



EDUCATIONAL ORGANISATION USING SERVICENOW

NANN MUDHALVAN REPORT

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BONAFIDE CERTIFICATE

Certified that this project report **“EDUCATIONAL ORGANISATION USING SERVICENOW”** is the Bonafide work of **“ANRISHYA K (953422104006) , ANUSHA R (953422104009), ANUSHA S (953422104010) , ANUSHYA S (953422104011)”** who carried out the naan mudhalvan project work under my supervision.

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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

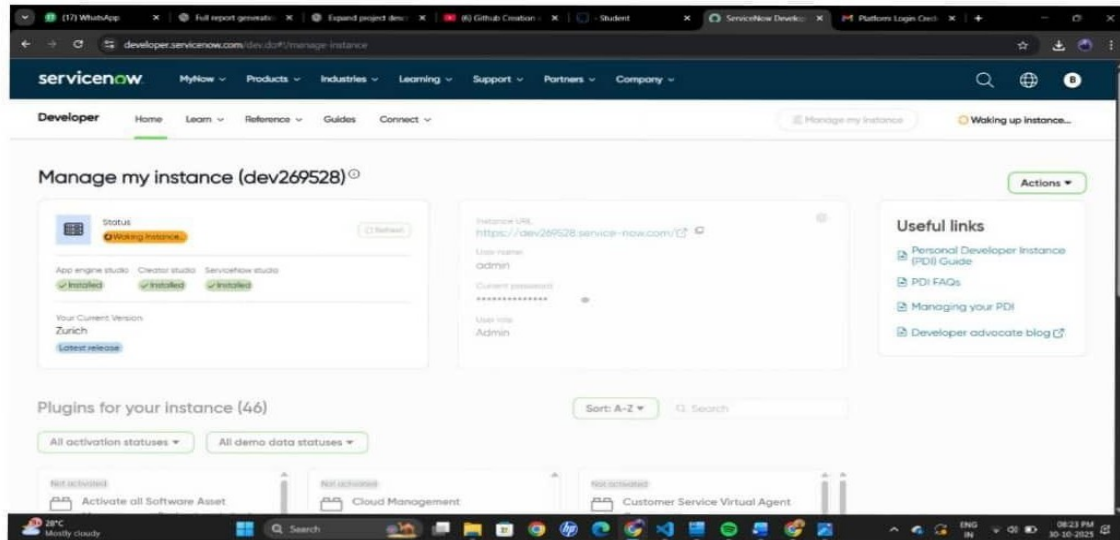
2. Creating a Update

3. Creating a Table

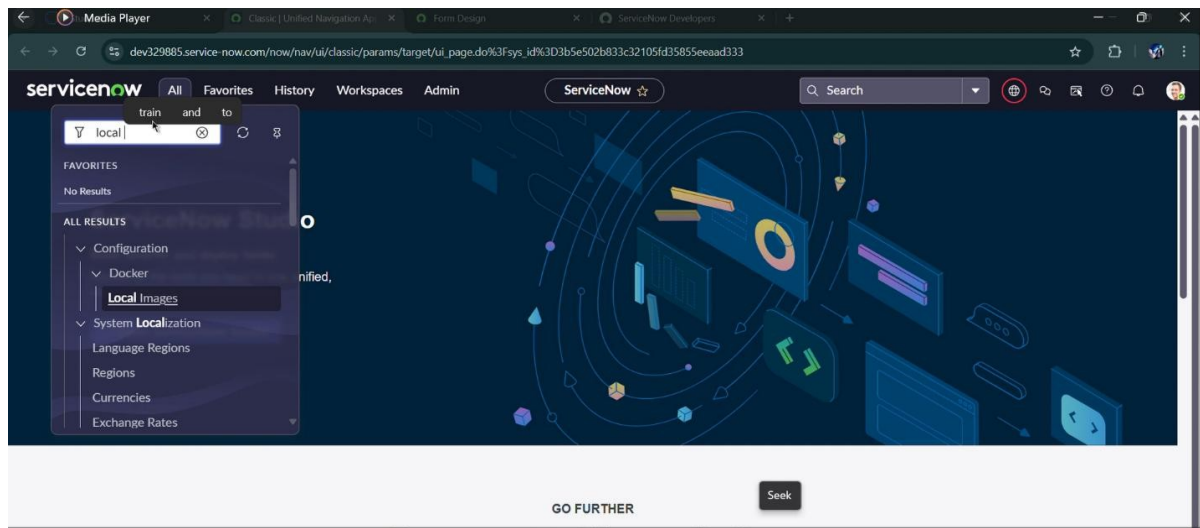
3.1. Creating Salesforce Table.

- 3.2. Creating Admission Table
- 3.3. Creating Student Progress Table
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- 5. Form Design
 - 5.1 . Creating Form Design for Salesforce Table
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 - 8.6 . Creating “Percentage” Client Scripts for Student progress Table

1. Setting up ServiceNow Instance



2. Creating a Update



dev329885.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do%3Fsysparm_userpref_module%3D50047c06c0a8016c0135a14cebc8191b%26sysparm_clear_stack%3Dtrue

servicenow All Favorites History Workspaces Admin **Update Sets** Search

Update Set Educational Organisation Update

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

Update

Related Links
[Merge With Another Update Set](#)
[Scan Update Set](#)

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

3. Creating a Table

3.1 . Creating Salesforce Table

Media Player Tables | ServiceNow Form Design ServiceNow Developers

dev329885.service-now.com/now/nav/ui/classic/params/target/sys_db_object_list.do%3Fsysparm_query%3Dsys_update_name%5BNOTEMPTY%255ElabelSTARTSWITHsales%26sysparm_first_row%...

servicenow All Favorites History Workspaces Admin **Tables** Search

Table Salesforce Delete Update Delete All Records

* Label: Salesforce Application: Global
 * Name: u_salesforce Create module: ☒
 Extends table: Create mobile module: ☒
 Add module to menu: -- Create new --
 New menu name:
 Remote Table: ☐

Columns Controls Application Access

Table Columns for text Search New

Dictionary Entries

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 Table Editor for a table named 'Admission'. The interface includes a top navigation bar with 'Tables' selected. The main form has fields for 'Label' (Admission), 'Name' (u_admission), and 'Extends table' (Salesforce). On the right, there are checkboxes for 'Create module' and 'Create mobile module', both of which are checked. Below these are dropdowns for 'Add module to menu' (set to '-- Create new --') and a text field for 'New menu name'. A 'Remote Table' checkbox is also present. At the bottom, there is a 'Columns' tab with a search bar and a table of 'Dictionary Entries'.

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

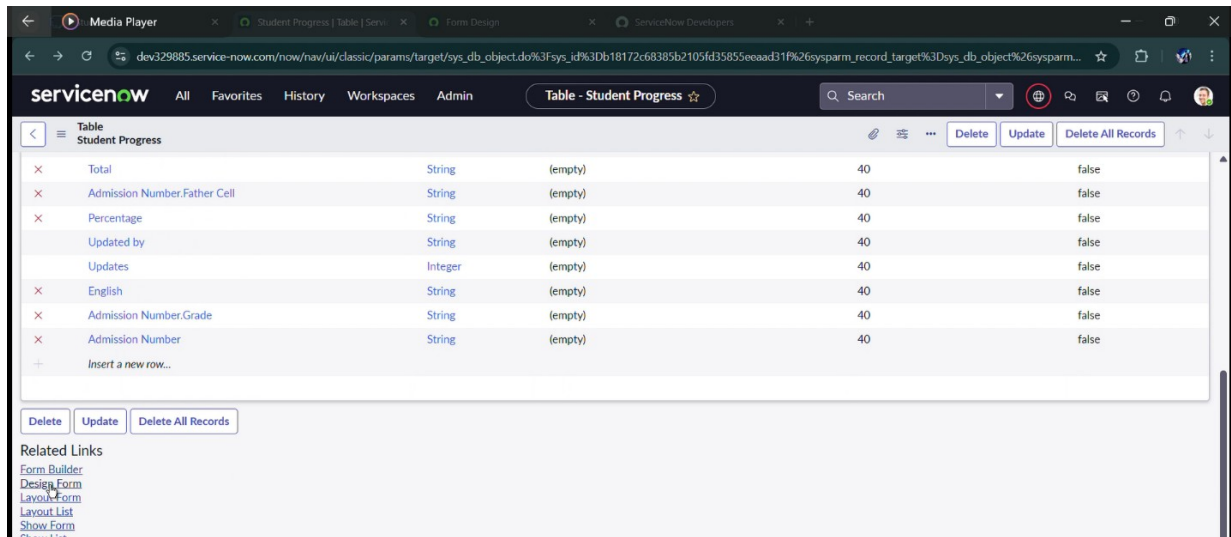
The screenshot shows the ServiceNow Table Editor for a table named 'Student Progress'. The interface is similar to the previous one, with fields for 'Label' (Student Progress), 'Name' (u_student_progress), and 'Extends table'. The 'Create module' and 'Create mobile module' checkboxes are checked. The 'Add module to menu' dropdown is set to '-- Create new --'. The 'Columns' tab at the bottom shows a table of 'Dictionary Entries'.

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

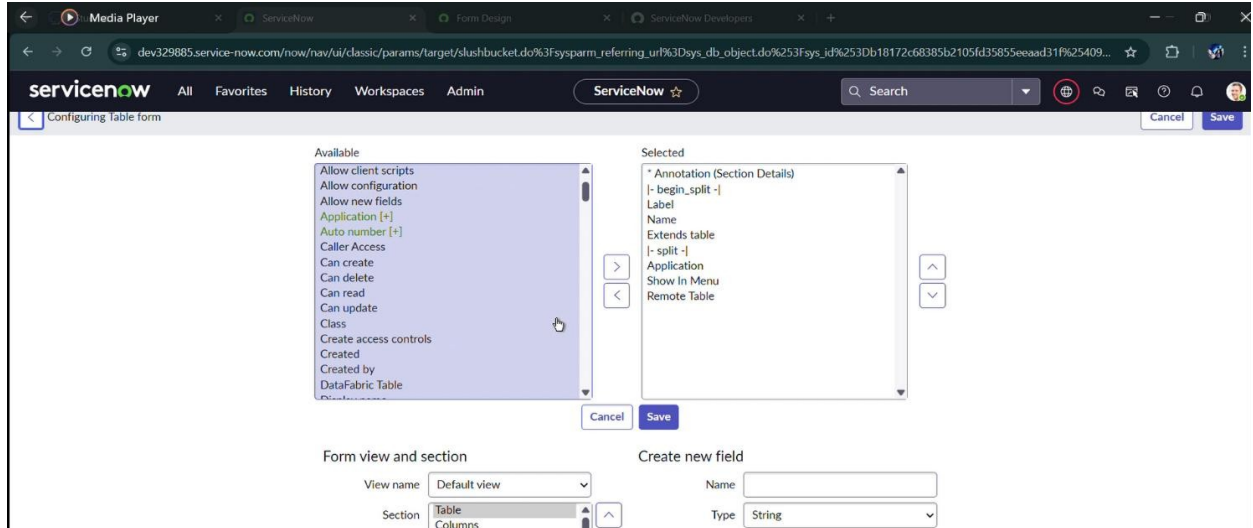
Table



	Field	Type	Value	Length	Required
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...				

Buttons: Delete, Update, Delete All Records

Related Links: Form Builder, Design Form, Layout Form, Layout List, Show Form, Show List



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 by
- DataFabric Table

Selected

- * Annotation (Section Details)
- [- begin_split -]
- Label
- Name
- Extends table
- [- split -]
- Application
- Show In Menu
- Remote Table

Buttons: Cancel, Save

Form view and section

View name: Default view

Section: Table

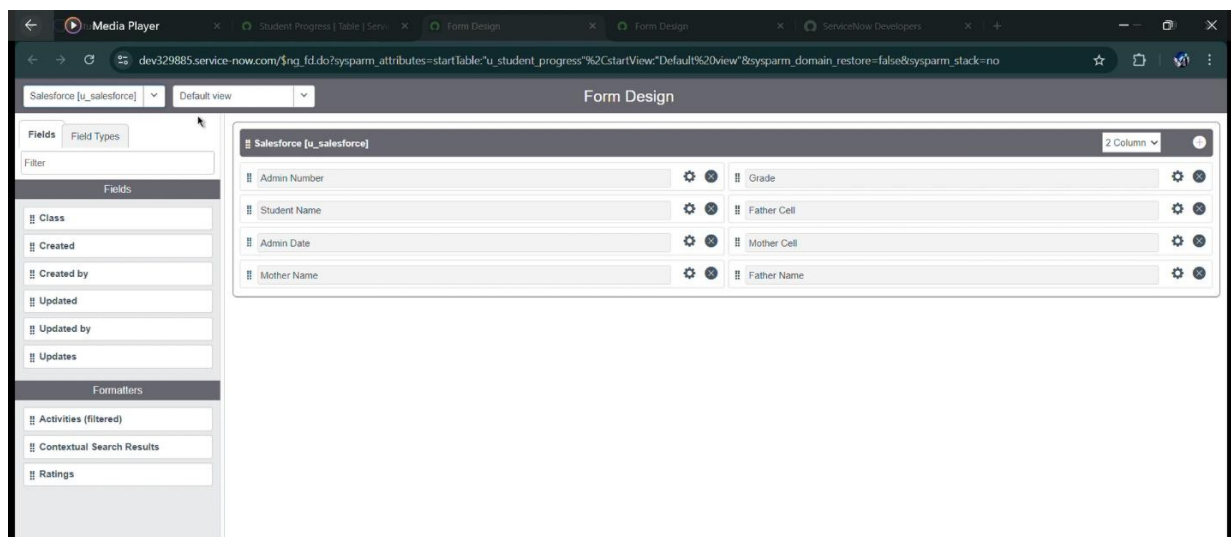
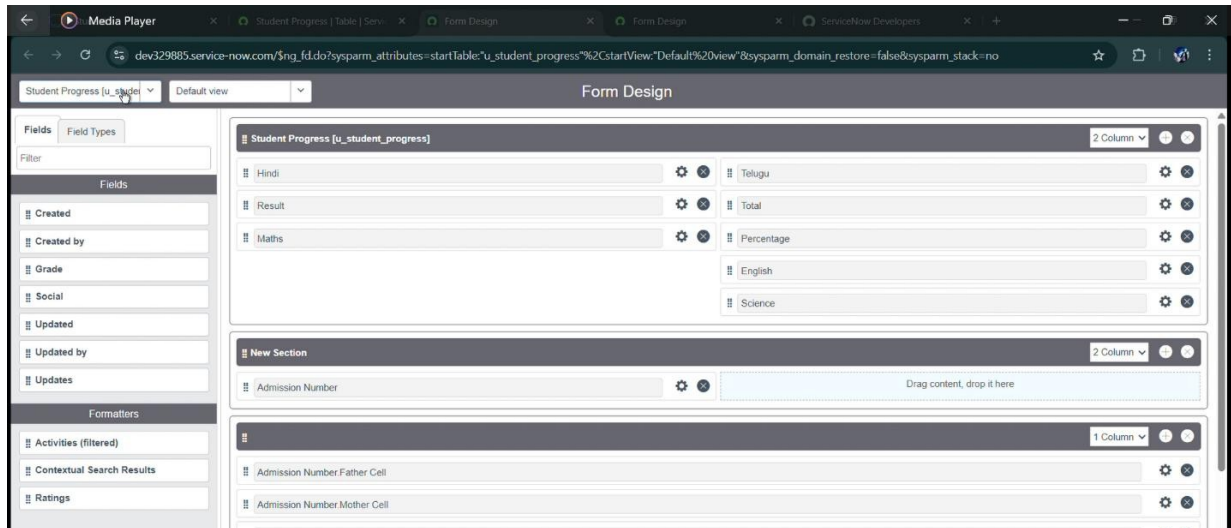
Create new field

Name:

Type: String

5. Form Design

5.1 . Creating Form Design for Salesforce Table



5.2. Creating Form Design for Admission Table

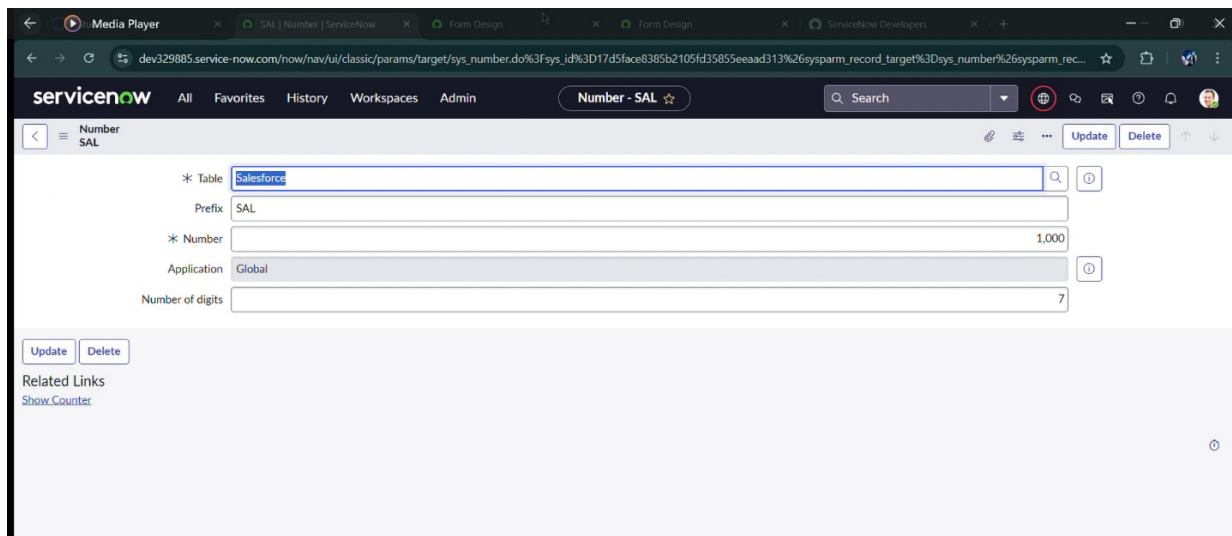
The screenshot shows the ServiceNow Form Designer interface for the 'Admission' table. The left sidebar contains a 'Fields' list with categories like 'Admin Status', 'Class', 'Created', 'Updated', and 'Updates'. The main workspace is titled 'Form Design' and displays a form layout. The form is organized into sections: 'Personal Details' (Mother Name, Fee, Purpose of join, Grade, Admin Date, Father Name, Student Name), 'Address' (Pincode, House No, City, Mandal, District, Area), 'New Section' (Comments), and 'School Details'. Each field has a configuration icon (gear) and a visibility icon (eye). The 'Address' and 'School Details' sections are set to '2 Column' layout.

5.3. Creating Form Design for Student progress Table

The screenshot shows the ServiceNow Form Designer interface for the 'Student Progress' table. The left sidebar contains a 'Fields' list with categories like 'Created', 'Updated', and 'Updates'. The main workspace is titled 'Form Design' and displays a form layout. The form is organized into sections: 'Student Progress [u_student_progress]' (Hindi, Result, Maths, Telugu, Total, Percentage, English, Science), 'New Section' (Admission Number), and a section for 'Admission Number' with sub-sections for 'Admission Number Father Cell' and 'Admission Number Mother Cell'. Each field has a configuration icon (gear) and a visibility icon (eye). The 'Student Progress' and 'New Section' sections are set to '2 Column' layout, while the 'Admission Number' section is set to '1 Column' layout.

6. Number Maintenance

6.1 . Creating Number Maintenance for Admin Number



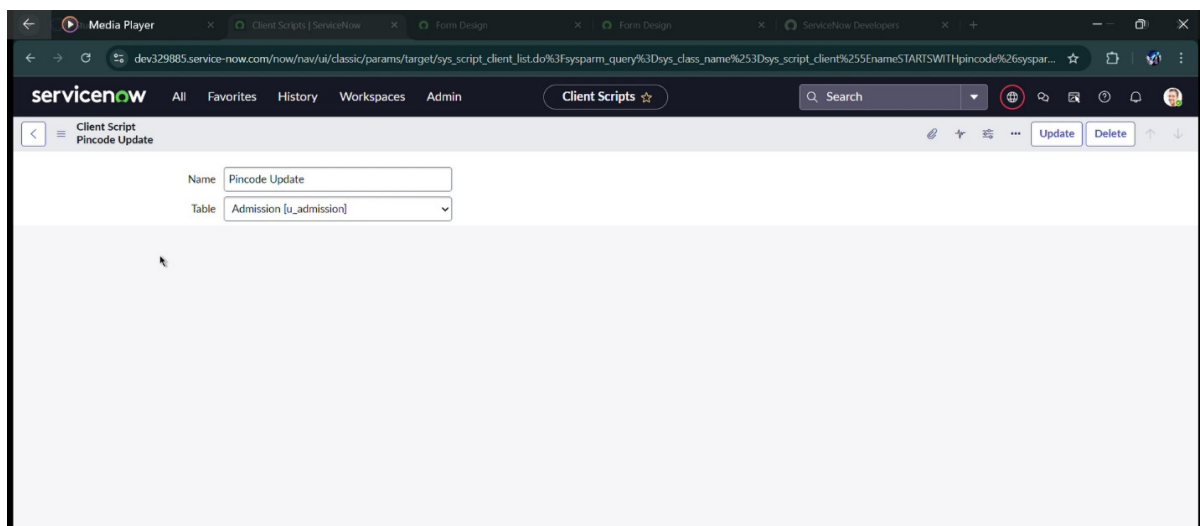
The screenshot shows the ServiceNow Number Maintenance form for a table named 'Salesforce'. The form includes the following fields:

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

Buttons for 'Update' and 'Delete' are visible at the bottom left. Below the form, there is a 'Related Links' section with a link to 'Show Counter'.

7. Process Flow

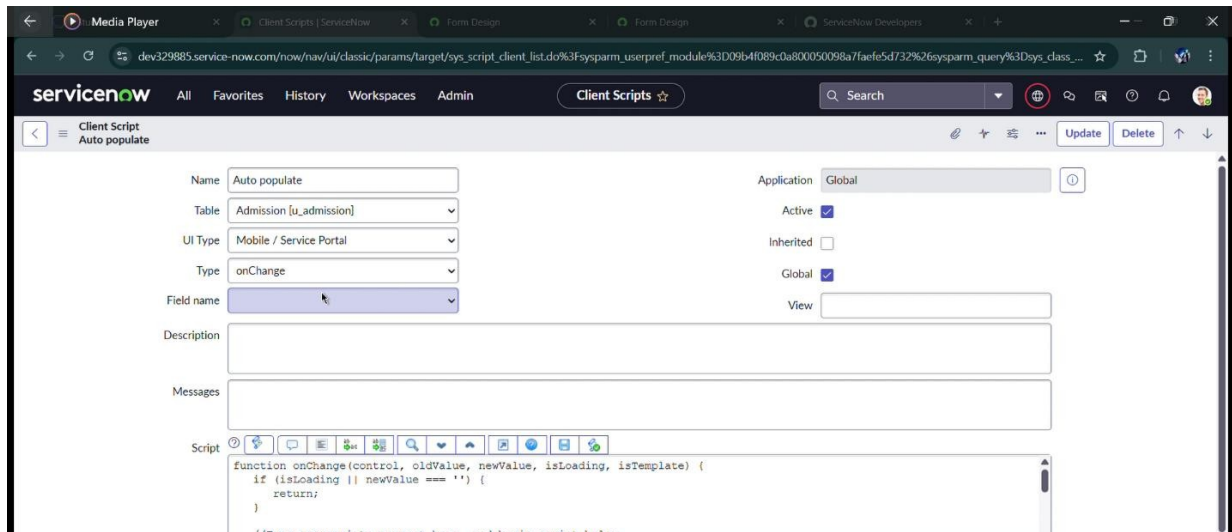
7.1 . Process Flow



The screenshot shows the ServiceNow Client Script form for a script named 'Pincode Update'. The form includes the following fields:

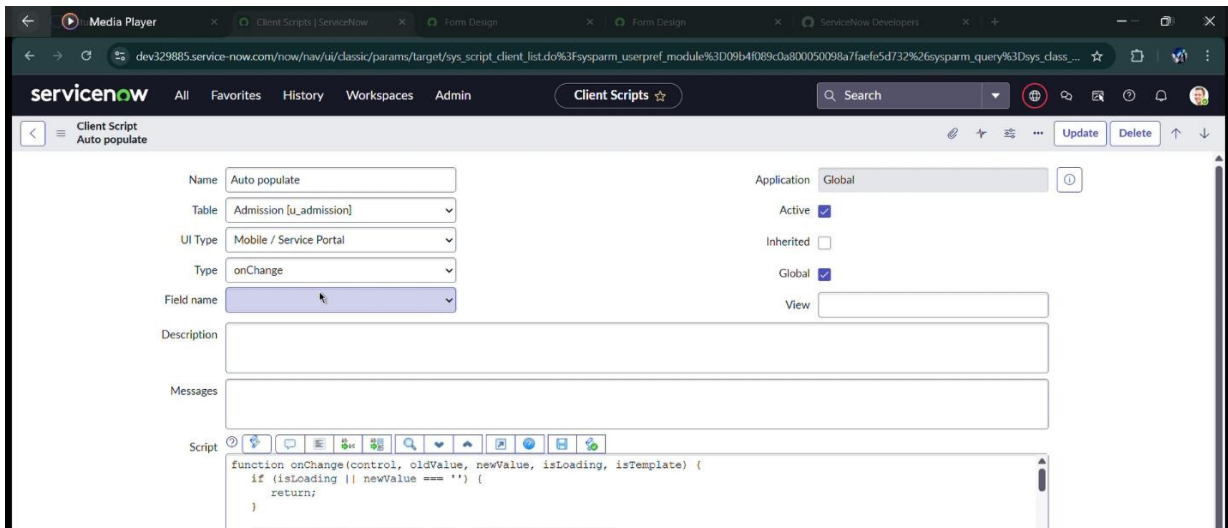
- Name:** Pincode Update
- Table:** Admission [u_admission]

Buttons for 'Update' and 'Delete' are visible at the bottom right.



8. Client Script

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



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

The screenshot shows the ServiceNow Client Script editor for a script named "Pincode Update". The script is configured with the following settings:

- Type:** onChange
- Field name:** (empty)
- Global:** ☒
- View:** (empty)
- Description:** (empty)
- Messages:** (empty)
- Script:**

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    var a = g_form.getValue('u_pincode');
    if(a == '509358')
    {

```
- Isolate script:** ☒

The script is currently in a state where it is not yet complete, as the closing brace for the if statement is missing.

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

The screenshot shows the ServiceNow Client Script editor for a script named "Disable Fields". The script is configured with the following settings:

- Name:** Disable Fields
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onLoad
- Field name:** (empty)
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- View:** (empty)
- Description:** (empty)
- Messages:** (empty)
- Script:**

```
function onLoad() {
    //Type appropriate comment here, and begin script below
    g_form.setDisabled('u_total',true);

    g_form.setDisabled('u_percentage',true);

    g_form.setDisabled('u_result',true);
}
```

The script is complete and ready for deployment.

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

The screenshot shows the ServiceNow interface for configuring a Client Script. The browser address bar displays a URL with parameters for the script list. The page title is "Client Script Total Update". The configuration fields are as follows:

Field	Value
Name	Total Update
Table	Student Progress [u_student_progress]
UI Type	All
Type	onChange
Field name	
Description	
Messages	
Application	Global
Active	<input checked="" type="checkbox"/>
Inherited	<input type="checkbox"/>
Global	<input checked="" type="checkbox"/>
View	

Buttons for "Update" and "Delete" are located at the top right of the configuration area.

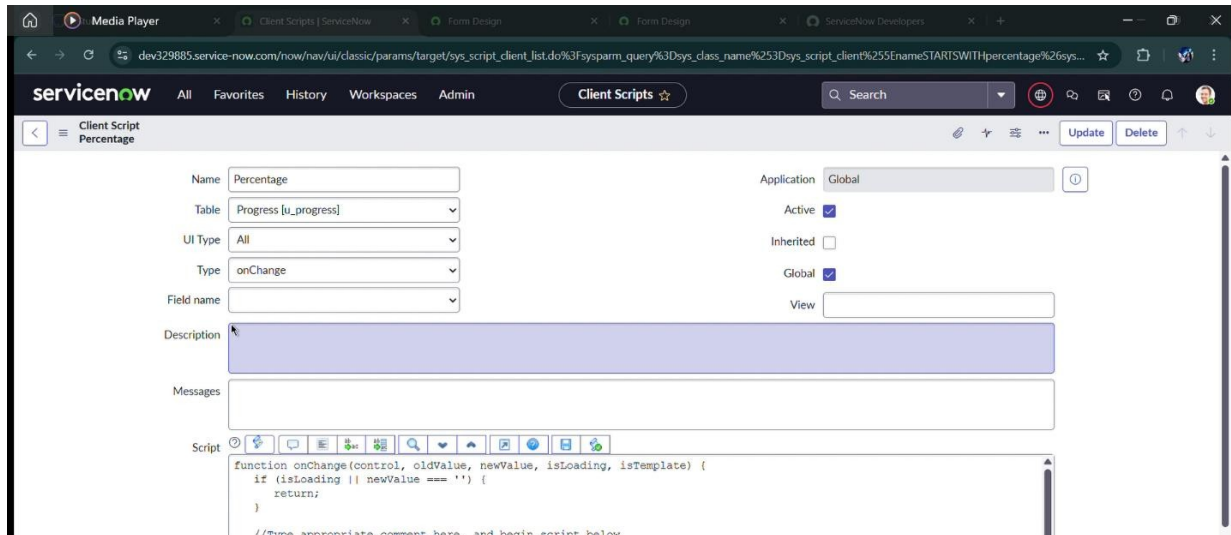
8.5 . Creating “Result” Client Scripts for Student progress Table

The screenshot shows the ServiceNow interface for configuring a Client Script. The browser address bar displays a URL with parameters for the script list. The page title is "Client Script Result". The configuration fields are as follows:

Field	Value
Name	Result
Table	Student Progress [u_student_progress]
UI Type	All
Type	onChange
Field name	
Description	
Messages	
Script	<pre>function onChange(control, oldValue, newValue, isLoading, isTemplate) { if (isLoading newValue === '') { return; } //Type appropriate comment here, and begin script below if(newValue) { var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison } }</pre>
Isolate script	<input checked="" type="checkbox"/>

Buttons for "Update" and "Delete" are located at the top right of the configuration area. Below the script editor, there is a "Related Links" section with a link to "Run Point Scan".

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.