

# Educational Organisation Using ServiceNow

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# **Educational Organisation Using ServiceNow**

**1. Educational institutions face challenges in managing student data, administrative tasks, faculty coordination, and resource allocation. ServiceNow, a powerful workflow automation and service management platform, can be adapted to meet the specific needs of schools, colleges, and universities. This project focuses on how an educational organization can utilize ServiceNow to improve efficiency, streamline operations, and enhance student and faculty experiences**

## **Educational Organization Using ServiceNow Project**

### **Why ServiceNow for Education?**

- Centralized platform for academic and administrative workflows
- Automation of repetitive tasks like student registration and leave requests
- Self-service portal for students, faculty, and staff
- Integration with learning management systems (LMS)
- Reporting and analytics for academic performance and resource utilization
- Secure data management with role-based access

### **Example Project Workflow**

When a student applies for admission:

- The application form is submitted through the ServiceNow portal.
- The workflow routes the application to the admissions team.
- Automatic checks verify required documents.
- Notifications are sent to students for missing information.
- Once approved, the student record is automatically created in the database.
- The system generates login credentials for the student portal.

## Future Scope

ServiceNow in education can be expanded to include advanced AI-driven analytics, predictive student performance monitoring, integration with virtual learning platforms, and mobile apps for on-the-go access. These enhancements will further improve institutional efficiency and student engagement

## 2. Setting Up the ServiceNow Instance

### Sign Up for a Developer Account

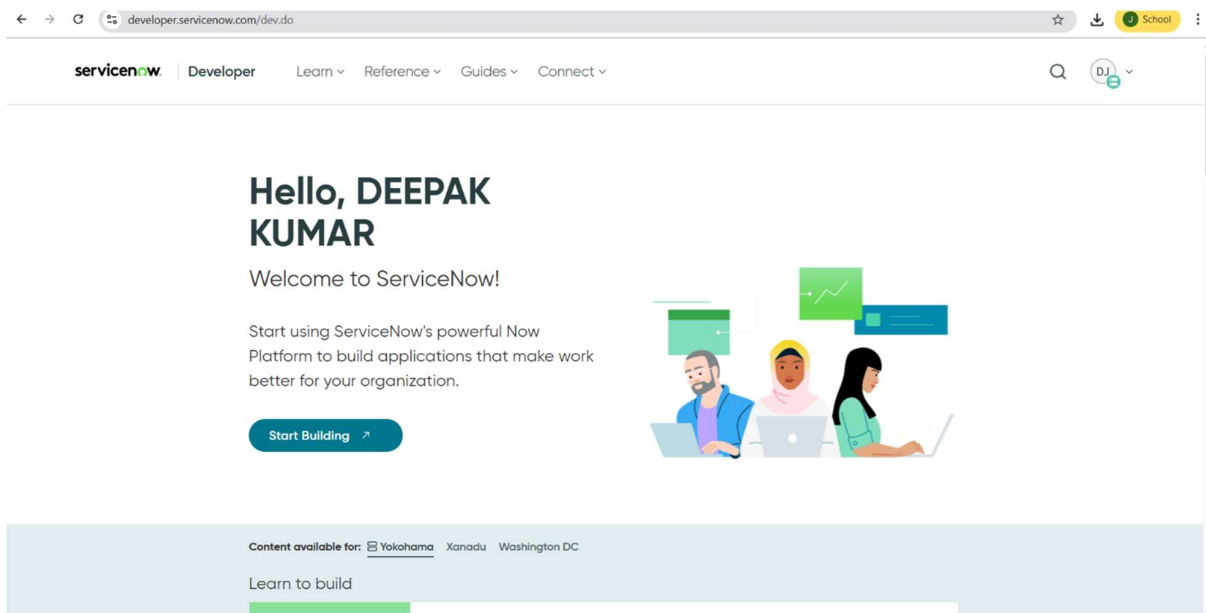
- ⑩ Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- ⑩ Create a new developer account by providing the required information.

### Request a Personal Developer Instance

- ⑩ Log in to your developer account.
- ⑩ Navigate to the “Manage > Instance” section.
- ⑩ Click “Request Instance” and choose the latest available release.
- ⑩ You will receive an email with the instance details (URL, username, and password).

### Access Your Instance

- ⑩ Open the instance URL received via email.
- ⑩ Log in using the provided credentials to access your personal ServiceNow instance.



## 3. Creating an Update Set

An Update Set tracks all configuration changes made in a ServiceNow instance, enabling migration between instances.

Steps:

- ⑩ Navigate to All > Local Update Sets.
- ⑩ Click New to create an update set.
- ⑩ Enter the name "Educational Organisation" and submit.
- ⑩ Click Make Current to activate the update set.

**Update Set - Educational Organisation**

\* Name: Educational Organisation

State: In progress

Application: Global

Created: 2025-06-06 02:20:54

Created by: admin

Merged to:

Release date:

Install date:

Installed from:

Description:

**Related Links**

[Make This My Current Set](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-06-06 14:00:00	Deployment Based Package		Global, Dark Deployment Based for Local Sandboxes	admin	Local	INSERT OR UPDATE

## 4. Creating the Salesforce Table

The Salesforce table manages core student information.

Steps:

- ⑩ Navigate to All > Tables > New.
- ⑩ Enter the label "Salesforce". The system will auto-generate the table name.
- ⑩ Add required fields, including:
  - ⑩ Admin Number (Set Display to True, mark Extensible, and set Dynamic Default to "Get Next Padded Number").
  - ⑩ Grade (Configure as a choice field with values such as Primary, Secondary, etc.).

The screenshot shows the 'Form Design' interface for the 'Admission [u\_admission]' table. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays a form layout with sections for 'Admission [u\_admission]', 'Activities (filtered) (Formatter)', 'School Details', and 'Address'. Fields include Admin Number, Class, Created, Updated, Admin Date, Grade, Fee, Father Name, Mother Name, Father Cell, Mother Cell, Admin Status, School Area, School, Pincode, and Area. A 'Comments' field is also present with an 'Edit field Comments' button.

## 5. Creating the Admission Table

This table manages data related to student admissions and extends the Salesforce table.

Steps:

- ⑩ Navigate to Tables > New.
- ⑩ Label the table as "Admission".
- ⑩ Set "Extends Table" to Salesforce.
- ⑩ Add to application menu for visibility.
- ⑩ Add necessary fields such as Admission Number, Grade, School, and Pincode.
- ⑩ Create choice fields for Admin Status, Purpose of Join, School, Pincode, and School Area.

The screenshot shows the ServiceNow Form Design tool for the 'Admission' form. The sidebar on the left contains a 'Fields' section with a filter and a list of fields: Admin Number, Class, Created, Created by, Updated, Updated by, and Updates. Below this is a 'Formatters' section with Contextual Search Results, Process Flow, and Ratings. The main workspace displays the form layout. It starts with a header section 'Admission [u\_admission]' containing a '1 Column' dropdown. Below this is an 'Activities (filtered) (Formatter)' section. The main body of the form is divided into several sections: a '2 Column' section containing fields for Admission Number, Admin Date, Purpose of join, Grade, Student Name, Fee, Father Name, Father Cell, Mother Name, Mother Cell, and Admin Status; a '1 Column' section for 'Comments' with an 'Edit field Comments' button; a '2 Column' section for 'School Details' with fields for School Area and School; and a '2 Column' section for 'Address' with fields for Pincode and Area. Each field has a settings icon (gear) and a delete icon (X).

## 6. Configuring Forms

## 7. Number Maintenance for Admin Numbers

To automatically generate Admin Numbers in a specified format:

Steps:

- ⑩ Navigate to Number Maintenance > New.
- ⑩ Create a record for Admin Number.
- ⑩ Set an appropriate prefix (e.g., ADM) and define the number format (e.g., ADM0001).
- ⑩ Submit the record.

The screenshot shows the ServiceNow Number Maintenance 'New' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The form title is 'Number - SAL'. The form fields are:
 

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

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

## 8. Creating Process Flows

ServiceNow Process Flows automate and visualize processes such as the student admission lifecycle.

Steps:

- ⑩ Navigate to Process Flow > New.
- ⑩ Provide details including name, label, and description.
- ⑩ Define stages such as New, InProgress, Joined, Rejected, Rejoined, Closed, and Cancelled.
- ⑩ Save and publish the process flow.

**ORDER:**Joined >> Rejected >> Rejoined >> Closed >> Cancelled

## 9. Client Scripts for Automation

Client Scripts automate actions and enforce form behavior.

### Auto-Populate Admission Fields

Populates fields like Grade and Student Name when Admission Number is selected.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var admission = g_form.getReference('u_admission_number');
    g_form.setValue('u_grade', admission.u_grade);
    g_form.setValue('u_student_name', admission.u_student_name);
}
```

### Pincode-Based Field Update

Automatically fills Mandal, City, and District based on the entered Pincode.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var pincode = g_form.getValue('u_pincode');
    if (pincode === '509358') {
        g_form.setValue('u_mandal', 'Kadthal');
        g_form.setValue('u_city', 'Kadthal');
        g_form.setValue('u_district', 'Ranga Reddy');
    }
}
```

### Disable Fields for Student Progress

Prevents manual entry into specific fields on form load.

```
function onLoad() {
    g_form.setDisabled('u_total', true);
    g_form.setDisabled('u_percentage', true);
    g_form.setDisabled('u_result', true);
}
```

### Total Marks Calculation

Calculates the total score from subject fields automatically.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
```

```
var total = parseInt(g_form.getValue('u_telugu')) +  
    parseInt(g_form.getValue('u_hindi')) +  
    parseInt(g_form.getValue('u_english')) +  
    parseInt(g_form.getValue('u_maths')) +  
    parseInt(g_form.getValue('u_science')) +  
    parseInt(g_form.getValue('u_social'));  
g_form.setValue('u_total', total);  
}
```

## 10. Results

The implemented Educational Management System on ServiceNow provides:

- ⑩ Centralized management of student and admission data.
- ⑩ Automated workflows for consistent and error-free operations.
- ⑩ Dynamic forms and scripts that enhance data entry and validation.
- ⑩ Seamless tracking of student progress and admission stages.

Screenshots should be included for:

- ⑩ Table and form configurations
- ⑩ Process flow
- ⑩ Script execution in forms

## SALESFORCE RECORD





The screenshot shows the ServiceNow interface for creating a new student record. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a 'Progress - Create Created' tab. A search bar and user profile icon are also present. The main form area is titled 'New Section New record' and contains several input fields: 'Admission Number' (a large text field), 'Admission Number.Grade' (a dropdown menu currently showing '-- None --'), 'Admission Number.Student Name', 'Admission Number.Father Name', 'Admission Number.Mother Name', 'Admission Number.Father Cell', and 'Admission Number.Mother Cell'. Below these fields is a section titled 'Student Progress' which includes input fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', and 'Social'. To the right of these are summary fields for 'Total', 'Percentage', and 'Result'. A 'Submit' button is located at the bottom left of the form.

## 11. Advantages

- ⑩ Accessible from any location with cloud support.
- ⑩ Automation reduces manual workload and increases accuracy.
- ⑩ Customizable for various educational institution needs.
- ⑩ Integrated system for admissions, student records, and performance.
- ⑩ Secure and role-based access control.

## 12. Disadvantages

- ⑩ Requires prior knowledge or training in ServiceNow for effective use.
- ⑩ Complex customization may be time-consuming.
- ⑩ Enterprise usage may involve licensing costs.

## 13. Future Scope

- ⑩ Integration with analytics tools like Tableau or Power BI for reporting.
- ⑩ Expansion to include teacher scheduling and performance tracking.
- ⑩ Mobile application support using ServiceNow Mobile Studio.
- ⑩ API-based connectivity with external systems and student databases.
- ⑩ AI-driven insights to monitor and predict student performance trends.

## Key Modules for Educational Institutions

1. **\*\*Student Information Management\*\*** – Manage admissions, personal details, attendance, and grades.
2. **\*\*Course and Curriculum Management\*\*** – Track course schedules, assignments, and evaluations.
3. **\*\*Faculty and Staff Portal\*\*** – Provide tools for workload management, leave tracking, and communication.
4. **\*\*Library Management\*\*** – Automate book borrowing, availability tracking, and fines.
5. **\*\*Finance and Fees\*\*** – Handle tuition payments, receipts, and financial aid workflows.
6. **\*\*IT and Facility Management\*\*** – Track and resolve issues related to IT, classrooms, and campus facilities.
7. **\*\*Student Support Services\*\*** – Enable counseling requests, grievance redressal, and career guidance workflows.

## Conclusion

ServiceNow provides a robust framework for digital transformation in the education sector. By implementing ServiceNow, educational organizations can modernize their operations, improve service delivery, and create a smarter campus ecosystem that supports both administrative excellence and student success.