

# Service Now Project Documentation

## Introduction

- **Project Title:** Educational Organisation Using ServiceNow
- **Team Members:**
  - i. C. Mani Chandrika – ServiceNow Developer
  - ii. A. Chaithanya – UI/UX & Form Designer
  - iii. SM. Chaitra – Workflow & Logic Engineer
  - iv. M. Gangothri – Testing & Validation Engineer
  - v. S. Ankitha – Research & Presentation Coordinator

## Project Overview

- **Purpose:** To develop a robust Educational Management System using ServiceNow to manage admissions, student progress, and institutional data with automated workflows and form configurations.
- **Features:**
  - Online admission form with approval workflow
  - Student and teacher data management
  - Academic progress tracking dashboard
  - Notifications for task status and approvals
  - Role-based access control for admins, teachers, and students

## Architecture

- **Frontend:**
  - Developed using HTML, CSS, and JavaScript
  - UI built through ServiceNow UI Pages and Catalog Items
- **Backend:**
  - Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer
- **Database:**
  - Tables created using the Table module in ServiceNow
  - Data stored in platform-native schema with relationships and references

# Setup Instructions

## ➤ Prerequisites:

- ServiceNow Developer Account
- Personal Developer Instance (PDI)
- Basic knowledge of ServiceNow Studio

## ➤ Installation Steps:

**Step 1:** Sign in at <https://developer.servicenow.com>

**Step 2:** Request and activate your Personal Developer Instance

**Step 3:** Create Update Set → Tables → Forms → Process Flows

**Step 4:** Deploy Client Scripts for automation

# Folder Structure (Logical in Studio)

```
EducationalOrganisation/
├── Tables/
│   ├── x_edu_student
│   ├── x_edu_teacher
│   ├── x_edu_admission
│   └── x_edu_progress
├── UI Pages/
│   ├── admission_form
│   └── student_dashboard
├── Script Includes/
│   └── AdmissionWorkflowUtils
├── Client Scripts/
│   └── validate_form.js
└── Styles/
    └── styles.css
```

# Running the Application

To run the application:

- Login to your ServiceNow PDI
- Navigate to the created application

- Use the left navigation pane to open modules such as:
  - Admission Form
  - Student Records
  - Progress Dashboard
- Perform form submissions and automation testing

## API Documentation

- GET /api/x\_edu\_org/students
- Response:

```
✓ {  
✓   "student_id": "STU102",  
✓   "name": "A. Chaithanya",  
✓   "department": "Computer Science"  
✓ }
```

## Authentication

- Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACLs).

## User Interface

- Designed with HTML, CSS, and JavaScript using ServiceNow UI Pages for a clean and responsive layout.
- Includes dashboards, admission forms, student profiles, and result tracking interfaces.
- Role-based access displays relevant modules for admin, teacher, and student users.

## Testing

- Manual testing was done through the ServiceNow form submission interface.
- Validations verified via onChange and onLoad client scripts.
- Fields were tested for automation, data flow, and visual updates.

# Screenshots or Demo

servicenow All Favorites History Workspaces : Student Progress - Create SAL0001011

Admission Number: \_\_\_\_\_

Grade: --None--

Student Name: \_\_\_\_\_

Father Name: \_\_\_\_\_

Mother Name: \_\_\_\_\_

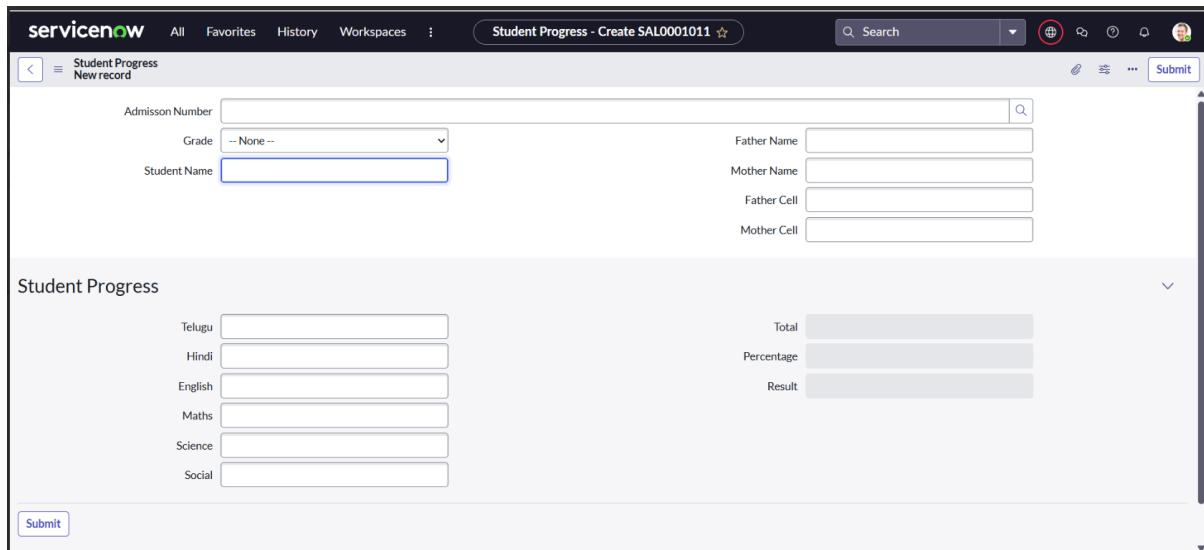
Father Cell: \_\_\_\_\_

Mother Cell: \_\_\_\_\_

**Student Progress**

Telugu	Total: _____
Hindi	Percentage: _____
English	Result: _____
Maths	
Science	
Social	

Submit



servicenow All Favorites History Workspaces : Admission - Create SAL0001012

Admission Number: \_\_\_\_\_

Purpose of join: --None--

Student Name: \_\_\_\_\_

Father Name: \_\_\_\_\_

Mother Name: \_\_\_\_\_

Admin Date: \_\_\_\_\_

Grade: --None--

Fee: \$ \_\_\_\_\_ 0.00

Father Cell: \_\_\_\_\_

Mother Cell: \_\_\_\_\_

Comments: \_\_\_\_\_

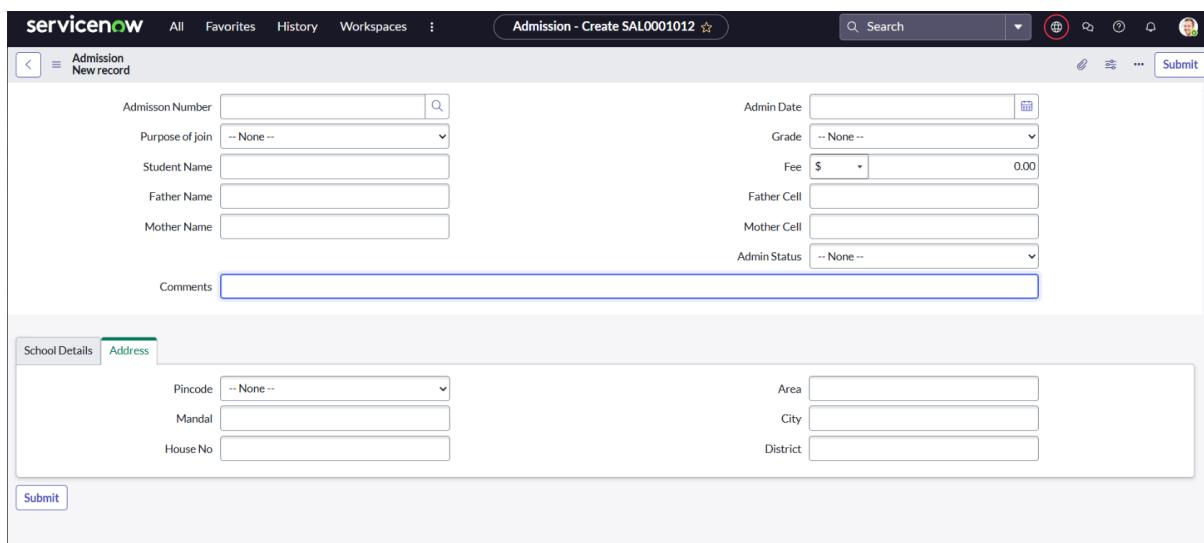
Admin Status: --None--

**School Details**

Pincode: --None--	Area: _____
Mandal: _____	City: _____
House No: _____	District: _____

Address

Submit



servicenow All Favorites History Workspaces : Salesforce - Create SAL0001013

Admin Number: \_\_\_\_\_

Admin Date: \_\_\_\_\_

Grade: --None--

Student Name: \_\_\_\_\_

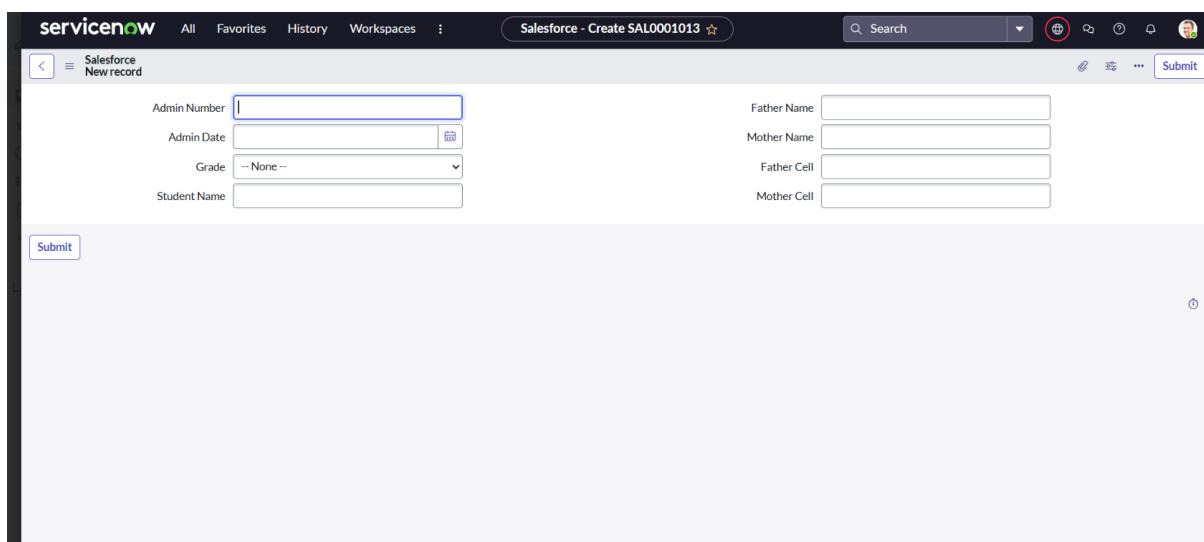
Father Name: \_\_\_\_\_

Mother Name: \_\_\_\_\_

Father Cell: \_\_\_\_\_

Mother Cell: \_\_\_\_\_

Submit



## **Known Issues**

- Form layout may vary slightly on different devices.
- Client Scripts dependent on exact field naming — ensure accuracy.

## **Future Enhancements**

- Add role-based user dashboards
- Integrate notifications (email/SMS) for admission status
- Extend to manage teacher data and fee structure
- Add reporting dashboards using ServiceNow Performance Analytics