

Project Report

Title: Educational Organization Management System using ServiceNow

Student Details

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Internship Platform: SmartInternz

Project Title: Educational Organization Management System using ServiceNow

Duration: 4 Weeks

Abstract

This project aims to simulate a digital Educational Organization using ServiceNow. The solution manages departments, students, faculty, courses, and workflow automation. It improves the efficiency, accessibility, and transparency of administrative tasks within an educational setup.

Objectives

- Create a digital model of an educational institution.
- Automate routine administrative tasks using ServiceNow.
- Enable self-service access to services like registration, complaints, and course management.
- Implement approval mechanisms for various actions.

Software & Technologies Used

- ServiceNow Platform
- Service Catalog
- Record Producers
- Flow Designer
- Client Scripts
- Business Rules

System Design & Implementation

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- Designed custom tables for Students, Faculty, Departments, and Courses.
- Used Service Catalog to create items like student registration, faculty onboarding, and course enrollment.
- Applied Record Producers to gather inputs.
- Created workflows in Flow Designer to manage approvals and processes.
- Built automated notifications for status updates.
- Used Access Control Rules to maintain data security and user roles.

Testing & Results

The system was tested using different user roles: admin, student, and faculty. All functions including data entry, workflow execution, and catalog item submissions worked as expected. Flow Designer successfully handled multi-step approvals with real-time updates.

Conclusion

This internship project provided valuable hands-on experience with ServiceNow. It helped understand the fundamentals of workflow automation, ITSM, and low-code development. The system designed is a scalable and efficient solution for educational process management.

Acknowledgements

I would like to thank SmartInternz and my mentors for guiding me through this learning journey and helping me gain practical skills in ServiceNow development.