Project Design Phase

Proposed Solution

Date	13-10-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Solution Description

The proposed solution involves the development of an Educational Organization Management System built on the ServiceNow platform. This digital system is designed to automate and streamline both academic and administrative processes within an educational institution. Its primary objective is to centralize institutional data, minimize manual tasks, and enhance transparency and operational efficiency.

Through customized ServiceNow workflows, the system will integrate key institutional functions, including student record management, staff information handling, performance monitoring, communication, and report generation, all within a unified portal.

Proposed Solution Template

Parameter	Description
Project Title	Educational Organization Using ServiceNow
Purpose	To automate and digitalize academic and administrative workflows within an educational institution.
Objective	To enhance efficiency, data accuracy, and communication through a unified ServiceNow-based management system.
Platform Used	ServiceNow a workflow automation and service management platform.
System Name	Educational Organization Management System

Overview

The Educational Organization Management System is a centralized platform built on ServiceNow that integrates student management, staff management, and performance tracking within a single system. It automates workflows, eliminates manual processes, and ensures seamless communication among all institutional users including students, faculty, and administrators.

Key Features

- **Student Management:** Handles admissions, attendance tracking, and academic results.

- **Staff Management:** Manages faculty details, schedules, and workload distribution.

- **Performance Module:** Monitors student progress and departmental performance metrics.

- **Finance Module:** Tracks fee payments, approvals, and financial workflows.

- **Communication & Alerts:** Sends automated notifications for exams, results, and fee reminders.

- **Dashboard & Reports:** Provides real-time analytics, visual summaries, and progress reports.

Technology Stack

- **Frontend:** Service Portal (HTML, CSS, JavaScript)

- **Backend:** ServiceNow Workflows and Flow Designer

- **Database:** ServiceNow Data Tables

- **Security:** Role-Based Access Control (RBAC) and Data Encryption

Expected Outcomes

- Significant reduction in manual processing and administrative workload.

- Improved transparency and faster institutional decision-making.

- Centralized and easily accessible data management.

- Real-time tracking of student and staff performance.

Benefits

- Simplifies academic and administrative operations, improving overall productivity.

- Minimizes paperwork, redundancy, and human error.

- Strengthens communication between departments and stakeholders.

- Provides data-driven insights through real-time monitoring and analytics.

Target Users

Students, Teachers, and Administrators of educational institutions.

Scope of Implementation

The proposed system can be implemented across schools, colleges, and universities to manage diverse academic and administrative functions. Its scalable architecture allows easy customization to meet the unique needs of various educational organizations.