

Service Now Project Documentation

Introduction

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

○ **Team Members:**

- i. Kanna Priyadarshini - ServiceNow Developer
- ii. Kondu Shesikala - Workflow & Logic Engineer
- iii. Dumpal Sindhu - Testing & Validation Engineer
- iv. Ummadi RamyaSree - 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:

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

○ Installation Steps:

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

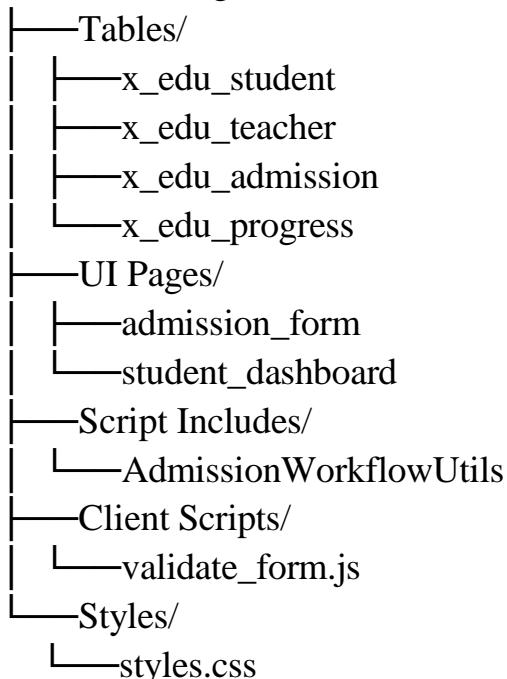
Step 2: Request and activate your Personal Developer Instance

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

Step 4: Deploy Client Scripts for automation

Folder Structure (Logical in Studio)

EducationalOrganisation/



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.

Output Screenshots

servicenow All Favorites History Workspaces : Admission - Create SAL0001006 

 Admission New record      

Admission Number	<input type="text"/>		Admin Date	<input type="text"/>	
Purpose of join	-- None --		Grade	-- None --	
Student Name	<input type="text"/>		Fee	\$ <input type="text" value="0.00"/>	
Father Name	<input type="text"/>		Father Cell	<input type="text"/>	
Mother Name	<input type="text"/>		Mother Cell	<input type="text"/>	
Comments	<input type="text"/>				
Admin Status	-- None --				

School Details Address

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

The screenshot shows a ServiceNow application window titled "Student Progress - Create SAL0001007". The top navigation bar includes links for "All", "Favorites", "History", "Workspaces", and a search bar. On the right side of the header are various icons for search, refresh, and user management.

The main form area contains several input fields:

- Student basic information:
 - Admission Number
 - Grade (dropdown menu showing "-- None --")
 - Student Name
 - Father Name
 - Mother Name
 - Father Cell
 - Mother Cell
- Student Progress:
 - Telugu
 - Hindi
 - English
 - Maths
 - Science
 - Total
 - Percentage
 - Result

A "Submit" button is located at the bottom left of the form area.

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

