PROJECT FINAL REPORT

Project Report – Education Organization System Using ServiceNow

1. INTRODUCTION

1.1 Project Overview

This project involves developing an Education Organization System using ServiceNow. The system is designed to handle core educational processes such as student admission, management of school details, and tracking of student academic progress. It aims to provide a centralized and automated platform to enhance the operational efficiency of educational institutions.

1.2 Purpose

The purpose of this project is to digitize and streamline various processes in an educational organization. By utilizing the ServiceNow platform, the project ensures that student services such as admissions, information access, and academic tracking are handled efficiently and with transparency.

2. IDEATION PHASE

2.1 Problem Statement

Educational institutions often face challenges with managing large volumes of data, delayed manual admissions, and lack of transparency in student performance tracking. This project addresses these issues through automation and centralization using ServiceNow.

2.2 Empathy Map Canvas

An empathy map was developed to understand the end-user needs, focusing on what students and administrators say, think, do, and feel regarding educational processes. This helped identify pain points in the existing system and guide solution development.

2.3 Brainstorming

Multiple ideas were proposed for streamlining student admissions, simplifying progress tracking, automating notifications, and building dashboards. The most feasible solutions were shortlisted and mapped into epics and user stories.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey map

The journey starts from the student registering through the admission portal, followed by admin review, status update, and finally student access to progress reports. The goal is to create a smooth, transparent process from admission to performance monitoring.

3.2 Solution Requirement

Functional Requirements:
- Student Admission Form
- Admin View & Approval Workflow
- Student Dashboard
- Notifications for Status Updates

Non-Functional Requirements:
- Secure and Scalable
- User-Friendly UI
- Integration Ready

3.3 Data Flow Diagram

The DFD outlines how data flows from the student admission form to admin processing, and later into student dashboards and reports. Data inputs, processing, and outputs were clearly mapped.

3.4 Technology Stack

Platform: ServiceNow
Languages: JavaScript (Server Scripts), HTML (UI Pages)
Tools: Flow Designer, Notifications, Service Catalog, Dashboard Widgets

4. PROJECT DESIGN

4.1 Problem Solution Fit

The solution addresses the problems faced by students and staff through automation of tasks such as admission, academic progress tracking, and communication.

4.2 Proposed Solution

An integrated system on ServiceNow that allows students to register, admins to review and approve, and faculty to update student progress. Dashboards provide visibility to both admins and students.

4.3 Solution Architecture

Includes user input (forms), backend logic (flow designer & workflows), notifications, and dashboards. All components communicate through ServiceNow's internal data tables.

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

The project is divided into two sprints:
- Sprint 1: Admission process and school info setup
- Sprint 2: Student progress module and deployment

Total Story Points: 24
Sprint Velocity: 12
Team Members: 4
Average Load per Member per Sprint: 3 Story Points

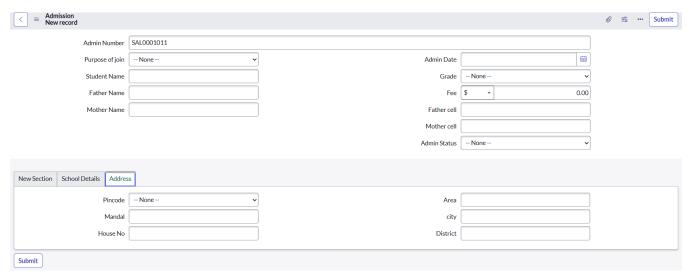## 6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Testing involved:
- Response time for form submissions
- Load testing for student dashboard access
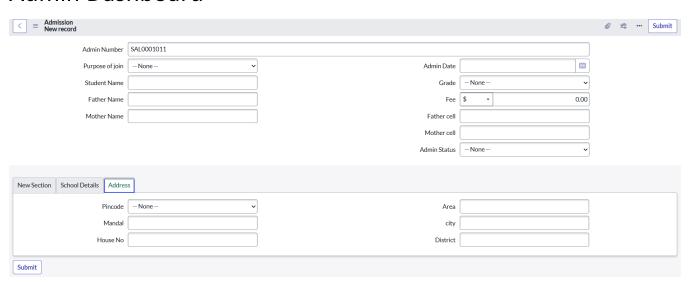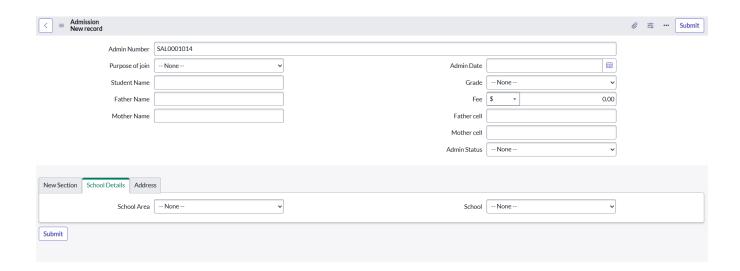- Validation of automated workflows and notifications

7. RESULTS

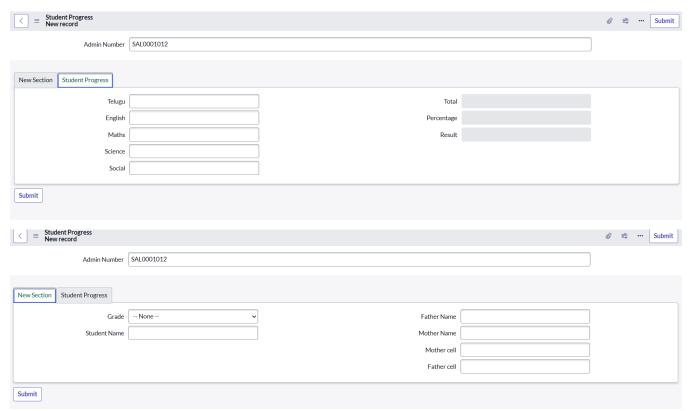## 7.1 Output Screenshots

Student Admission Form:-

Admin Dashboard

Submit

Admin Number	SAL0001014
Purpose of join	-- None --
Student Name	
Father Name	
Mother Name	

Admin Date	
Grade	-- None --
Fee	$ 0.00
Father cell	
Mother cell	
Admin Status	-- None --

New Section | **School Details** | **Address**

School Area	-- None --
School	-- None --

Submit

Student Progress Dashboard

Submit

Admin Number	SAL0001012

New Section | **Student Progress**

Telugu		Total	
English		Percentage	
Maths		Result	
Science			
Social			

Submit

Submit

Admin Number	SAL0001012

New Section | **Student Progress**

Grade	-- None --	Father Name	
Student Name		Mother Name	
		Mother cell	
		Father cell	

Submit

8. ADVANTAGES & DISADVANTAGES

Advantages:
- Automated and efficient service delivery
- Centralized student information
- Real-time access to academic progress

Disadvantages:
- Requires training for new users
- Initial configuration effort in ServiceNow

9. CONCLUSION

The project successfully delivers a digital education management system using ServiceNow. It improves user experience, reduces manual efforts, and introduces transparency and efficiency in handling student-related operations.

10. FUTURE SCOPE

Future enhancements include:
- Integration with chatbot for student queries
- Mobile app access
- AI-based progress analytics
- Role-based access and advanced reporting

11. APPENDIX

Source Code:

1)AUTO POPULATE CLIENT SCRIPTS

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

if (isLoading || newValue === '') {

   return;

 }

 //Type appropriate comment here, and begin script below

 var a = g_form.getReference('u_admission_number');

 g_form.setValue('u_admin_date',a.u_admin_date);

 g_form.setValue('u_grade',a.u_grade);

 g_form.setValue('u_student_name',a.u_student_name);

 g_form.setValue('u_father_name',a.u_father_name);

 g_form.setValue('u_mother_name',a.u_mother_name);

 g_form.setValue('u_father_cell',a.u_father_cell);

 g_form.setValue('u_mother_cell',a.u_mother_cell);




 g_form.setDisabled('u_admin_date',a.u_admin_date);
```

```
  g_form.setDisabled('u_grade',a.u_grade);

  g_form.setDisabled('u_student_name',a.u_student_name);

  g_form.setDisabled('u_father_name',a.u_father_name);

  g_form.setDisabled('u_mother_name',a.u_mother_name);

  g_form.setDisabled('u_father_cell',a.u_father_cell);

  g_form.setDisabled('u_mother_cell',a.u_mother_cell);

}
```

2) PINCODE UPDETE FOR

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

  if (isLoading || newValue === '') {

    return;

  }

  var a = g_form.getValue('u_pincode');

if(a == '509358')

{

g_form.setValue('u_mandal', 'kadthal');

g_form.setValue('u_city', 'kadthal');

g_form.setValue('u_district', 'RangaReddy');



}
else if(a == '500081')

{

g_form.setValue('u_mandal', 'karmanghat');

g_form.setValue('u_city', 'karmanghat');

g_form.setValue('u_district', 'RangaReddy');



}
else if(a == '500079')

{

g_form.setValue('u_mandal', 'Abids');

g_form.setValue('u_city', 'AsifNagar');

g_form.setValue('u_district', 'Hyder
```

```
}
```

3) CREATEING DISABLE FIELDS

```
function onLoad() {
  //Type appropriate comment here, and begin script below
    g_form.setDisabled('u_total',true);
    g_form.setDisabled('u_percentage',true);
    g_form.setDisabled('u_result',true);
}
```

4)TOTAL UPDATES

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }


  //Type appropriate comment here, and begin script below
if (newValue){
var a = parseInt(g_form.getValue('u_telugu'));
var b = parseInt(g_form.getValue('u_hindi'));
var c = parseInt(g_form.getValue('u_english'));
var d = parseInt(g_form.getValue('u_maths'));
var e = parseInt(g_form.getValue('u_science'));
var f = parseInt(g_form.getValue('u_social'));
var Total = parseInt(a+b+c+d+e+f);
g_form.setValue('u_total', Total);
}
}
```

5)RESULTS

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
```

```
  }
  //Type appropriate comment here, and begin script below
  if(newValue) {
    var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for
comparison
    if(a >= 0 && a <= 59){
      g_form.setValue('u_result','Fail');
    } else if(a >= 60 && a <= 100) {
      g_form.setValue('u_result','Pass');
    } else {
      // Handle the case if a is out of range (optional)
      g_form.addErrorMessage('Percentage should be between 0 and 100.');
      g_form.clearValue('u_result');
    }
  }
}
```

6)PERCENTAGE

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }


  //Type appropriate comment here, and begin script below
  var Total = g_form.getValue('u_total');
  var Percentage = (Total/600)*100;
  g_form.setValue('u_percentage',Percentage+'%');
}
```

GitHub & Project Demo Link:

DEMO LINK: "C:\Users\badri\Downloads\demo video.mp4"

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