

# 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/  
├── 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:
  - o Admission Form
  - o Student Records
  - o 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

This screenshot shows the 'Salesforce - Create SAL0001005' form in the Salesforce interface. The form is titled 'Salesforce New record' and includes a 'Submit' button. The form fields are organized into two columns:

Field	Value
Admin Number	SAL0001005
Admin Date	
Grade	-- None --
Student Name	
Father Name	
Mother Name	
Father Cell	
Mother Cell	

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

This screenshot shows the 'Admission - Create SAL0001006' form in the Salesforce interface. The form is titled 'Admission New record' and includes a 'Submit' button. The form fields are organized into two columns:

Field	Value
Admission Number	
Purpose of join	-- None --
Student Name	
Father Name	
Mother Name	
Comments	
Admin Date	
Grade	-- None --
Fee	\$ 0.00
Father Cell	
Mother Cell	
Admin Status	-- None --

Below the main form, there is a section for 'School Details' and 'Address' with two dropdown menus:

Field	Value
School Area	-- None --
School	-- None --

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

The screenshot shows a ServiceNow form titled "Student Progress - Create SAL0001007". The form is divided into several sections:

- Header:** ServiceNow logo, navigation links (All, Favorites, History, Workspaces), and a search bar.
- Form Fields:**
  - Admission Number (text input)
  - Grade (dropdown menu, currently showing "-- None --")
  - Student Name (text input)
  - Father Name (text input)
  - Mother Name (text input)
  - Father Cell (text input)
  - Mother Cell (text input)
- Student Progress Section:**
  - Subjects: Telugu, Hindi, English, Maths, Science (each with a text input field)
  - Summary: Total, Percentage, Result (each with a text input field)
- Footer:** A "Submit" button.

## 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

