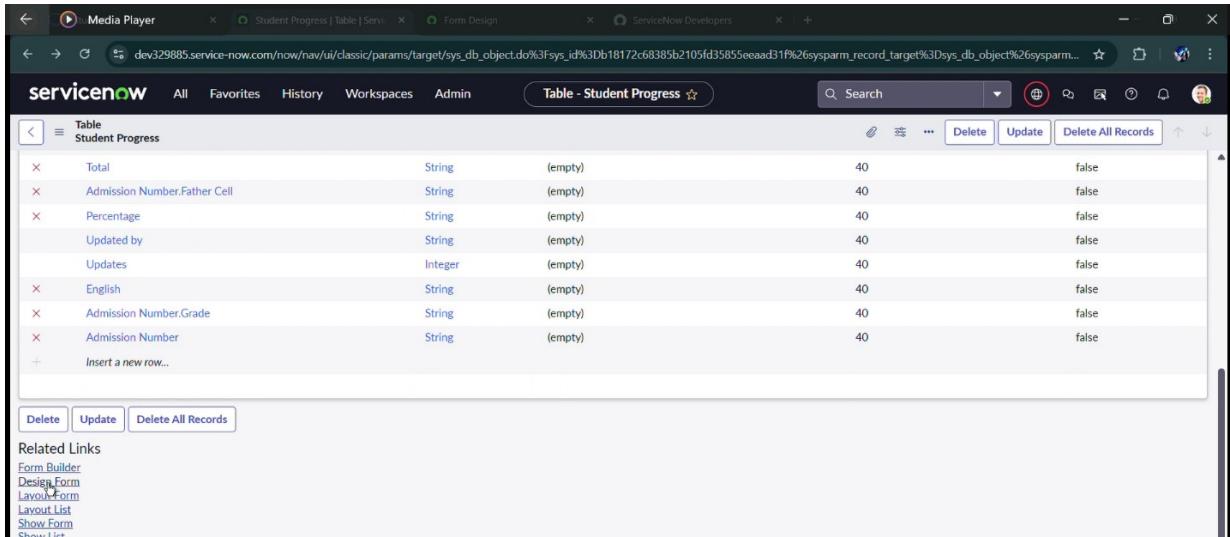
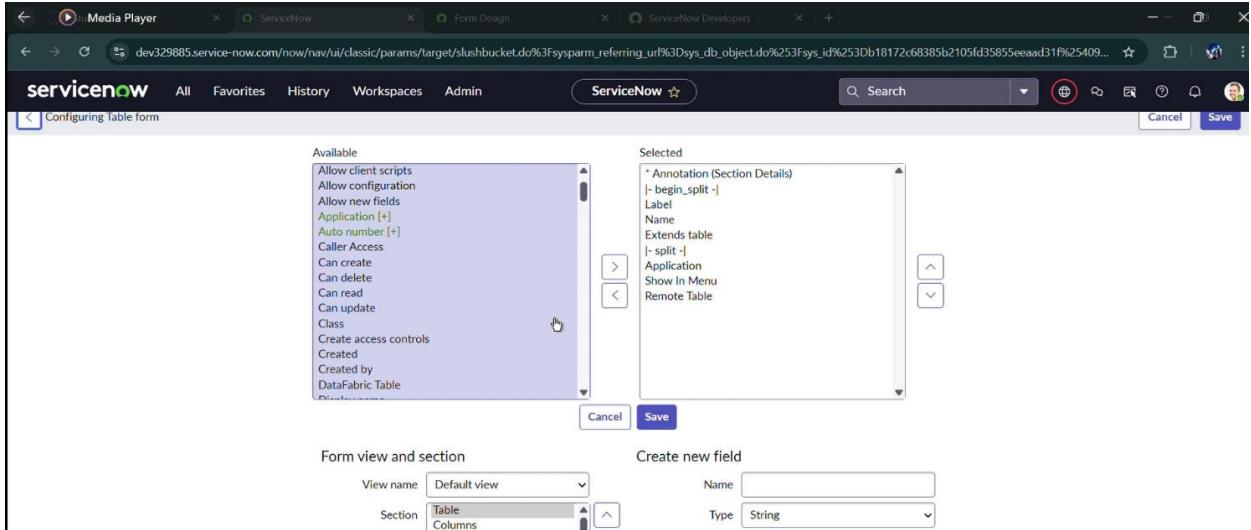


Table - Student Progress

| X | Total | String | (empty) | 40 | false |
|---|------------------------------|---------|---------|----|-------|
| X | Admission Number.Father Cell | String | (empty) | 40 | false |
| X | Percentage | String | (empty) | 40 | false |
| | Updated by | String | (empty) | 40 | false |
| | Updates | Integer | (empty) | 40 | false |
| X | English | String | (empty) | 40 | false |
| X | Admission Number.Grade | String | (empty) | 40 | false |
| X | Admission Number | String | (empty) | 40 | false |
| + | Insert a new row... | | | | |

Related Links

- Form Builder
- Design Form
- Layout Form
- Layout List
- Show Form
- Show List



Configuring Table form

Available

- Allow client scripts
- Allow configuration
- Allow new fields
- Application [+]
- Auto number [+]
- Caller Access
- Can create
- Can delete
- Can read
- Can update
- Class
- Create access controls
- Created
- Created by
- DataFabric Table
- DataFabric View

Selected

- * Annotation (Section Details)
- begin,split -
- Label
- Name
- Extends table
- split -
- Application
- Show In Menu
- Remote Table

Form view and section

View name: Default view

Section: Table

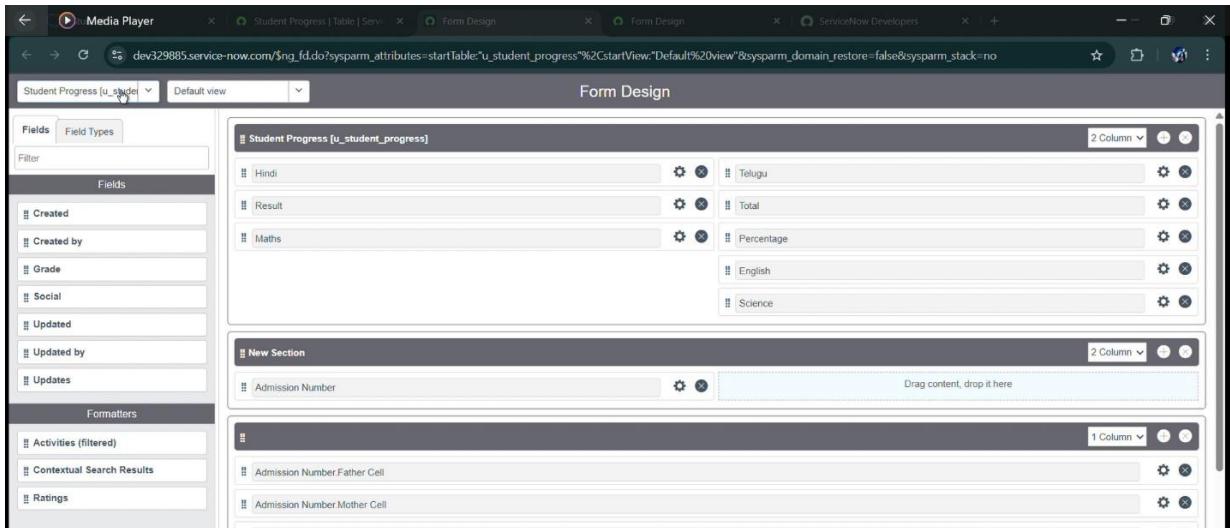
Create new field

Name:

Type: String

5. Form Design

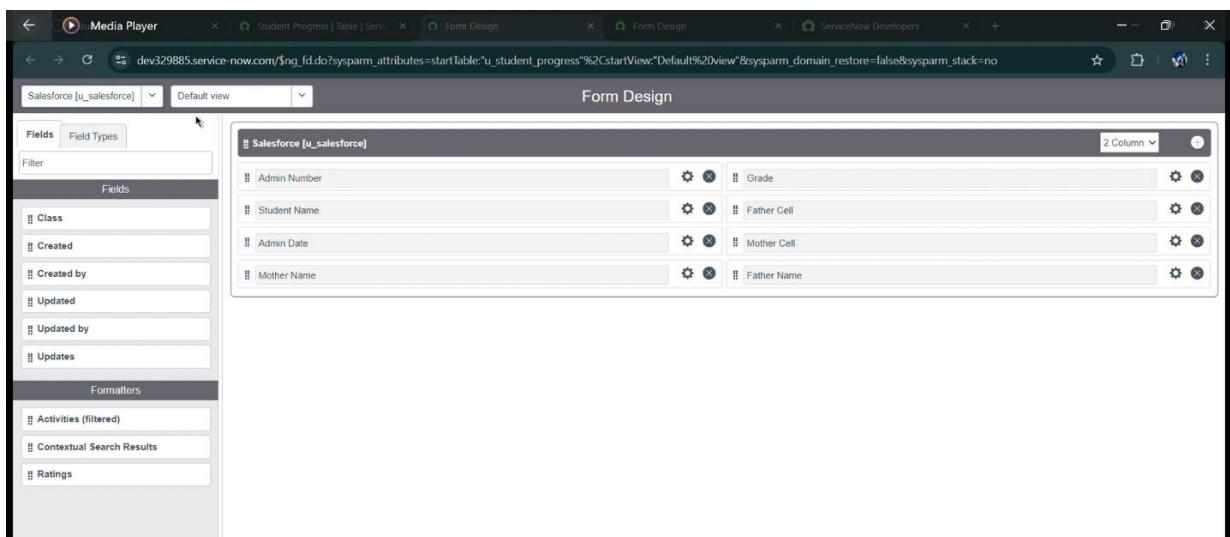
5.1 . Creating Form Design for Salesforce Table



The screenshot shows the ServiceNow Form Design interface for the 'Student Progress [u_student_progress]' table. The left sidebar lists fields: Created, Created by, Grade, Social, Updated, Updated by, and Updates. The main area displays a 2-column layout with the following fields:

| | |
|--------|------------|
| Hindi | Telugu |
| Result | Total |
| Maths | Percentage |
| | English |
| | Science |

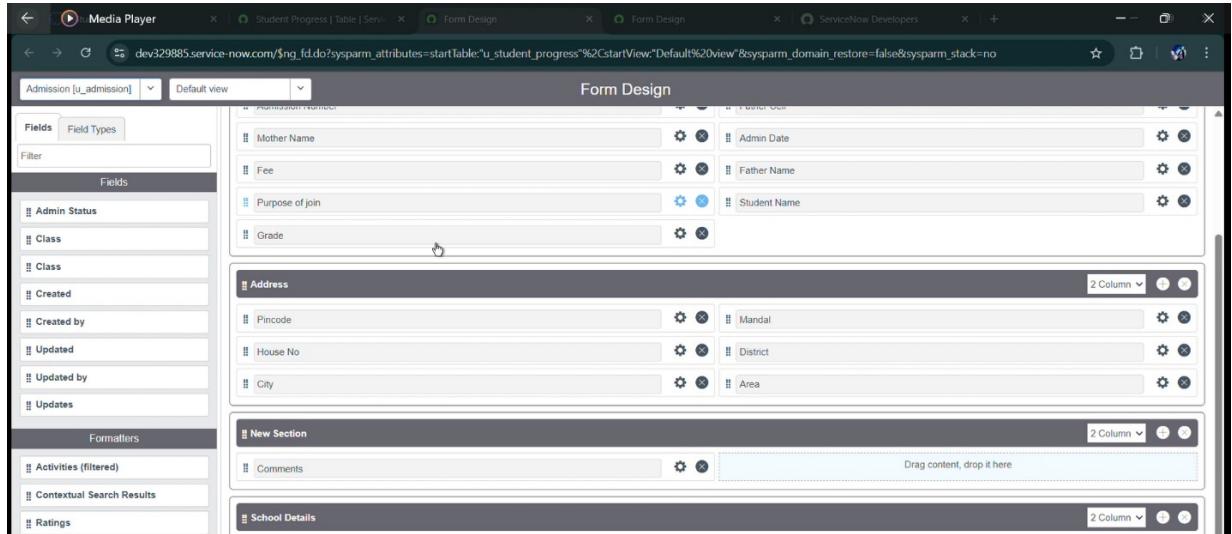
Below this is a 'New Section' with a single field: Admission Number. A placeholder text 'Drag content, drop it here' is visible to the right. The bottom section shows a 1-column layout with two fields: Admission Number Father Cell and Admission Number Mother Cell.



The screenshot shows the ServiceNow Form Design interface for the 'Salesforce [u_salesforce]' table. The left sidebar lists fields: Class, Created, Created by, Updated, Updated by, and Updates. The main area displays a 2-column layout with the following fields:

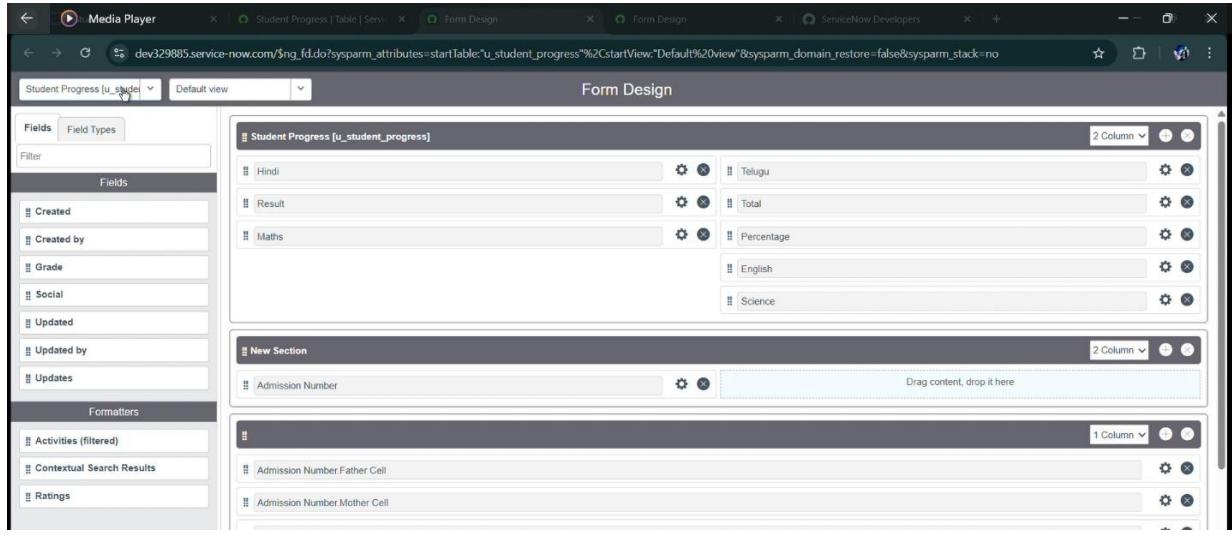
| | |
|--------------|-------------|
| Admin Number | Grade |
| Student Name | Father Cell |
| Admin Date | Mother Cell |
| Mother Name | Father Name |

5.2. Creating Form Design for Admission Table



The screenshot shows the ServiceNow Form Design interface for the 'Admission [u_admission]' table. The left sidebar contains a 'Fields' section with 'Filter', 'Fields' (Mother Name, Fee, Purpose of join, Grade), 'Formatters' (Address, New Section, School Details), and 'Formatters' (Activities (filtered), Contextual Search Results, Ratings). The main area displays the form structure with sections for 'Admission [u_admission]' and 'Address'. The 'Address' section contains fields for Pincode, House No, City, Mandal, District, and Area. The 'New Section' and 'School Details' sections are currently empty.

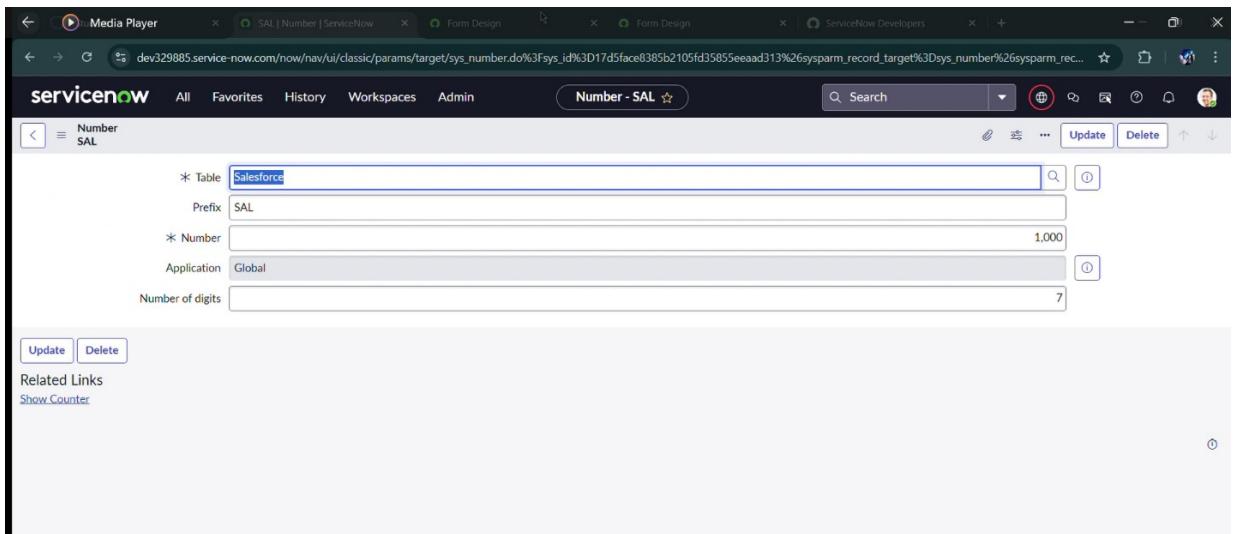
5.3. Creating Form Design for Student progress Table



The screenshot shows the ServiceNow Form Design interface for the 'Student Progress [u_student_progress]' table. The left sidebar contains a 'Fields' section with 'Filter', 'Fields' (Created, Created by, Grade, Social, Updated, Updated by, Updates), and 'Formatters' (Activities (filtered), Contextual Search Results, Ratings). The main area displays the form structure with sections for 'Student Progress [u_student_progress]' and 'New Section'. The 'Student Progress [u_student_progress]' section contains fields for Hindi, Result, Maths, Telugu, Total, Percentage, English, and Science. The 'New Section' section contains a field for Admission Number and a placeholder 'Drag content, drop it here'. Below the 'New Section' is another section with fields for Admission Number Father Cell and Admission Number Mother Cell.

6. Number Maintenance

6.1 . Creating Number Maintenance for Admin Number



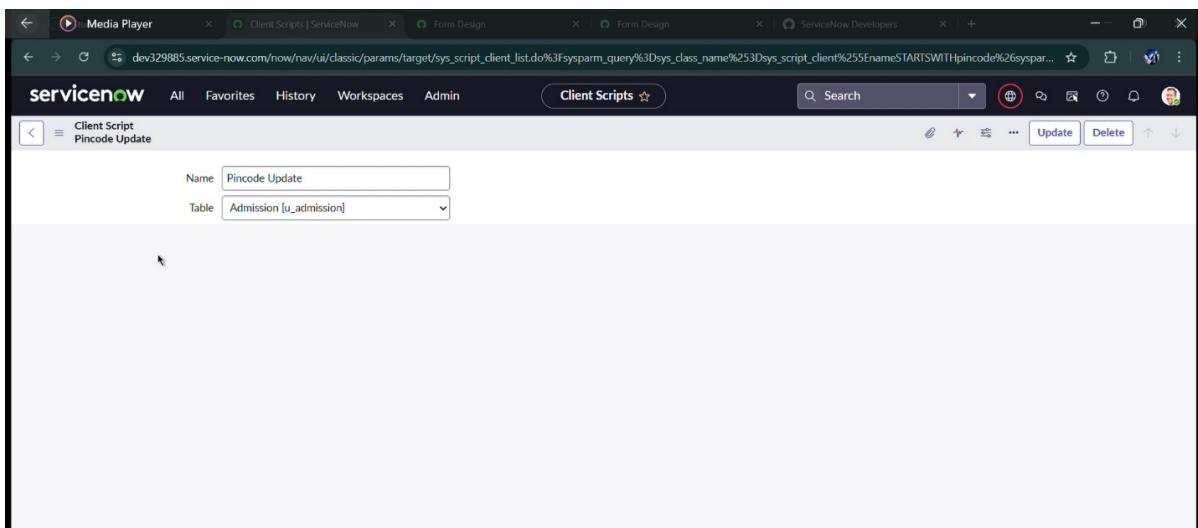
The screenshot shows the ServiceNow Number Maintenance form for the table 'Salesforce'. The form fields are as follows:

- * Table: Salesforce
- Prefix: SAL
- * Number: 1,000
- Application: Global
- Number of digits: 7

At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a 'Show Counter' link.

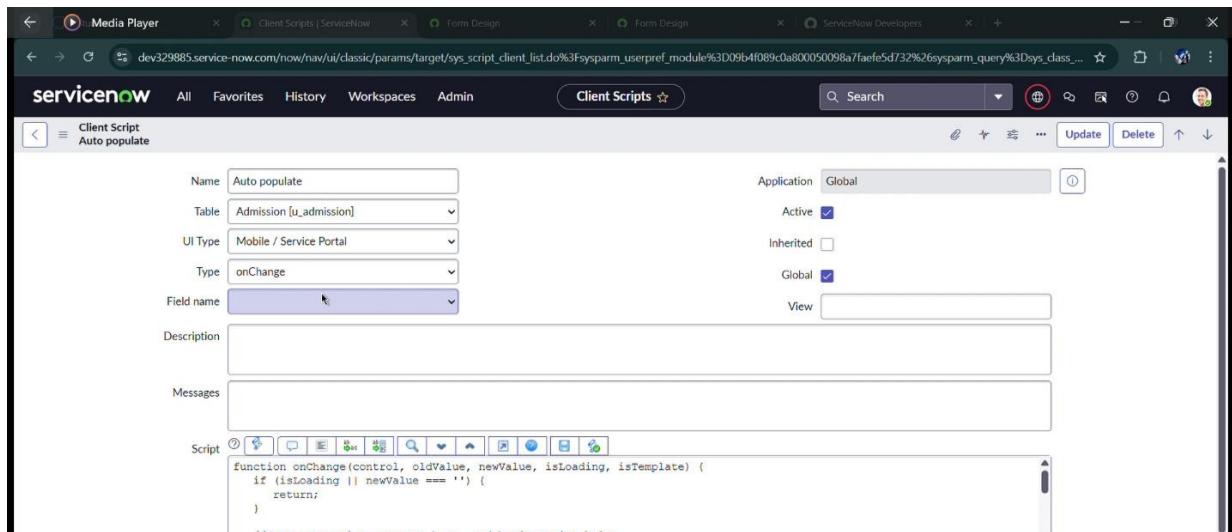
7. Process Flow

7.1 . Process Flow



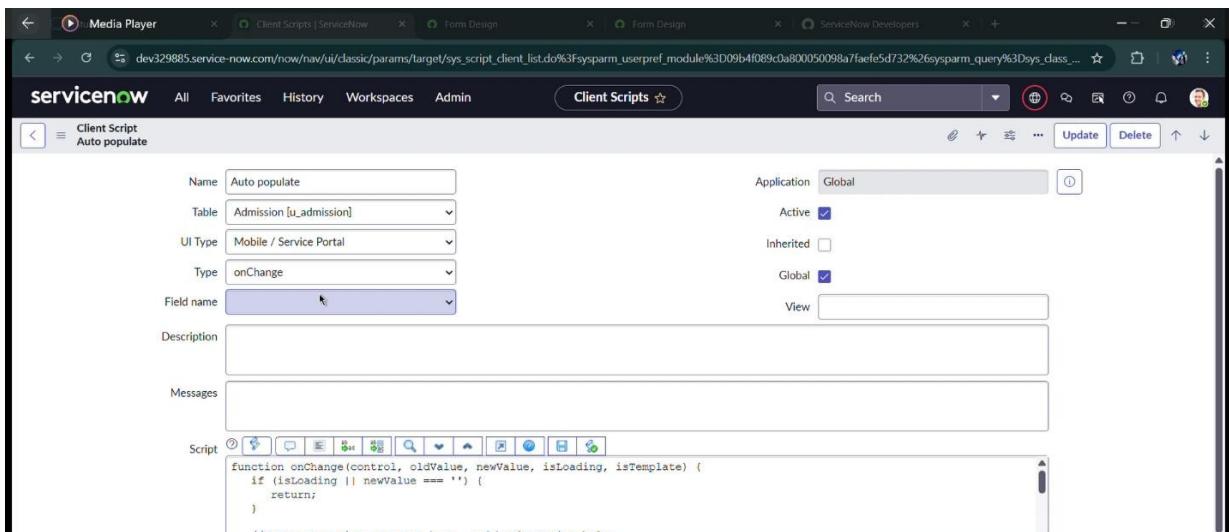
The screenshot shows the ServiceNow Client Scripts form for the script 'Pincode Update'. The form fields are as follows:

- Name: Pincode Update
- Table: Admission [u_admission]

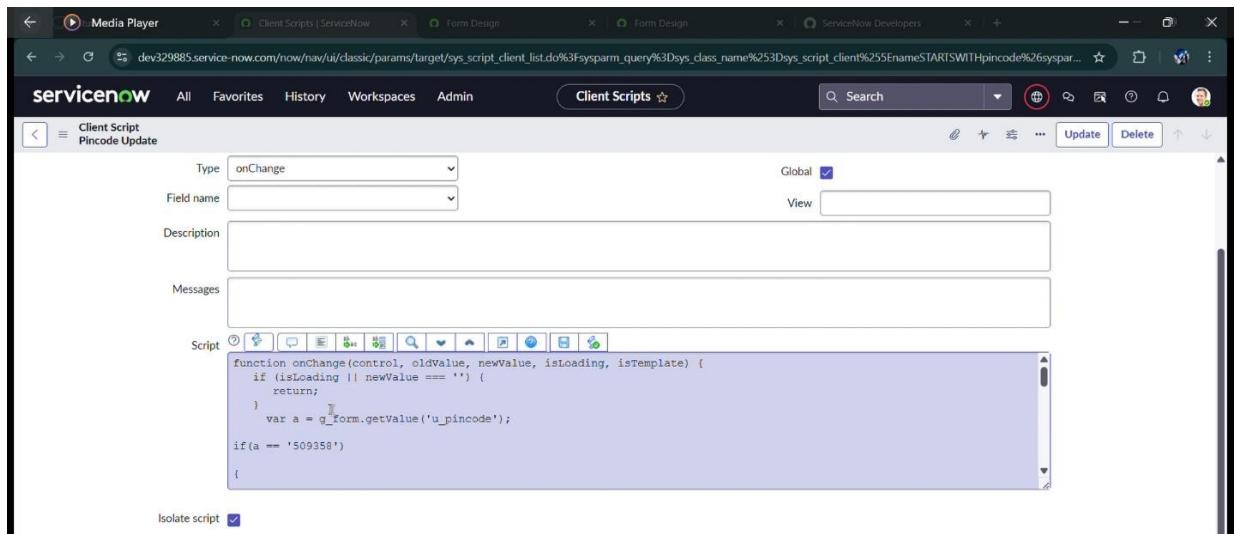


8. Client Script

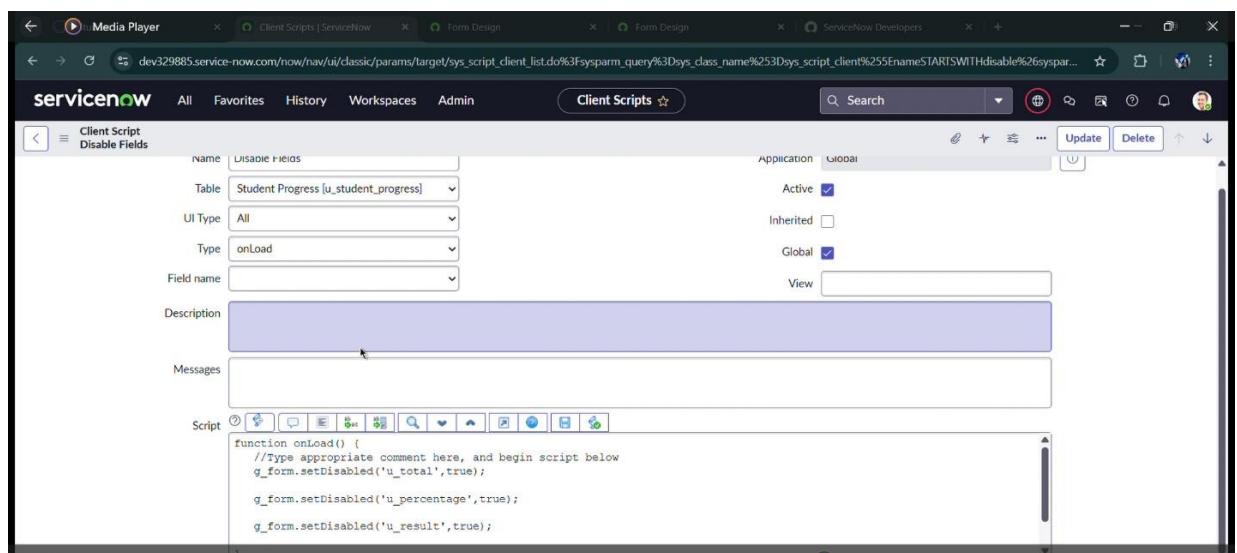
8.1 . Creating “Auto populate” Client Scripts for Admission Table



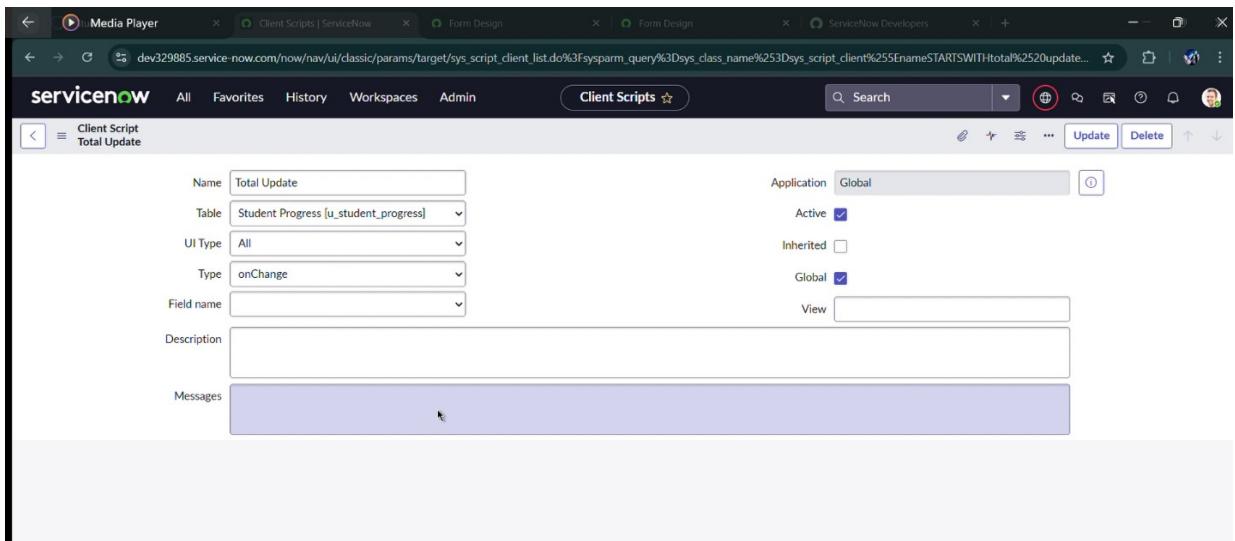
8.2 . Creating “Pincode Update” Client Scripts for Admission Table



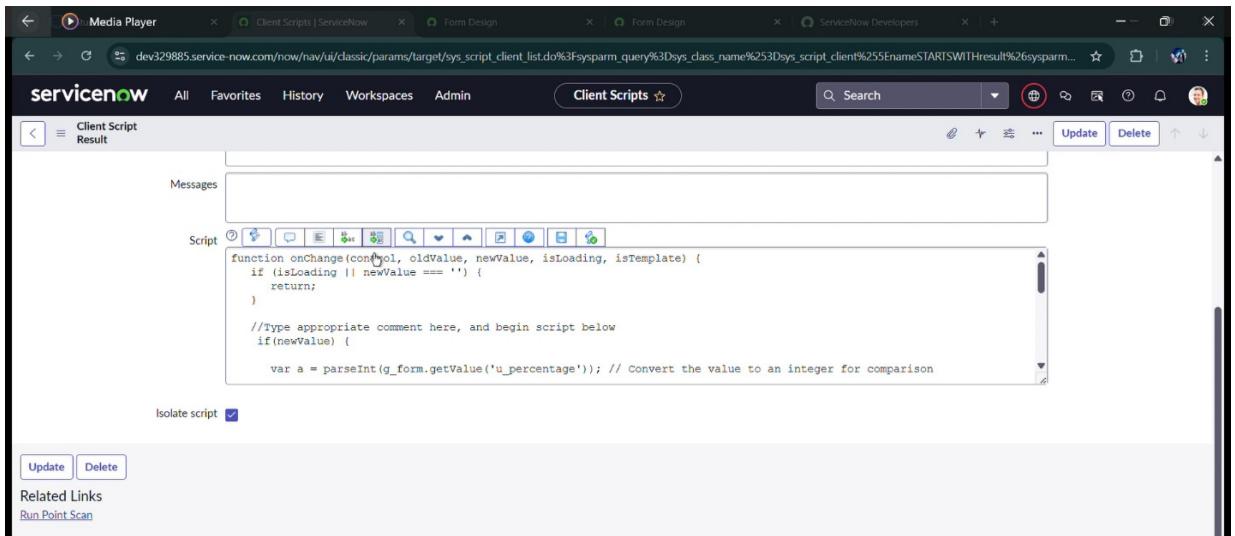
8.3 . Creating “Disable Fields” Client Scripts for Student progress Table



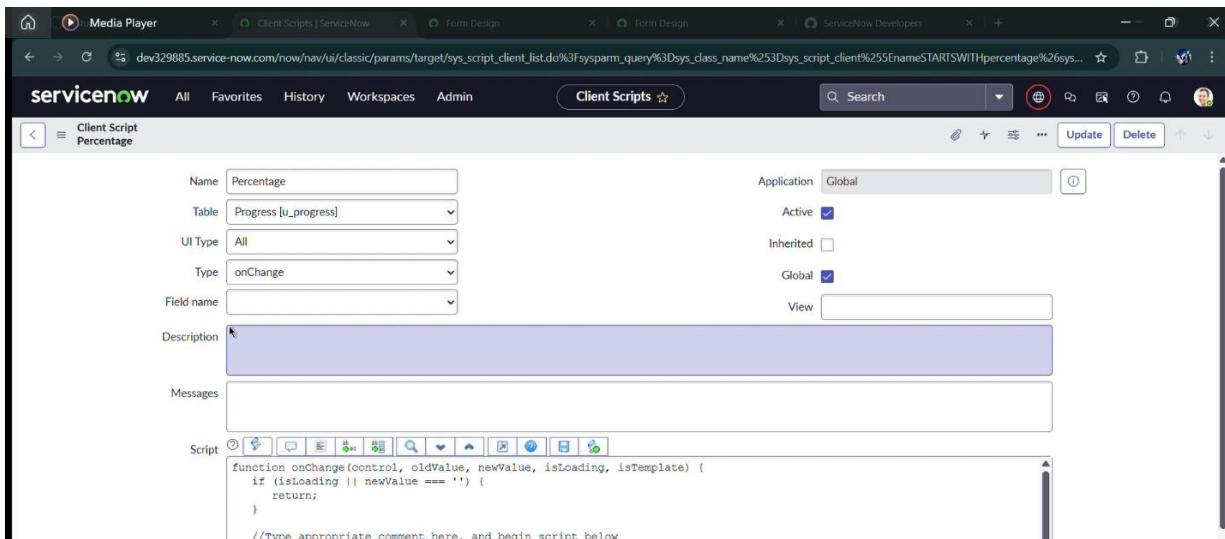
8.4 . Creating “Total Update” Client Scripts for Student progress Table



8.5 . Creating “Result” Client Scripts for Student progress Table



8.6 . Creating “Percentage” Client Scripts for Student progress Table



10. CONCLUSION

The *Educational Organization Using ServiceNow* project demonstrates the effectiveness of workflow automation in improving institutional operations. By integrating academic and administrative services on a single platform, the system enhances communication, reduces manual effort, and promotes transparency.

Future Enhancements include:

- Mobile application for easier access.
- AI chatbot integration for instant responses.
- Predictive analytics to identify recurring issues.
- Integration with ERP and Learning Management Systems.
- Advanced reporting for institutional planning.

11. APPENDIX

The appendix section includes supporting materials and additional details that complement the project.

1. Sample Screenshots

- ServiceNow student request portal interface.
- Admin dashboard for tracking and reporting.
- Workflow configuration screen.
- Knowledge base article example.

2. Example Workflow

- Request logged via the ServiceNow portal.
- Ticket automatically categorized and routed to IT staff.
- IT staff resolves the issue and marks it as closed.
- Student receives resolution notification.

3. Future Implementation Ideas

- ServiceNow mobile app customization for students.
- Integration of AI-based virtual assistant.
- Role-based analytics dashboard for institutional leaders.