

# Service Now Project Documentation

## Introduction

➤ **Project Title:** Educational Organisation Using ServiceNow

➤ **Team Members:**

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## 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": "VIGNESH",
✓   "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: \_\_\_\_\_

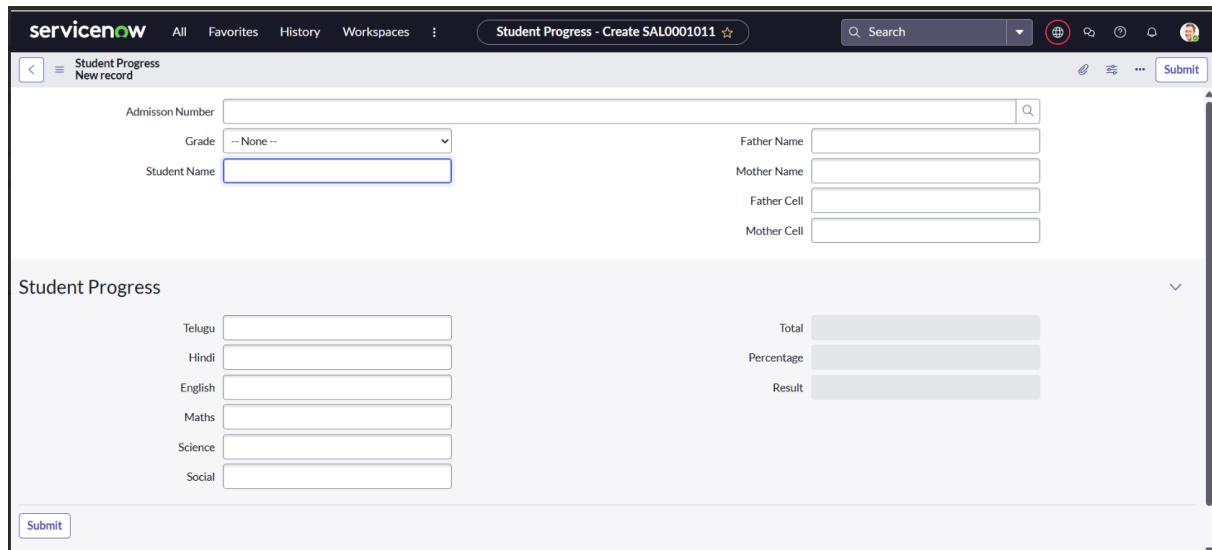
Father Cell: \_\_\_\_\_

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**

Address: \_\_\_\_\_

Pincode: -- None --

Mandal: \_\_\_\_\_

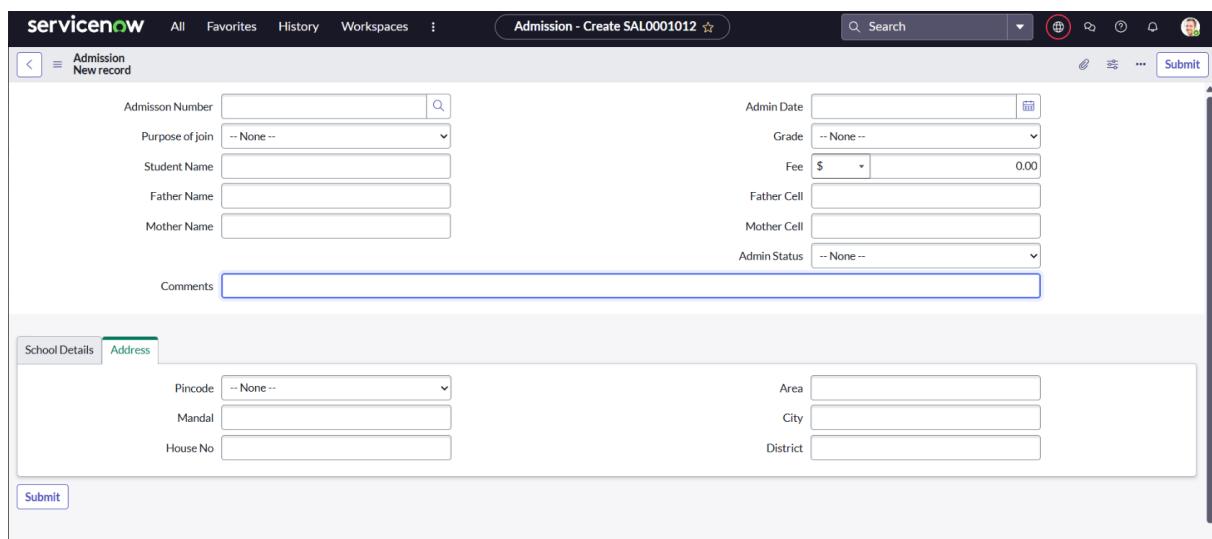
House No: \_\_\_\_\_

Area: \_\_\_\_\_

City: \_\_\_\_\_

District: \_\_\_\_\_

Submit



servicenow All Favorites History Workspaces : Salesforce - Create SAL0001013 ☆

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

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

Grade: -- None --

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

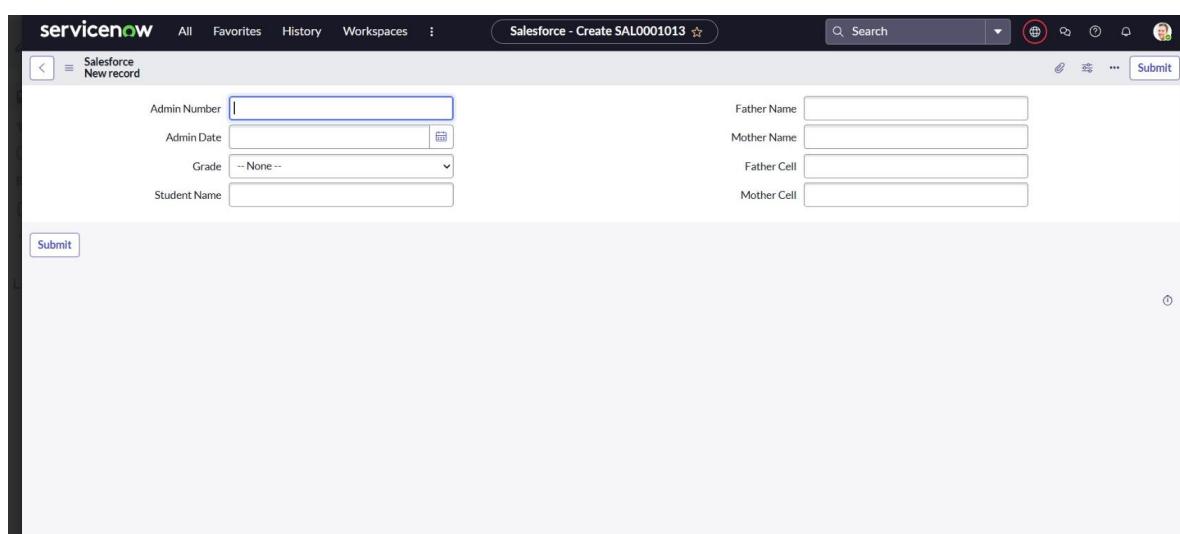
Father Name: \_\_\_\_\_

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