

# PROJECT REPORT

## Educational Organisation Using ServiceNow

**Team ID:** LTVIP2026MIDS36010

**Team Members:** 04

**Team Leader:** Kanna Priyadarshini

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**Team Member:** Dumpal Sindhu

**Problem Statement:** In many educational organisations, daily operations such as admissions, student progress tracking, staff management, and communication are often handled manually or through different disconnected systems. This creates several challenges like delays in processes, lack of transparency for students and staff, and difficulties in managing large amounts of data. Without proper automation, tasks such as approvals, notifications, and report generation consume more time and effort. Moreover, the absence of a single digital platform leads to communication gaps between students, teachers, and administrators. These issues highlight the need for a centralized and automated system to make educational management more efficient and reliable.

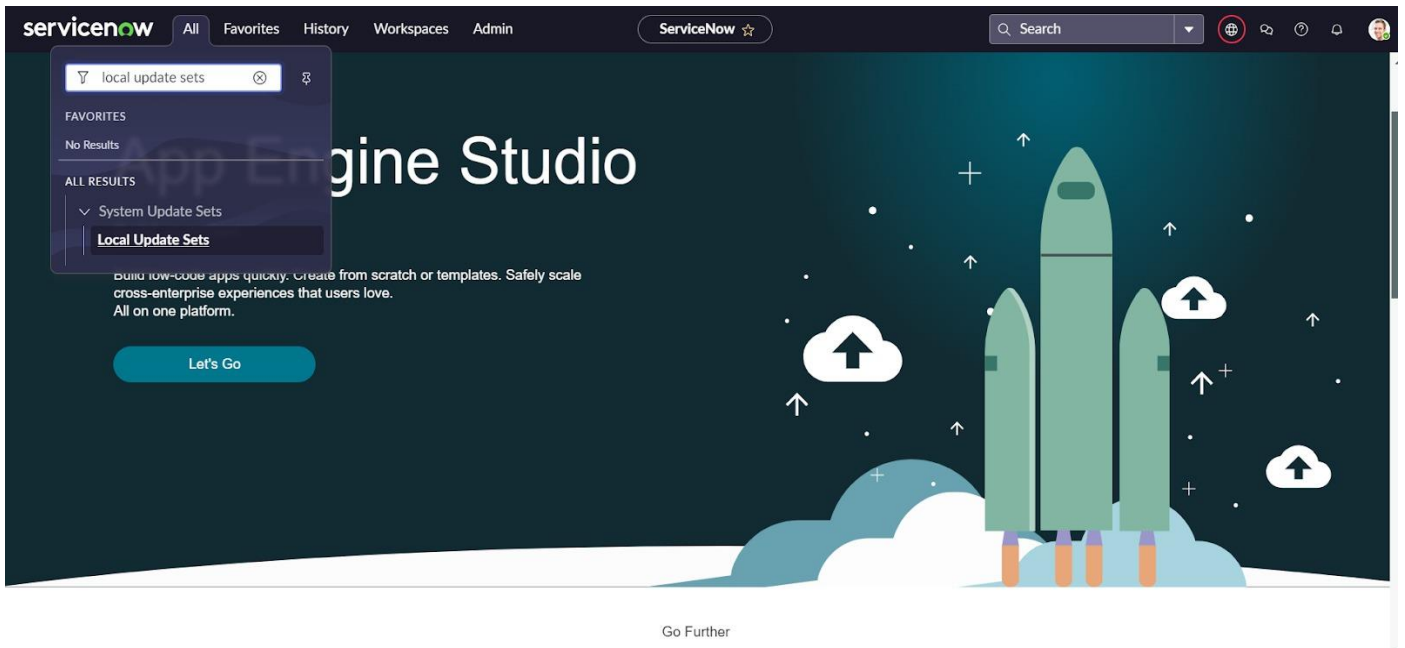
**Objective:** The project aims to develop a system for schools and colleges to manage admissions, student details, and academic progress, making the entire process quick, paperless, and user-friendly.

### Skills:

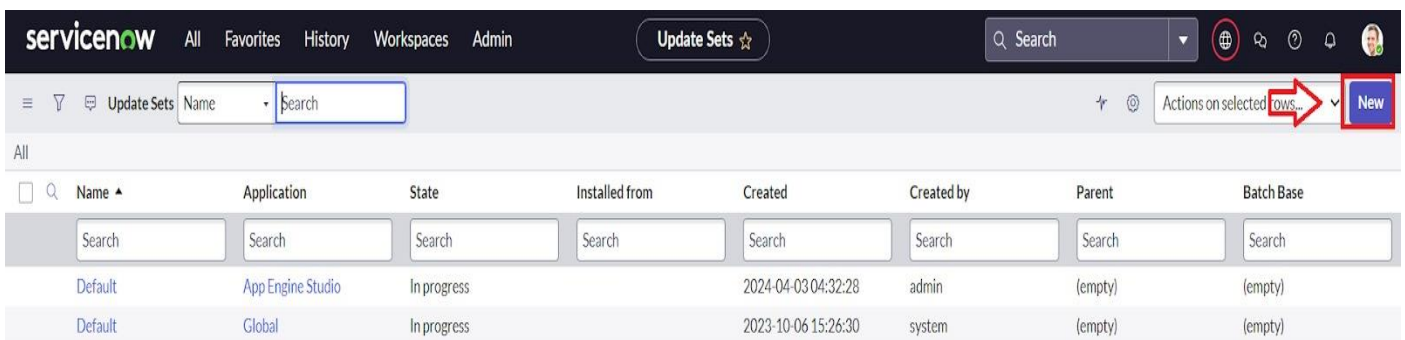
- ❖ ServiceNow Platform Knowledge
- ❖ Scripting (JavaScript)
- ❖ Database Concepts (RDBMS)
- ❖ Web Technologies (HTML, CSS, PHP/Node.js)
- ❖ Workflow Automation
- ❖ Problem-Solving
- ❖ Team Collaboration
- ❖ Project Presentation
- ❖ Analytical Thinking

# TASK INITIATION

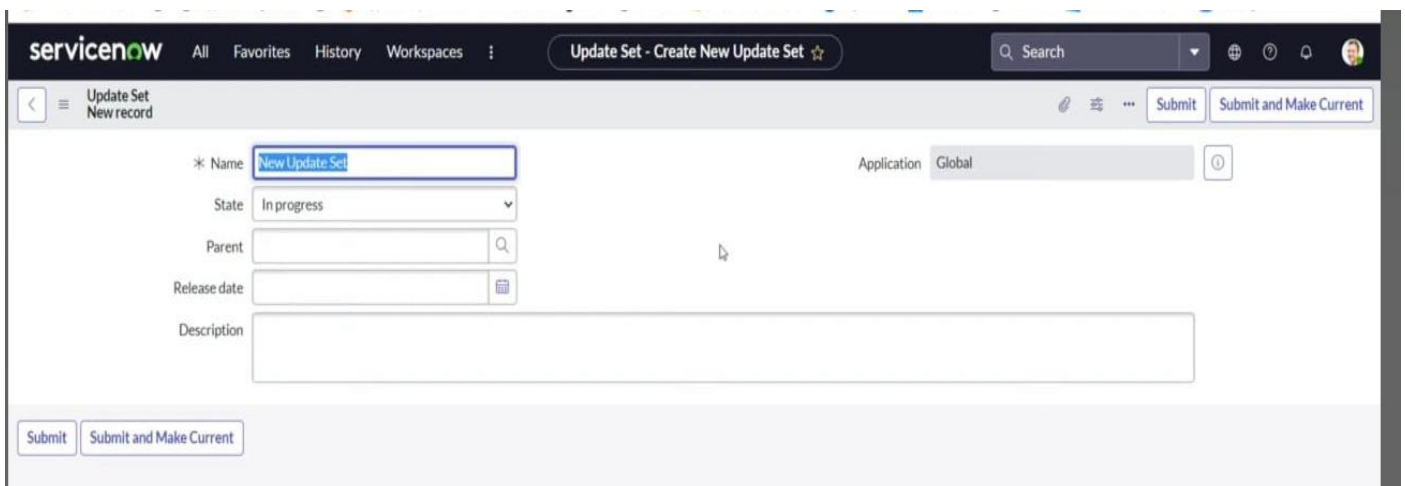
## ■ Module 1: Creating an Update Set



**Step 1:** Click on All >> Local update sets.



**Step 2:** Click on New

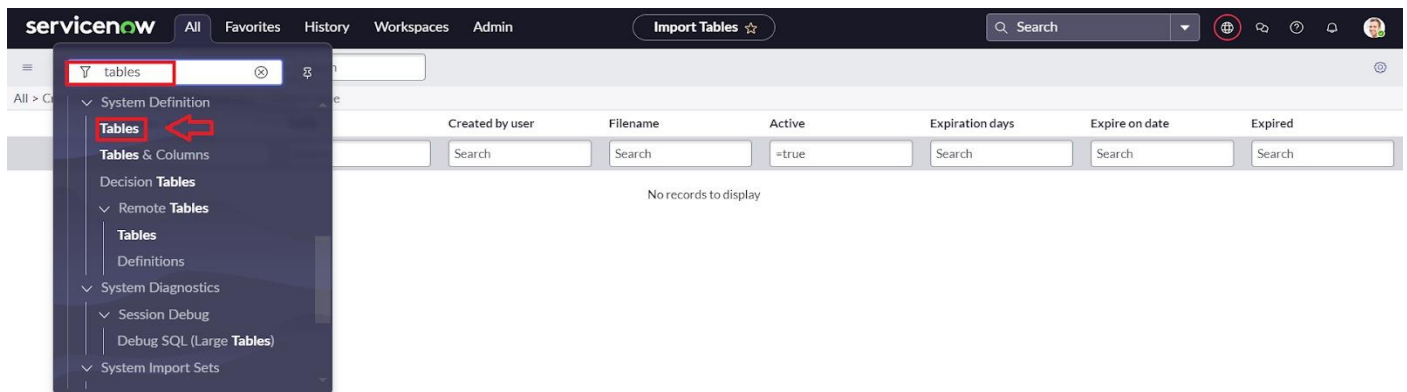


**Step 3:** Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

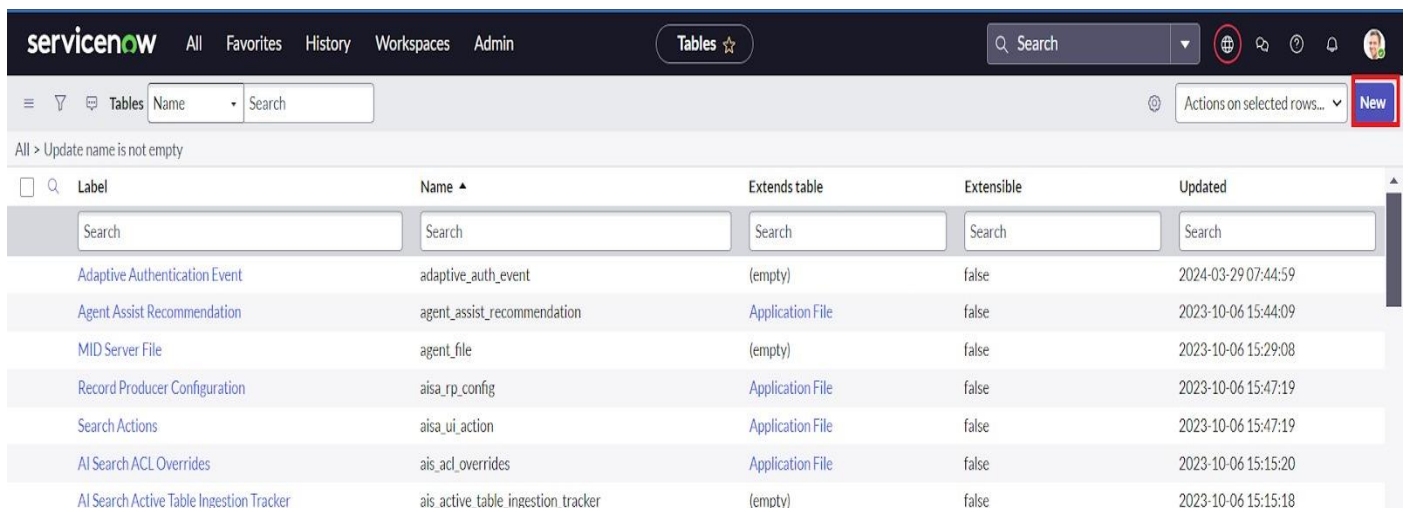
## ■ Module 2: Creating A Table

### Sub Module 1: Creating Salesforce Table.

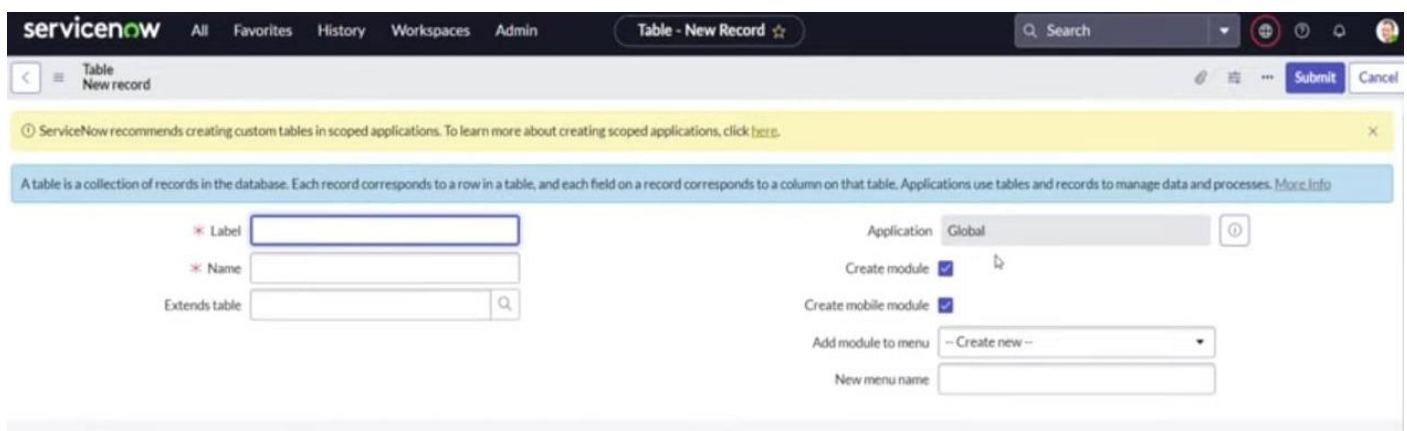
#### Step 1: All>>Tables



#### Step 2: Click On New



#### Step 3: Enter the Label (Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.



#### Step 4: Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given.

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - New Record

<

Table

New record

This form has annotations - click to toggle them - ([click here](#) to never show this again)

\* Label

\* Name

Extends table

**Step 5:** For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.


The screenshot shows the Salesforce 'Table Columns' interface. A red arrow points to the 'Save' button in the top right corner. Below the arrow, a dropdown menu is open, showing options like 'Save', 'Analyze Access', 'Show File Properties', 'Move to Application...', 'Show Latest Update', 'Create Child Table', 'Show Dictionary Record', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys\_id', 'Show XML', 'History', and 'Reload form'. The main table lists columns with headers: Column label, Type, Reference, Max length, and Display. The table contains rows for 'Class', 'Created by', 'Created', 'Sys ID', 'Updates', 'Updated by', and 'Updated'.

Column label	Type	Reference	Max length	Display
Class	System Class Name	(empty)	80	false
Created by	String	(empty)	40	false
Created	Date/Time	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Updates	Integer	(empty)	40	false
Updated by	String	(empty)	40	false
Updated	Date/Time	(empty)	40	false

**Step 6:** Click on controls >> Enable Extensible.



Columns Controls Application Access

Extensible ☒ 

Live feed ☐

Prefix SAL

Number 1,000

Number of digits 7

Create access controls ☒

\* User role u\_salesforce\_user

**Step 7:** Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update.

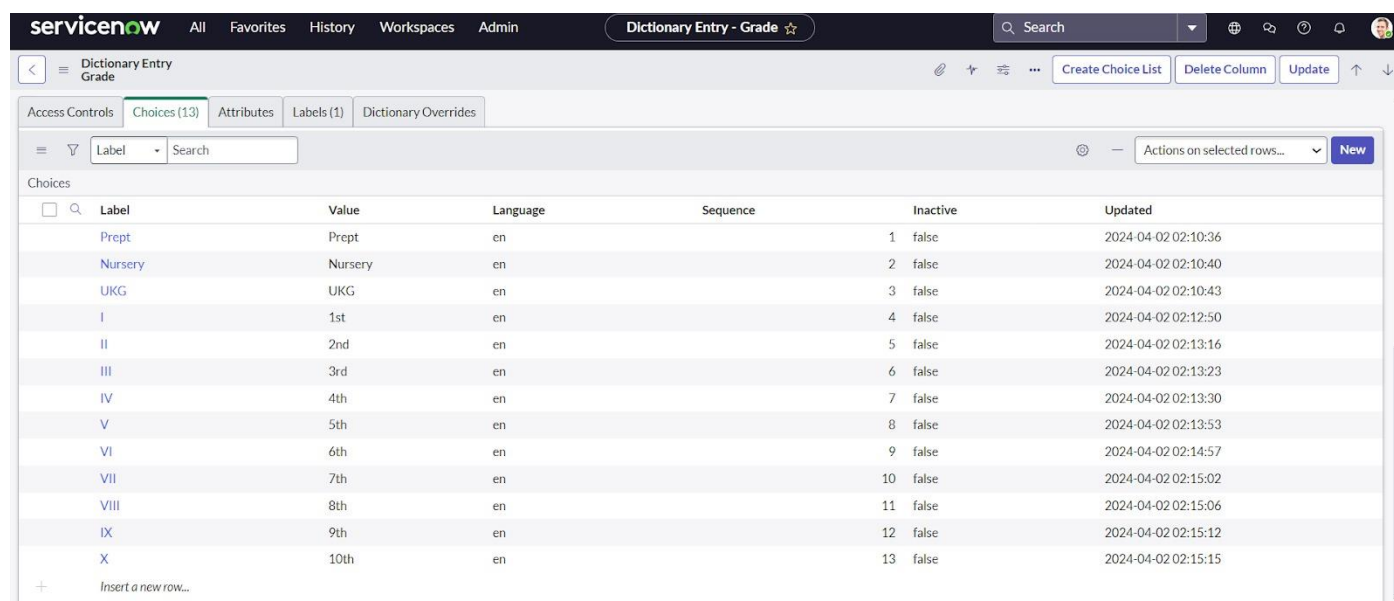


Choice List Specification Calculated Value Default Value

Use dynamic default ☒

Dynamic default value Get Next Padded Number

**Step 8:** Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.



servicenow All Favorites History Workspaces Admin Dictionary Entry - Grade

Dictionary Entry Grade

Access Controls Choices (13) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	false	2024-04-02 02:10:36
Nursery	Nursery	en	2	false	2024-04-02 02:10:40
UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:50
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	false	2024-04-02 02:13:30
V	5th	en	8	false	2024-04-02 02:13:53
VI	6th	en	9	false	2024-04-02 02:14:57
VII	7th	en	10	false	2024-04-02 02:15:02
VIII	8th	en	11	false	2024-04-02 02:15:06
IX	9th	en	12	false	2024-04-02 02:15:12
X	10th	en	13	false	2024-04-02 02:15:15

+ Insert a new row...

## Sub Module 2: Creating Admission Table

**Step 1:** Create an Admission Table with the given.

**Step 2:** Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

**Step 3:** Create Fields as shown.

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

\* Label: Admission  
\* Name: u\_admission  
Extends table: Salesforce  
Application: Global  
Create module: ☒  
Create mobile module: ☒  
Add module to menu: Salesforce

Columns | Controls | Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
+						

Submit Cancel

Table - Admission

Columns | Controls | Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
	Sys ID	Sys ID (GUID)	(empty)	32		false
X	Admin Status	Choice	(empty)	40		false
X	Admission Number	Reference	Salesforce	32		false
X	Area	String	(empty)	40		false
X	City	String	(empty)	40		false
X	Comments	String (Full UTF-8)	(empty)	255		false
X	District	String	(empty)	40		false
X	Fee	Price	(empty)	20		false
X	House No	String	(empty)	40		false
X	Mandal	String	(empty)	40		false
X	Pincode	Choice	(empty)	40		false
X	Purpose of join	Choice	(empty)	40		false
X ⓘ	School	Choice	(empty)	40		false
X	School Area	Choice	(empty)	40		false
	Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

**Step 4:** Create choice for Admin Status as:



Dictionary Entry Admin Status

Create Choice ListDelete ColumnUpdate

Related Links

Show TableRun Point ScanAdvanced view

Access ControlsChoices (7)AttributesLabels (1)Dictionary Overrides

LabelSearch

Actions on selected rows...New

Choices

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
Join in progress	In progress	en	2	false	2024-04-02 21:11:03
Joined	Joined	en	3	false	2024-04-02 21:11:26
Rejected	Rejected	en	4	false	2024-04-02 21:12:00
Closed	Closed	en	5	false	2024-04-02 21:13:05
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27

Insert a new row...

Step 5: Create choice for Pin code as:

Access ControlsChoices (3)AttributesLabels (1)Dictionary Overrides

LabelSearch

Actions on selected rows...New

Choices

Label	Value	Language	Sequence	Inactive	Updated
509358	509358	en	1	false	2024-04-02 21:15:19
500079	500079	en	2	false	2024-04-02 21:15:46
500081	500081	en	3	false	2024-04-02 21:16:05

Insert a new row...

Step 6: Create choice for Purpose of Join as:

Access ControlsChoices (3)AttributesLabels (1)Dictionary Overrides

LabelSearch

Actions on selected rows...New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Tuition	Tuition	en	1	false	2024-04-02 21:17:09
Coaching	Coaching	en	2	false	2024-04-02 21:17:31
Teacher	Teacher	en	3	false	2024-04-02 21:17:53

Insert a new row...

Step 7: Create choice for School as:

Access ControlsChoices (2)AttributesLabels (1)Dictionary Overrides

LabelSearch

Actions on selected rows...New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35

Insert a new row...

Step 8: Create choice for School Area as:

Access ControlsChoices (2)AttributesLabels (1)Dictionary Overrides

LabelSearch

Actions on selected rows...New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Near Market	Near Market	en	1	false	2024-04-02 21:20:53
Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24

Insert a new row...

# Sub Module 3: Creating Student Progress Table

Step 1: Create a Student Progress Table with Columns given.

Step 2: Select Add module to menu >> Salesforce.

Step 3: Create Fields as shown:

×	Admission Number	Reference	Salesforce	32	false
×	English	String	(empty)	40	false
×	Hindi	String	(empty)	40	false
×	Maths	String	(empty)	40	false
×	Percentage	String	(empty)	40	false
×	Result	String	(empty)	40	false
×	Science	String	(empty)	40	false
×	Social	String	(empty)	40	false
×	Telugu	String	(empty)	40	false
×	Total	String	(empty)	40	false
+	Insert a new row...				



## ■ Module 3: Form Layout

**Step 1:** In the Student Progress Table Page, Click on Layout form.

Table student progress				
×	Telugu	String	(empty)	40
×	Total	String	(empty)	40
+	Insert a new row...			

Update Delete Delete All Records

Related Links

- Design Form
- Layout Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

**Step 2:** Click on Admission Number [+].

Configuring Table form

Available

- Admission Number (+)
- Created
- Created by
- Updated
- Updated by
- Updates
- | - begin\_split - |
- | - split - |
- | - end\_split - |
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

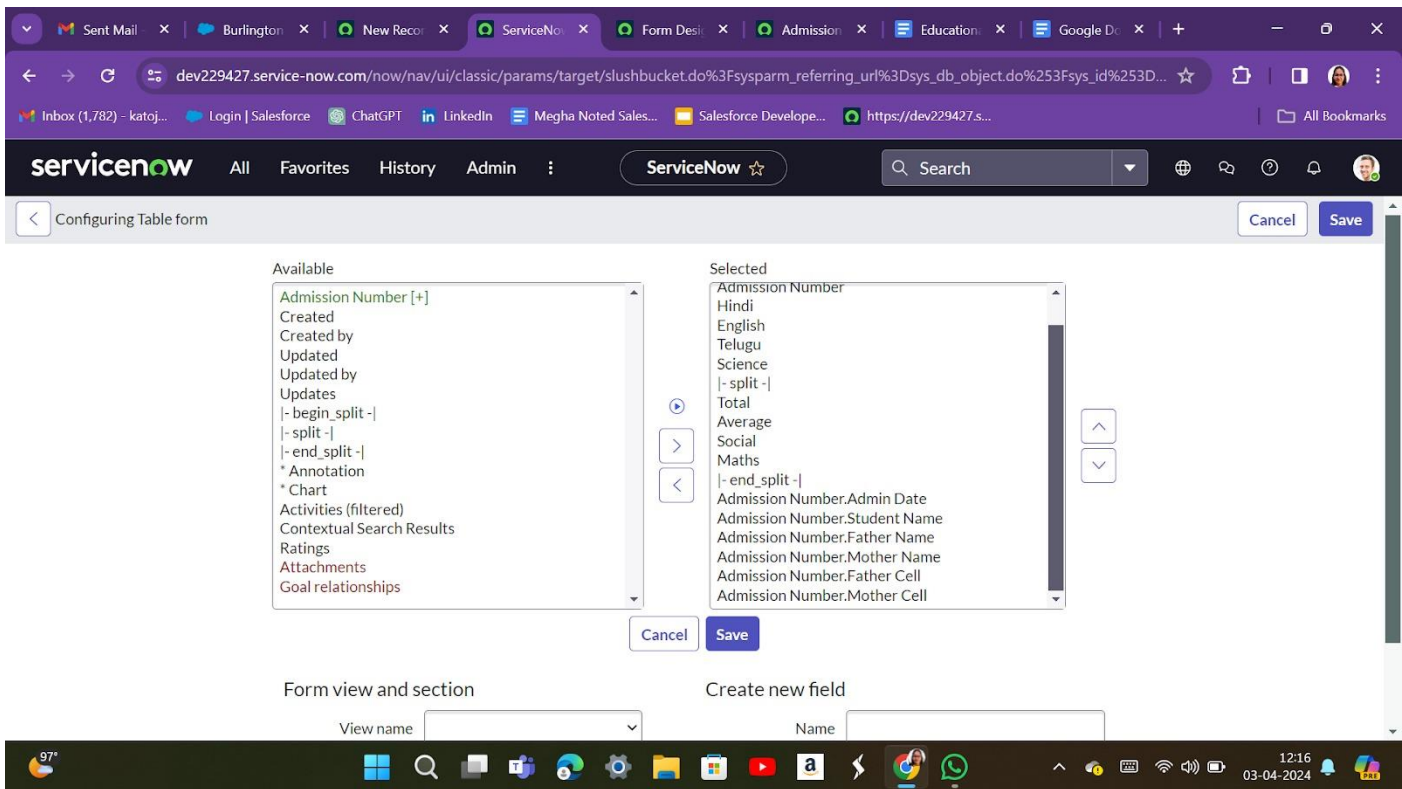
- | - begin\_split - |
- Admission Number
- Hindi
- English
- Telugu
- Science
- | - split - |
- Total
- Average
- Social
- Maths
- | - end\_split - |

Form view and section: View name: Default view

Create new field: Name:

Cancel Save

**Step 3:** Select below Admission Number fields in Available side and send it to selected side as below >> save.

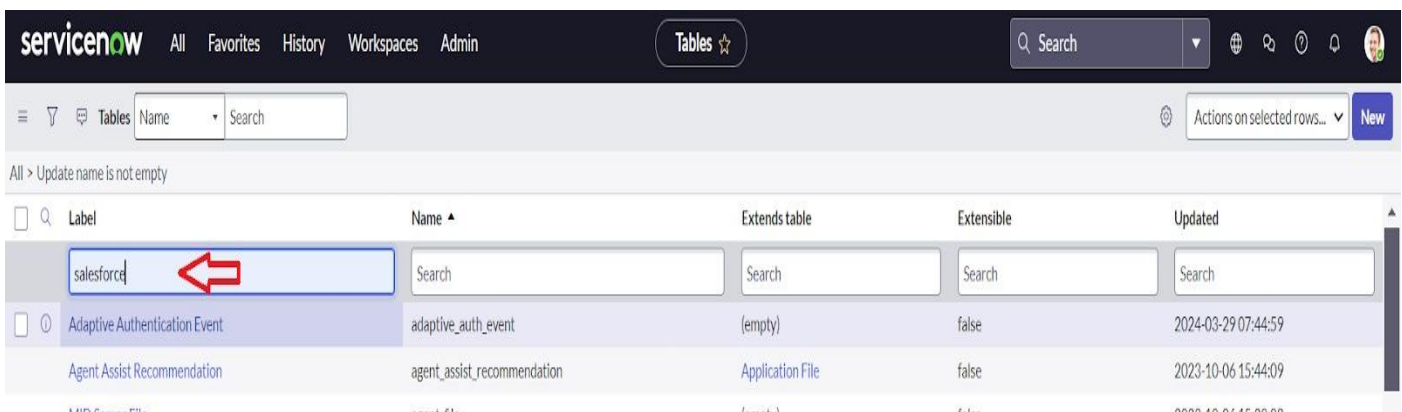


## ▪ Module 4: Form Layout

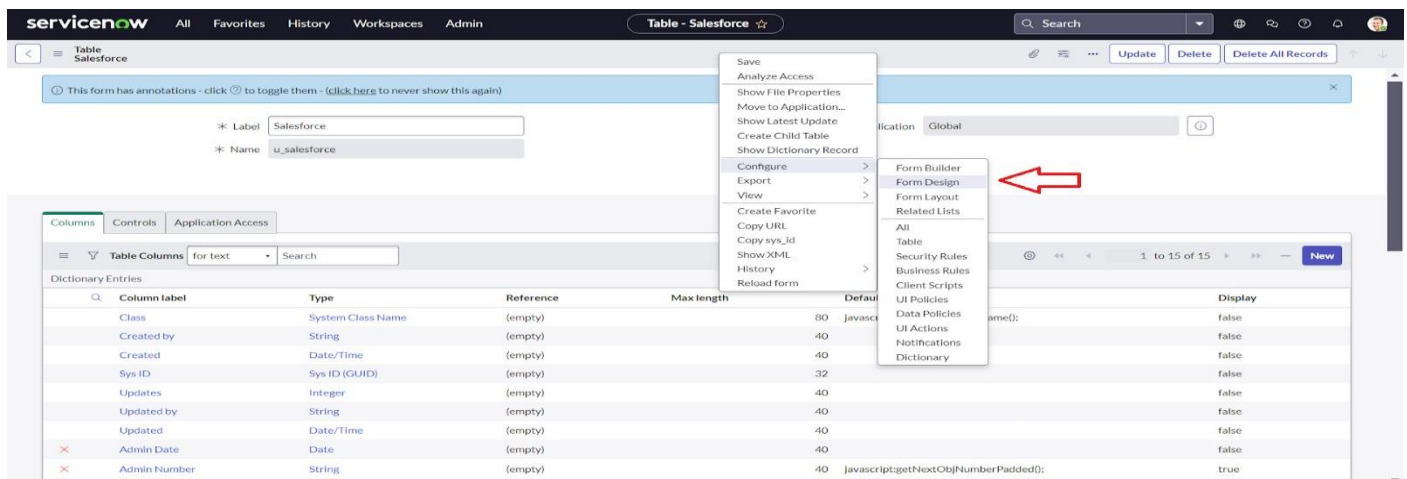
### Sub Module 1: Creating Form Design for Salesforce Table

**Step 1:** All >> System Definition >> Tables.

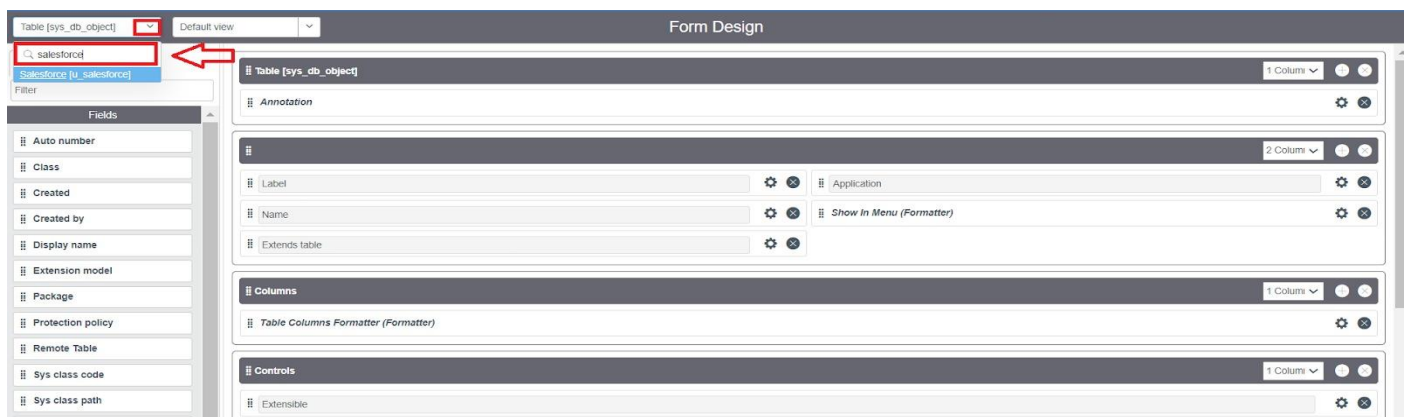
**Step 2:** In Label Search for Salesforce and open.



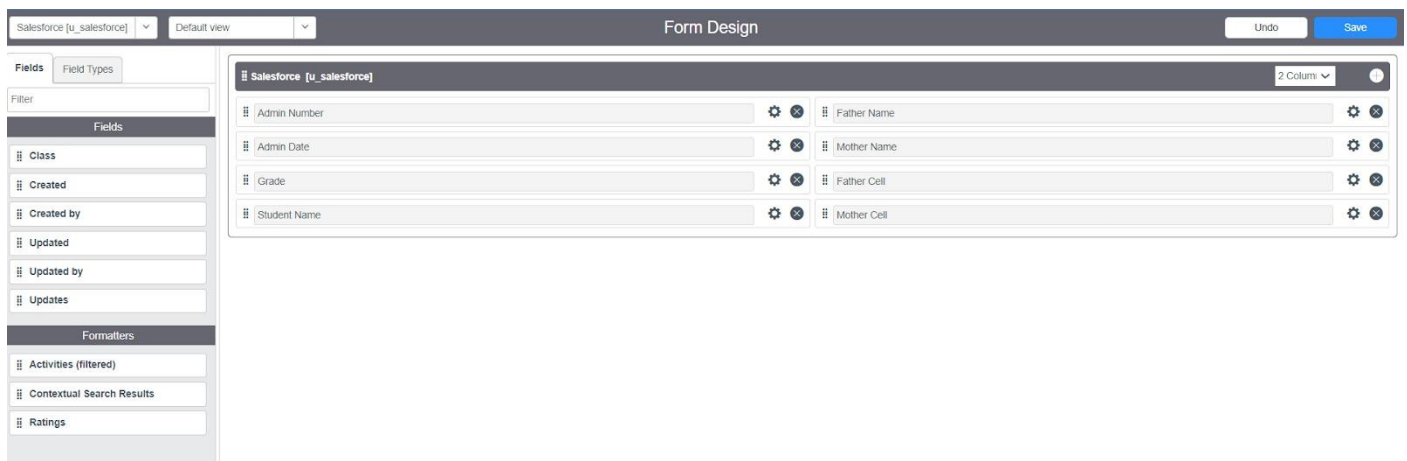
### Step 3: Right Click on top Toggle >> Configure >> Form Design



### Step 4: In drop down select Salesforce(u\_salesforce).



### Step 5: Drag and drop the fields to the left side as below.



### Step 6: Save

## Sub Module 2: Creating Form Design for Admission Table

**Step 1:** Follow the same steps as Activity 1, Configure the fields as below and save.

The screenshot shows the 'Form Design' interface for the 'Admission [u\_admission]' table. The interface includes a sidebar with 'Fields' and 'Formatters' sections. The main area displays the form structure with sections for 'Process Flow (Formater)', 'Admission Details', 'School Details', and 'Address'. Each section contains various fields with configuration icons.

Admission [u_admission]	
Process Flow (Formater)	
Admission Details	
Admission Number	Admission Date
Purpose of join	Grade
Student Name	Fee
Father Name	Father Cell
Mother Name	Mother Cell
Admission Status	
Comments	
School Details	
School Area	School
Address	
Pincode	Area
Mandal	City
House No	District

## Sub Module 3: Creating Form Design for Student progress Table

**Step 1:** Follow the same steps as Activity1, Configure the fields as below and save.

The screenshot shows the 'Form Design' interface for the 'Student Progress [u\_stude]' table. The interface includes a sidebar with 'Fields' and 'Formatters' sections. The main area displays the form structure with sections for 'New Section' and 'Student Progress'. Each section contains various fields with configuration icons.

Student Progress [u_stude]	
New Section	
Admission Number	
Student Progress	
Telugu	Total
Hindi	Percentage
English	Result
Maths	
Science	

## ■ Module 5: Number Maintenance

**Step 1:** All >> Number Maintenance >> New

The screenshot shows the ServiceNow interface with a search bar containing 'number'. A dropdown menu is open, showing 'System Definition' and 'Number Maintenance' (highlighted with a red box and an arrow). The main table lists various system definitions.

Class Name	Reference	Max length	Default value	Display	
Created by	String	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false

**Step 2:** Fill the details >> Submit.

The screenshot shows the 'Number - SAL' form in ServiceNow. The form fields are filled with the following values:

- Table: Salesforce
- Prefix: SAL
- Number: 1,000
- Application: Global
- Number of digits: 7

Buttons for 'Update' and 'Delete' are visible at the bottom.

## ■ Module 6: Process Flow

**Step 1:** All >> Process Flow>> New.

**Step 2:** Fill the Details as given Below

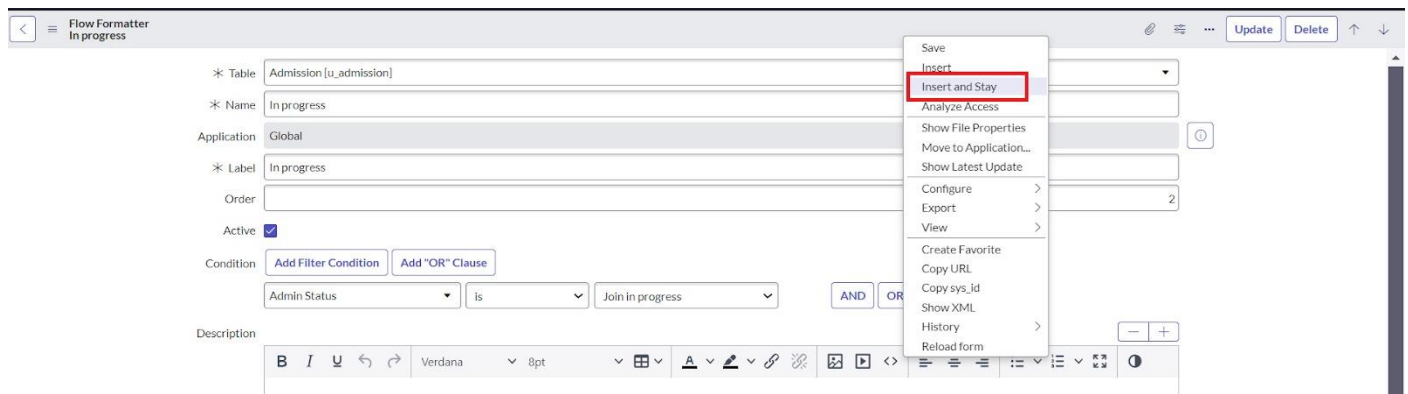
The screenshot shows the 'Flow Formatter' form in ServiceNow. The form fields are filled with the following values:

- Table: Admission [u\_admission]
- Name: New
- Application: Global
- Label: New
- Order: 1
- Active: ☒
- Condition: Admin Status is New
- Description: P

Buttons for 'Update' and 'Delete' are visible at the bottom.

**Step 3:** Right Click on toggle and click on the save.

**Step 4:** Replace the Name and Label as below and click on Insert on stay.



**Step 5:** Replace the Name and Label in order and click on Insert on stay.

(Joined >> Rejected >> Rejoined >> Closed >> Cancelled.)

**Step 6:** Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

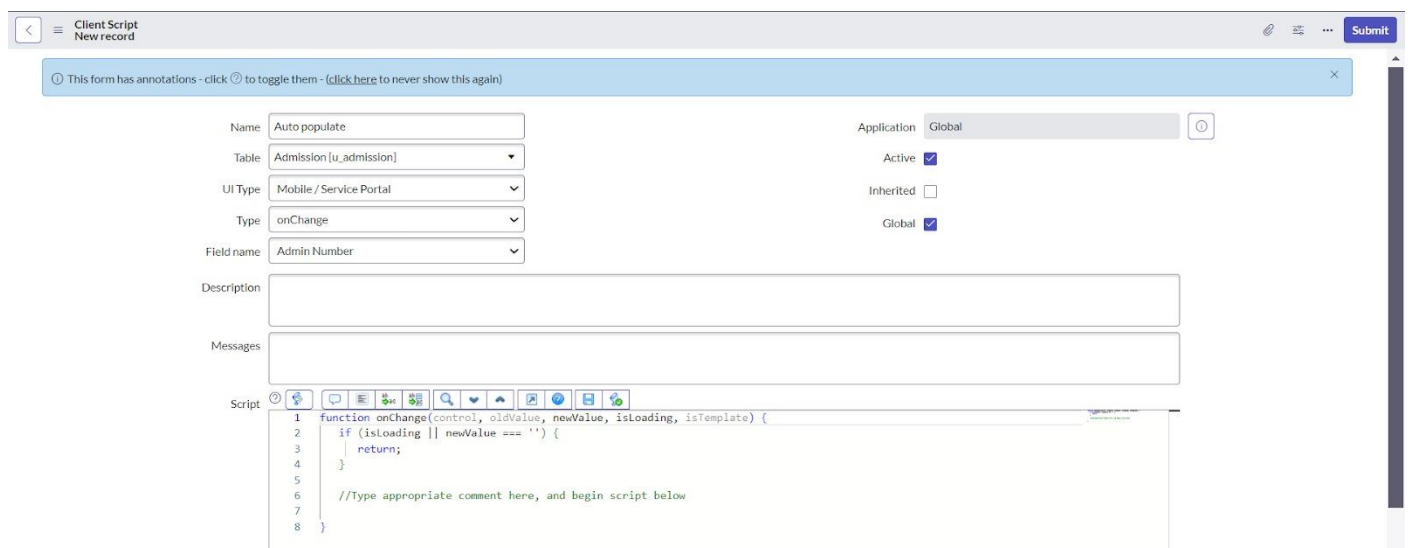
## ▪ Module 7: Client Script

### Sub Module 1: Creating “Auto populate” Client Scripts for Admission Table

**Step 1:** All >> Client Scripts >> New.

**Step 2:** Fill the Details as given.

**Step 3:** Write the Code as below, Enable Isolate script and save.



```

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);
}

```

Note: Make sure the Field names should be the same as you created.

## Sub Module 2: Creating “Pin code Update” Client Scripts for Admission Table

**Step 1:** Fill the Details as given.



Client Script  
Pincode Update

This form has annotations - click to toggle them - (click here to never show this again)

NamePincode Update

TableAdmission [u\_admission]

UITypeDesktop

TypeonChange

Field namePincode

ApplicationGlobal

Active

Inherited

Global

Description

Messages

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');

```

**Step 2:** Write the Code as below, Enable Isolate script and save.

```

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', 'Hyderabad');

} //Type appropriate comment here, and begin script below

}

```

## Sub Module 3: Creating “Disable Fields” Client Scripts for Student progress Table

**Step 1:** Fill the Details as given.

The screenshot shows the Salesforce Client Script configuration page for a script named "Disable Fields". The script is associated with the "Student Progress [u\_student\_progress]" table and is triggered on the "onLoad" event. The script is set to be "Active", "Inherited", and "Global". The script code is as follows:

```

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);
}

```

**Step 2:** Write the Code as below, Enable Isolate script and save. 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);

}

```

## Sub Module 4: Creating “Total Update” Client Scripts for Student progress Table

**Step 1:** Fill the Details as given.

**Step 2:** Write the Code as below, Enable Isolate script and save.

**servicenow** All Favorites History Workspaces Admin Client Script - Total Up...

Search

Client Script  
Total Update

You are editing a record in the Global application (cancel)

Name: Total Update

Table: Student Progress [u\_student\_progress]

UI Type: All

Type: onChange

Field name: Social

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if (newValue){
8     var a = parseInt(g_form.getValue('u_telugu'));
9     var b = parseInt(g_form.getValue('u_hindi'));
10    var c = parseInt(g_form.getValue('u_english'));
11    var d = parseInt(g_form.getValue('u_maths'));
12    var e = parseInt(g_form.getValue('u_science'));
13    var f = parseInt(g_form.getValue('u_social'));
14    var Total = parseInt(a+b+c+d+e+f);
15    g_form.setValue('u_total', Total);
16  }
17 }

```

Isolate script ☒

```
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);
```

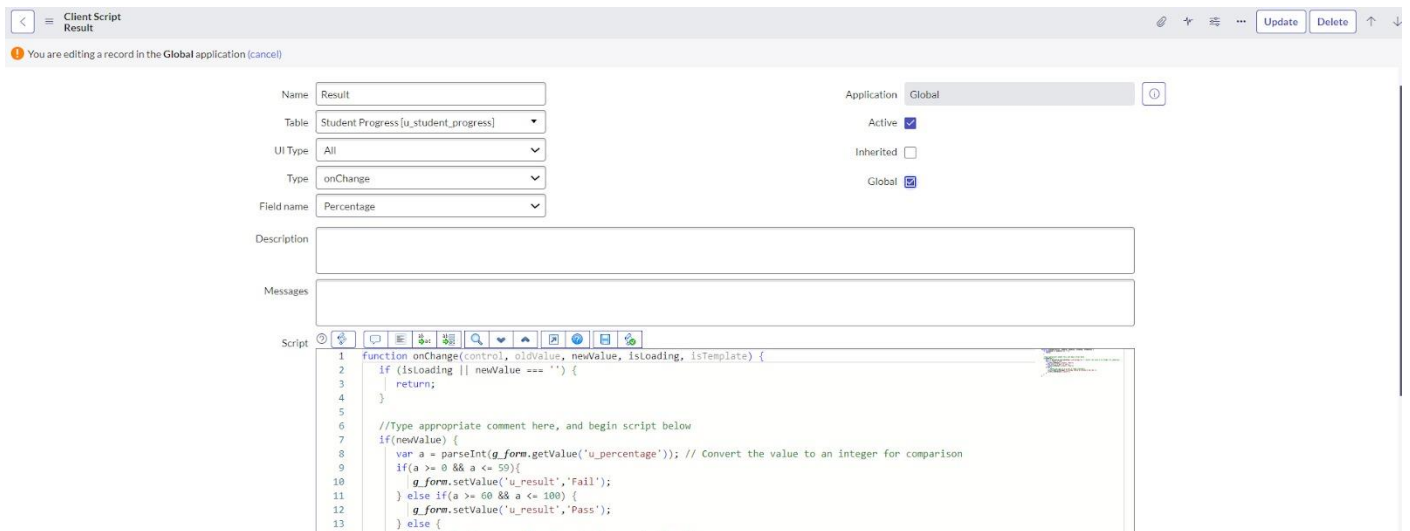
```
        g_form.setValue('u_total', Total);
```

```
    }
```

```
}
```

## Sub Module 5: Creating “Result” Client Scripts for Student progress Table

**Step 1:** Fill the Details as given.



```
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.');
```

## Sub Module 6: Creating “Percentage” Client Scripts for Student progress Table

## Step 1: Fill the Details as given.

The screenshot shows the Salesforce Client Script editor for a script named 'Percentage'. The script is associated with the 'Student Progress' table and the 'Total' field. The script is set to trigger on the 'onChange' event. The script code is as follows:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2   if (isLoading || newValue === '') {  
3     return;  
4   }  
5  
6   //Type appropriate comment here, and begin script below  
7   var total = g_form.getValue('u_total');  
8   var Percentage = (total/600)*100;  
9   g_form.setValue('u_percentage',Percentage+'%');  
10 }
```

The 'Isolate script' checkbox is checked. The 'Update' and 'Delete' buttons are visible at the bottom.

## Step 2: Write the Code as below, Enable Isolate script and Save.

```
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+'%');  
}
```

## Output:

The screenshot shows the Salesforce record page for a new record. The record is titled 'Salesforce - Create SAL0001005'. The form contains the following fields:

- Admin Number: SAL0001005
- Admin Date: [Calendar icon]
- Grade: -- None --
- Student Name: [Text input]
- Father Name: [Text input]
- Mother Name: [Text input]
- Father Cell: [Text input]
- Mother Cell: [Text input]

The 'Submit' button is visible at the bottom left.

**servicenow** All Favorites History Workspaces : Admission - Create SAL0001006

Search

< ≡ Admission New record Submit

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 --

School Details Address

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

Submit

**servicenow** All Favorites History Workspaces : Student Progress - Create SAL0001007

Search

< ≡ New Section New record Submit

Admission Number

Grade -- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Total

Percentage

Result

Submit

## Advantages & Disadvantages:

### Advantages of the Project:

- This project simplifies and enhances the efficient management of student and teacher data through centralized and automated workflows.
- It simplifies the student admission process by automating and streamlining each step, from application to enrollment.
- All student, faculty, and institutional data is stored accurately and securely.
- Minimizes physical documentation and promotes a paperless environment.
- It helps track student attendance and monitor their academic progress effectively.

## **Disadvantages of the Project:**

- Entering records into the system requires a stable internet connection within the educational institution.
- Sensitive data could be at risk if access controls and encryption are not properly managed.
- Consistent system updates and maintenance are necessary to keep the platform running efficiently.
- Updating multiple student and faculty records can take considerable time, especially when dealing with large volumes of data.

## **Conclusion:**

The project “Educational Organisation Using ServiceNow” successfully demonstrates how digital automation can simplify and improve the management of educational institutions. By using ServiceNow, we were able to centralize student data, automate workflows, and create an efficient platform for admissions, student progress tracking, and communication between staff and students. This solution reduces manual effort, saves time, and ensures accuracy in handling institutional processes. Overall, the project highlights the importance of using modern IT service management tools to build a smarter and more reliable educational system.



