TEAM ID	NM2025TMID02880
PROJECT NAME	Educational Organisation Using ServiceNow

INTRODUCTION

Project :Educational Organisation Using Servicenow

Educational institutions are increasingly turning to powerful IT service management tools to enhance operational efficiency, improve user experience, and support academic excellence. Service Now, a leading cloud-based platform, is revolutionizing how educational organizations manage their services, streamline workflows, and deliver consistent support to students, faculty, and staff.

By adopting Servicenow, schools, colleges, and universities can centralize their IT support, automate routine administrative tasks, and ensure faster response times to service requests. Beyond IT, Servicenow is also being used to manage facilities, HR, finance, student on boarding, and campus security— all from a single unified platform. Its powerful knowledge management capabilities enable self-service options for students and faculty, reducing workload on support teams while improving satisfaction.

PROJECT OVERVIEW

This project focuses on implementing ServiceNow, a cloud-based digital workflow platform, within an educational organization to streamline operations, enhance service delivery, and improve the overall user experience for students, faculty, and administrative staff.

Purpose:

To unify and automate IT and non-IT services (e.g., HR, Facilities, Student Support) through a centralized platform, reducing manual processes and enabling faster, more efficient

IDEATION PHASE

Problem Statement:

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Educational institutions often face challenges in managing IT services, student support requests, and administrative operations due to outdated systems, fragmented communication channels, and manual workflows. These inefficiencies lead to delayed responses, poor user experiences, and a lack of visibility into service

CHALLENGES:

- Faculty and students may resist or struggle to use a new system.
- Education workflows often require significant customization.
- Small teams may struggle to manage and maintain ServiceNow.
- Budget limitations can affect full platform utilization.
- Lack of proper training can lead to underuse or misuse of features.

Objective:

The primary objective of implementing ServiceNow in an educational organization is to modernize and streamline service delivery across departments such as IT, HR, Facilities, and Student Services. By adopting a centralized platform, the institution aims to enhance the user experience for students, faculty, and staff through faster, more transparent, and efficient service management. The initiative seeks to automate routine workflows, reduce manual effort, and eliminate delays in request handling. Additionally, the organization intends to empower users through self-service capabilities, including access to a knowledge base and the ability to track requests in real-time.

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Following are the Functional Requirements of the proposed solutions.

FR	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
Fr-1	Setting up ServiceNow instance	" Setting up a ServiceNow instance
Fr-2	Creating a update. Set	Creating a update set
Fr-3	Creating a table	Creating Salesforce table Creating admission tables Creating student progress table
fr-4	Form layout	Configuring table form for student progress table
fr-5	Form design	Creating Form design for Salesforce table Creating Form design for admission table Creating Form design for students progress table
fr-6	Number maintenance	Creating Number maintenance for admin Number
Fr-7	Process flow	Creating processes flow for admission table

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Fr-8	Client script	Creating " automate populate"client scripts for admission table Creating " income update " client scripts for admission table Creating " disable fields client scripts for student progress table Creating " total update " client scripts for student progress table Creating " result " client scripts for student progress table Creating " percentage " client scripts for student progress table

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR NO.	Non-functional	Description
NFR-1	**Usability**	Easy access for students, faculty, and staff.
NFR-2	**Security**	Protect sensitive data and comply with regulations.
NFR-3	**Reliability**	High uptime and minimal disruptions.
NFR-4	**Performance**	Fast response times and efficient service.
NFR-5	**Availability**	24/7 access to services.
NFR-6	**Scalability**	Accommodate growth and expanding needs.

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DATA FLOOR DAIGRAM

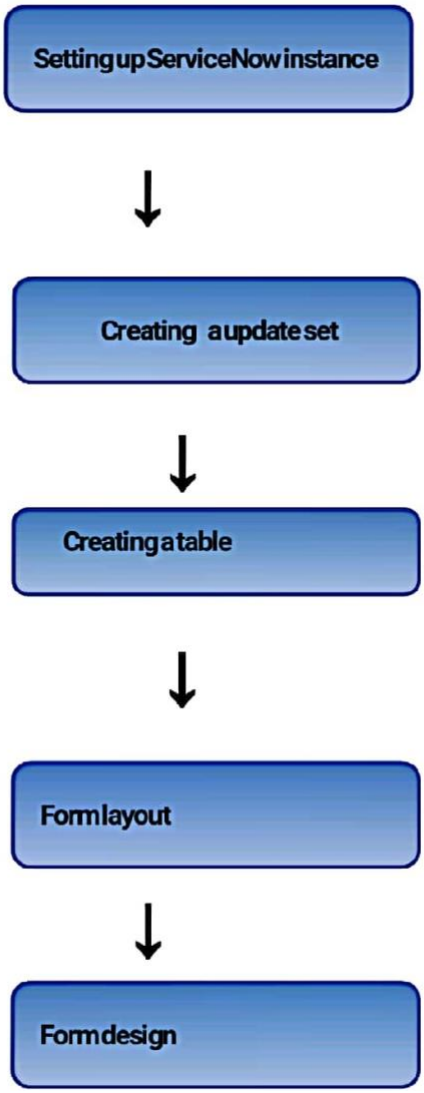
PURPOSE: To visually map how data moves between users, systems, and processes within ServiceNow, helping to improve clarity, efficiency, and system integration in academic and administrative operations."

Uses:

*Understand and visualize how data moves through academic and administrative systems.

*Identify how ServiceNow interacts with other platforms (e.g., LMS, ERP, HR systems).

*Analyse data flow to find inefficiencies and optimize workflows.



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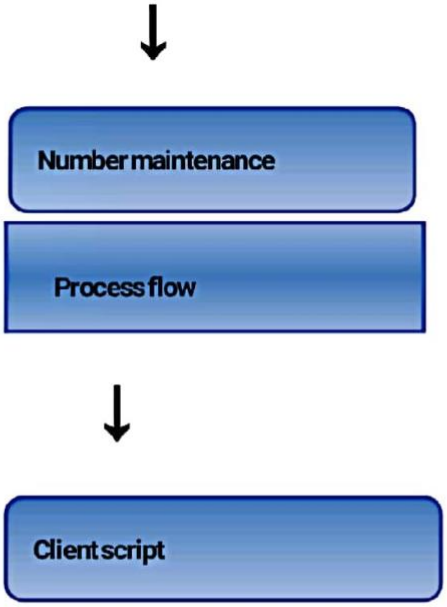
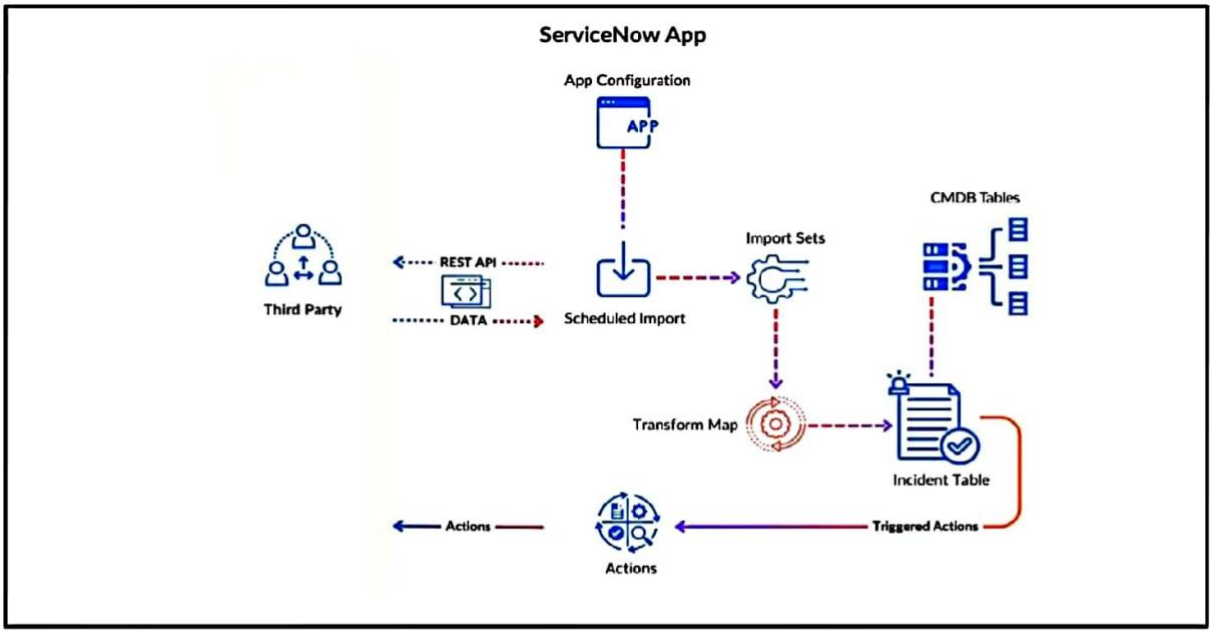


Technology stack:

Architecture of service now



Demonstrating how it interacts with a third-party system and manages IT Service Management (ITSM) data.

Third-Party Integration: A third-party system can interact with the ServiceNow app via a REST API to send or receive data.

CMDB Tables:

The CMDB (Configuration Management Database) Tables are central to ServiceNow,

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storing configuration items and their relationships, which are crucial for ITSM processes.

Actions and Triggered Actions: The system allows for actions to be performed, either initiated by the third party or triggered by events within ServiceNow, such as updates to the Incident Table.

Data Import and Transformation: Data from the third party or other sources can be brought into ServiceNow through Scheduled Imports, which utilize Import Sets for staging and Transform Maps to map the data to the correct fields in tables like the Incident Table.

PROJECT DESIGN

Proposed solution template

Team ID	LTVIP2025TMID31138
Project Name	Educational organization using ServiceNow

Proposed solution template:

Project team shall fill the following information in the proposed solution template

S.No	Parameter	Description
1.	Problem Statement (Problem to be sloved)	ServiceNow helps educational institutions replace manual, disconnected processes with a unified platform[8] to improve efficiency, service delivery, and user experience.

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2.	Idea/solution Description	Implement ServiceNow to centralize services, automate workflows, and integrate departments—enabling faster support, better communication, and improved experiences for students, faculty, and staff.
3.	Novelty/uniqueness	ServiceNow uniquely offers a unified, low-code platform tailored for education, enabling cross-department automation, real-time visibility, and seamless self-service—all in one scalable solution.
4.	Social impact / customer satisfaction	ServiceNow improves satisfaction by providing faster, transparent support, empowering students and staff with self-service tools, and enhancing overall campus service experiences.
5.	Business model(revenue model	Educational institutions invest in ServiceNow to reduce operational costs, improve service efficiency, and enhance student satisfaction—leading to better retention, optimized resources, and long-term institutional growth.

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6.	Scalability of the solution	ServiceNow easily scales with institutional growth, allowing seamless addition of users, departments, and services without compromising performance or user experience.

Educationalorganizationusing Servicesnow

Milestone 1: Setting up ServiceNow instance

Activity 1:

PURPOSE:

*Set permissions for students, staff, and faculty.

To improve efficiency, automate campus services, and enhance user experience by centralizing IT support, student services, HR, and administrative processes on one integrated platform.

USES::

*IT support and ticketing

*Student services (admissions, helpdesk)

*HR processes (onboarding, leave requests)

*Facilities and asset management

*Self-service portals and knowledge base

Facilities and asset management

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Knowledge base and self-service portal

Steps:

Setting Up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site " https://developer.servicenow.com" .
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

Milestone 2:Creating a update set

PURPOSE:

To capture and transfer system customizations (like forms, workflows, and scripts) across instances, ensuring consistent and efficient deployment of updates across the educational environments

USES:

*Move customizations between instances (e.g., dev to prod)

*Track changes made for IT, student, or HR workflows

*Ensure consistent configurations across departments

*Support testing and version control

*Simplify deployment and rollback of updates

Steps:

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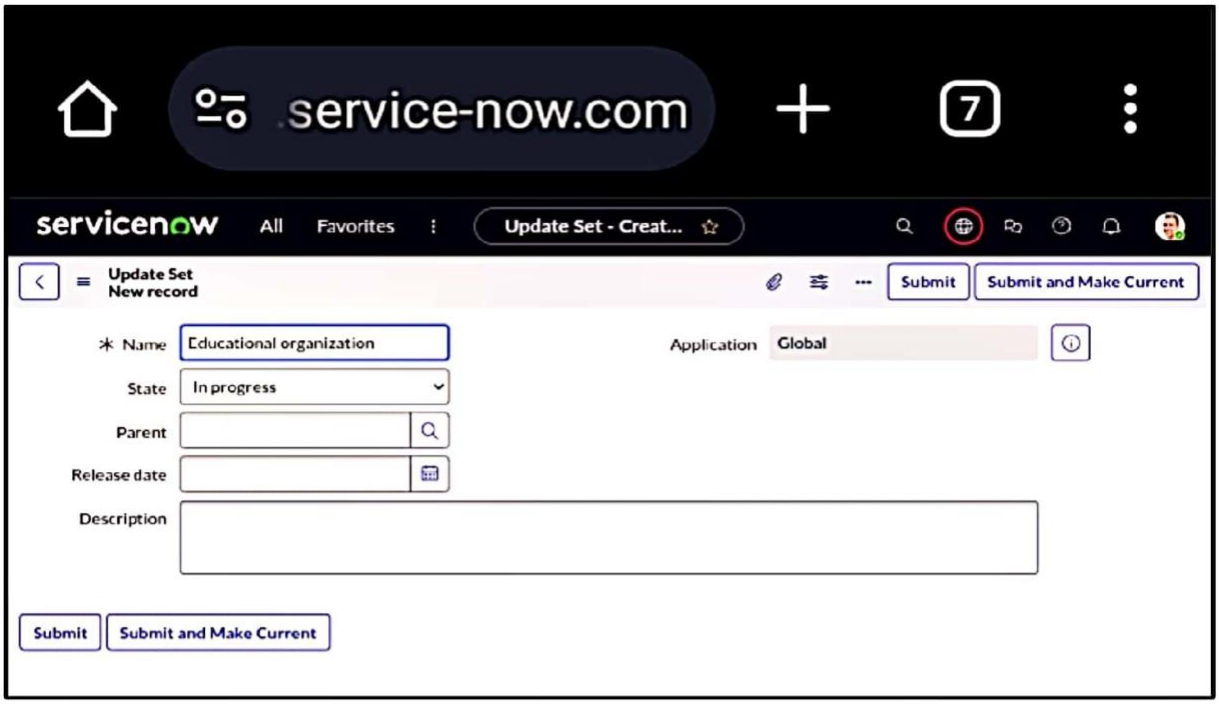
Activity ::1Click on All >> Local update sets



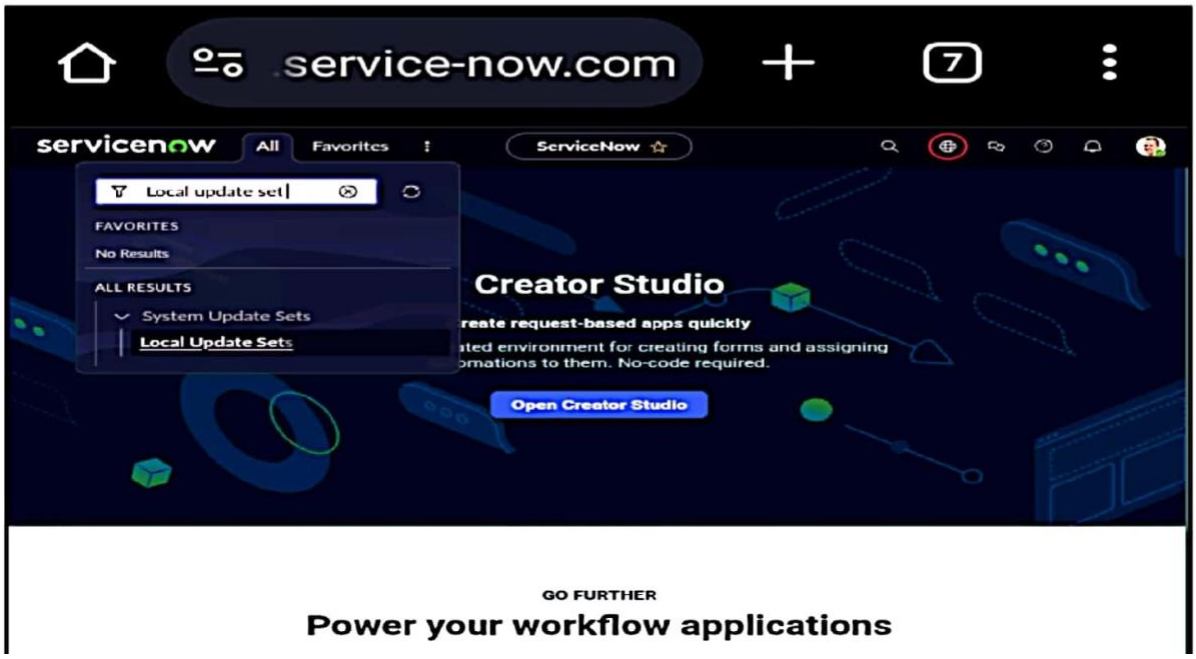
Steps:

*

2.Click on and make Current.

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

Milestone 3: Creating a table



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Creating Salesforce Table.

All>>

PURPOSE:

*To store and manage specific data (e.g., student records, course requests, faculty info) in a structured way, enabling automation, reporting, and efficient service delivery across departments.

USES:

*Store student, faculty, or course data

*Track IT and facility assets

*Manage support tickets and requests

*Handle HR and onboarding pro**cesses**

Activity 1:

Steps:

Enable custom workflows (e.g., admissions, scholarships

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.click on new

.Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generateApi Name.

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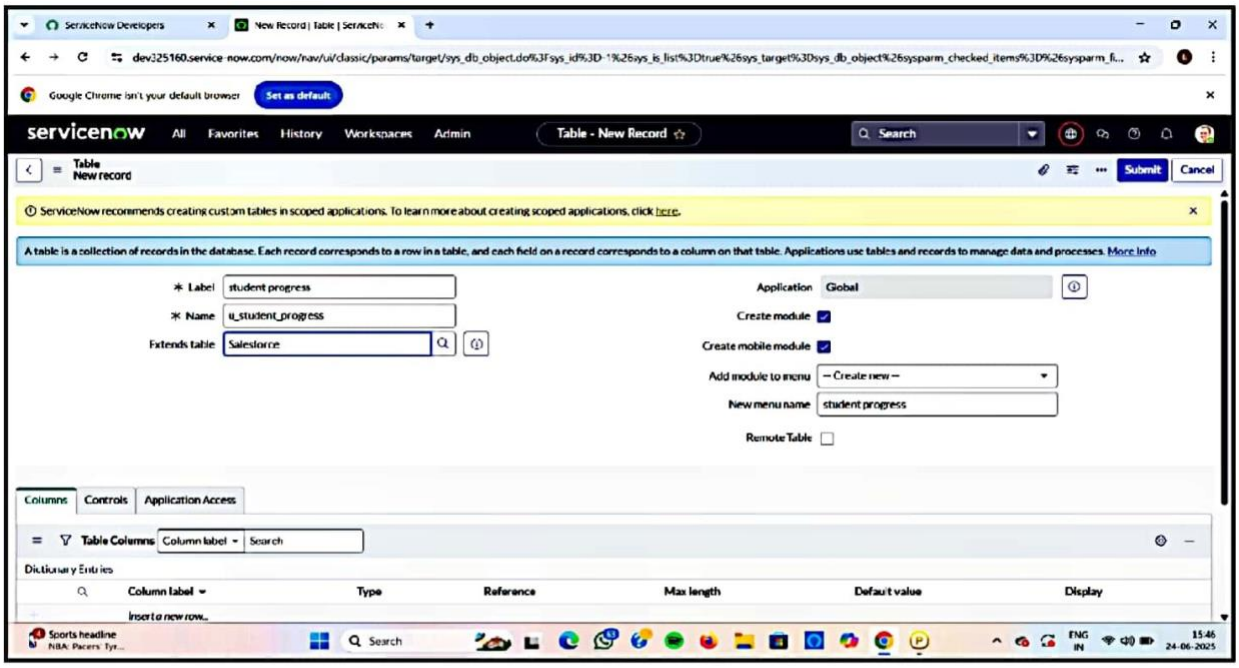
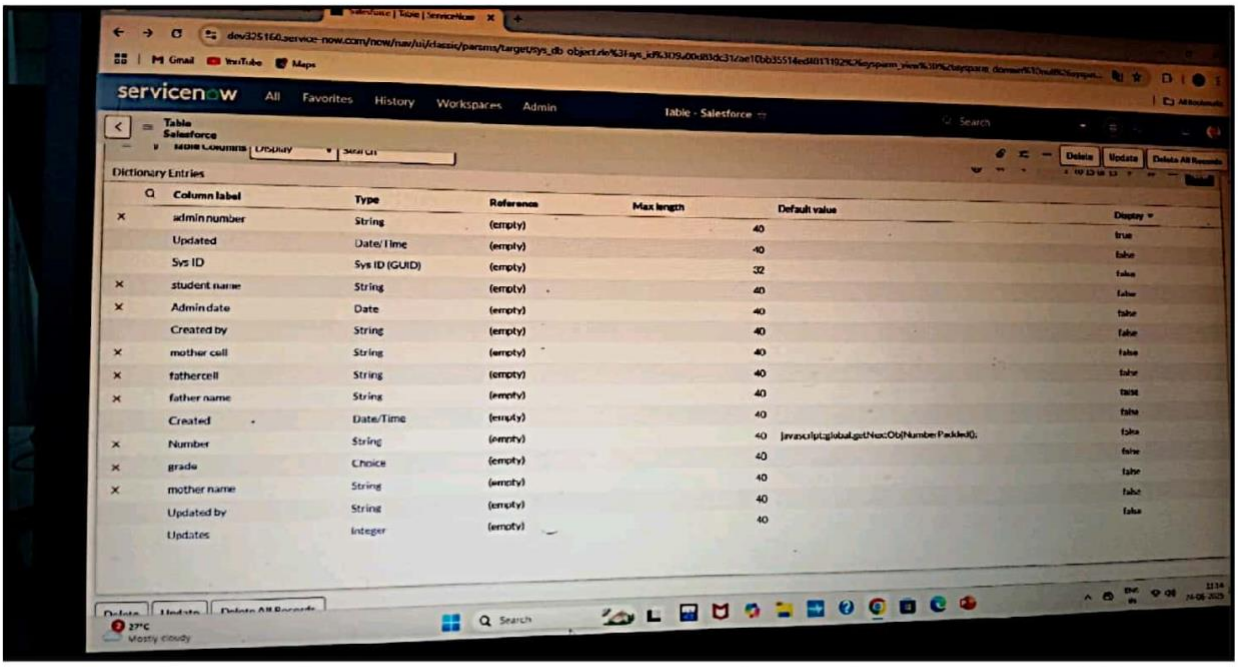


.Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given



.For " Admin Number" Give Display as True and right click on the toggle bar on top >> save.

.Click on controls >> Enable Extensible.

.Click on " Admin Number" column, In Related Links Click on Advanced View >>

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Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

.Click on " Grade" Column >> Click on Choices and give Label,Value and Sequence as given below.Tableac

Creating Admission Table

PURPOSE:

To organize and automate the student admission process by capturing application details, tracking status, and streamlining communication and decision-making

USES:

*Store student application data

*Track admission status and progress

*Manage required documents and deadlines

*Automate notifications and updates

*Support reporting and ddecision-making**a**

ACTIVITY 2:

Septs:

Create an Admission Table with Columns given.

.Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

- .create Fields as Shown

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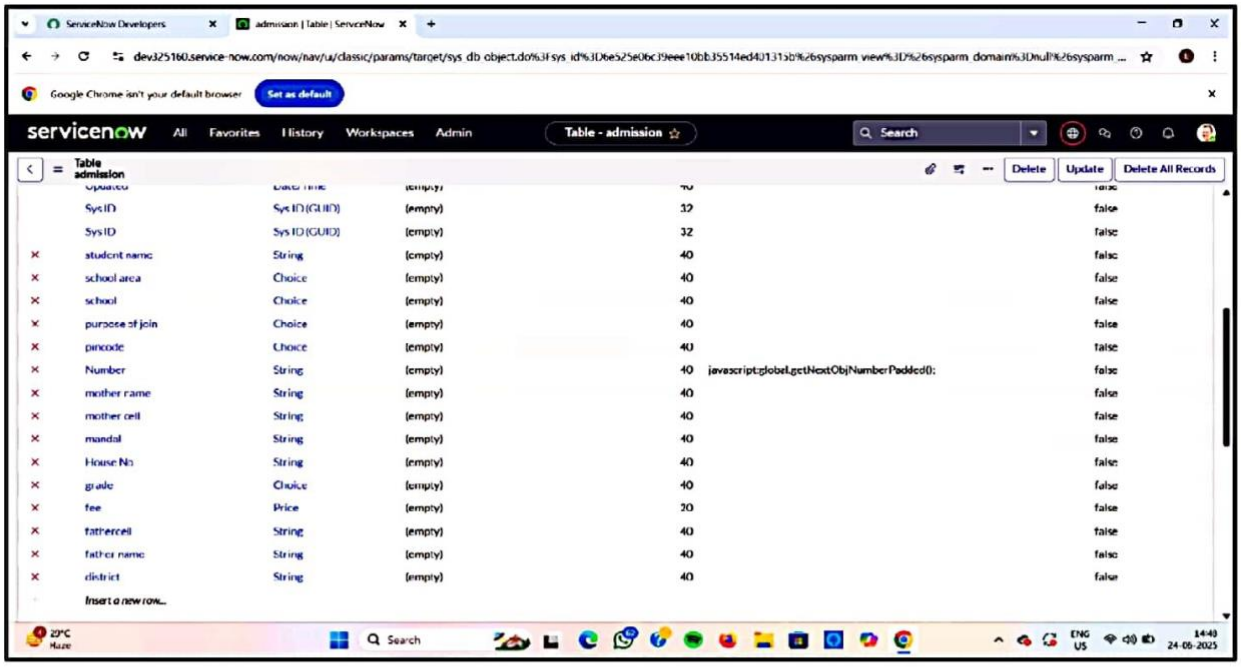
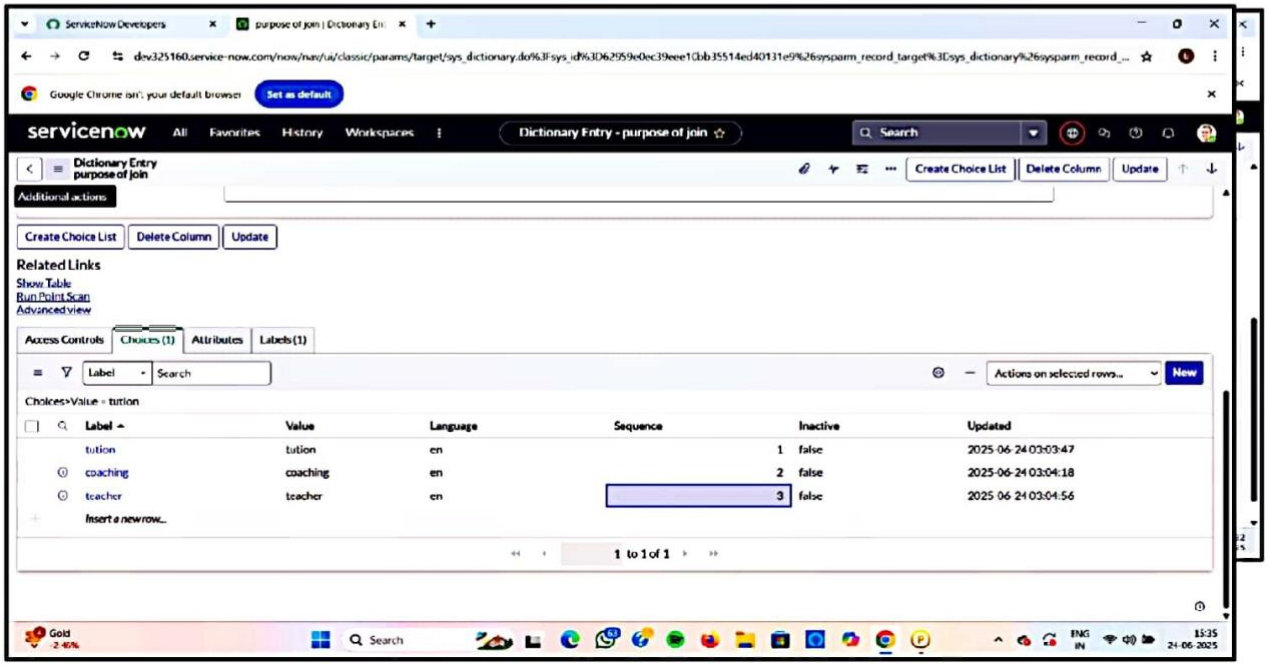


Create choice for Admin Status as:

.Create choice for Pincode as:

.Create choice for Purpose of Join as:



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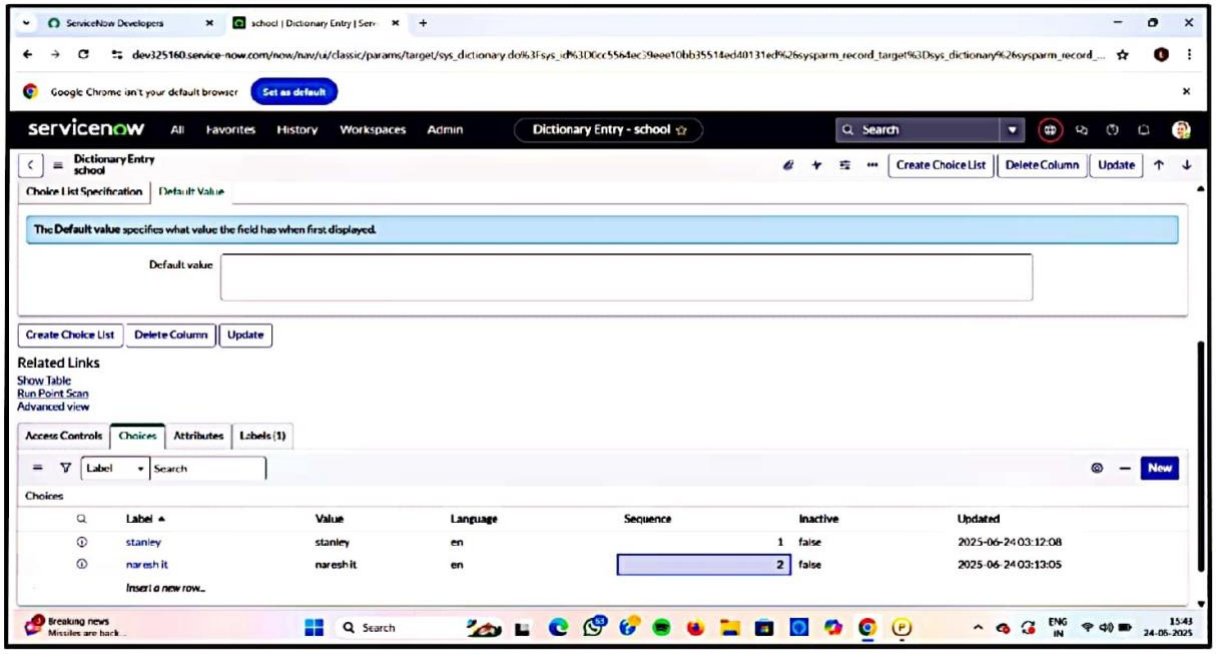
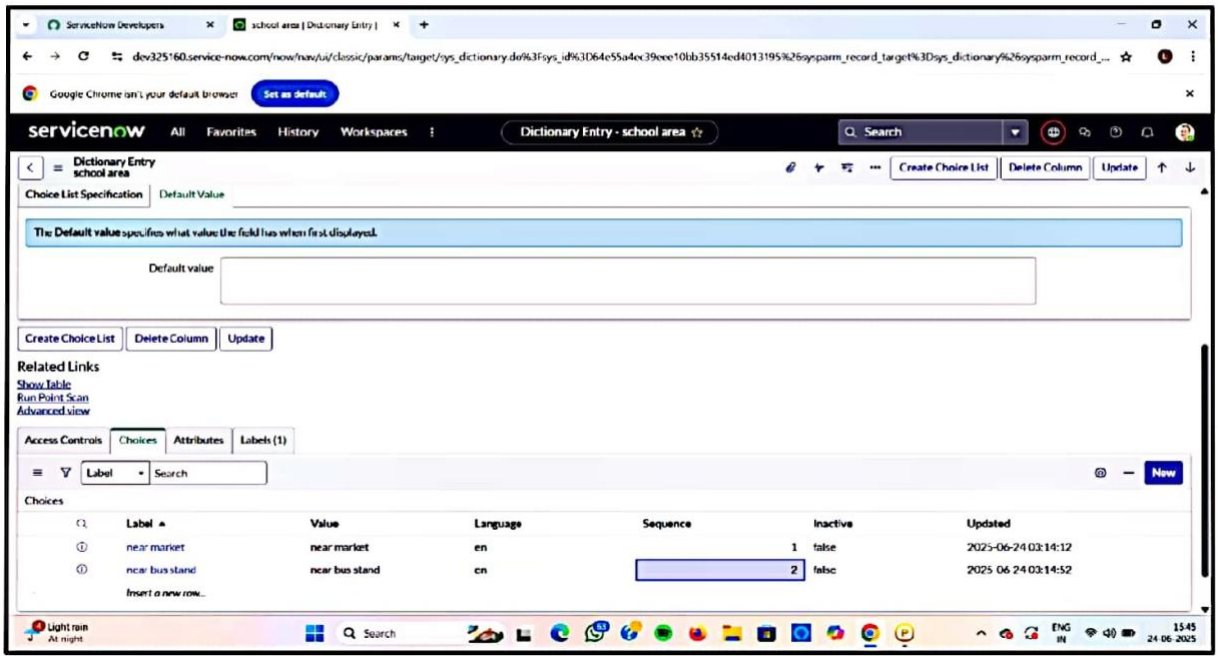
.create choice for school as:



.Create choice for School Area as



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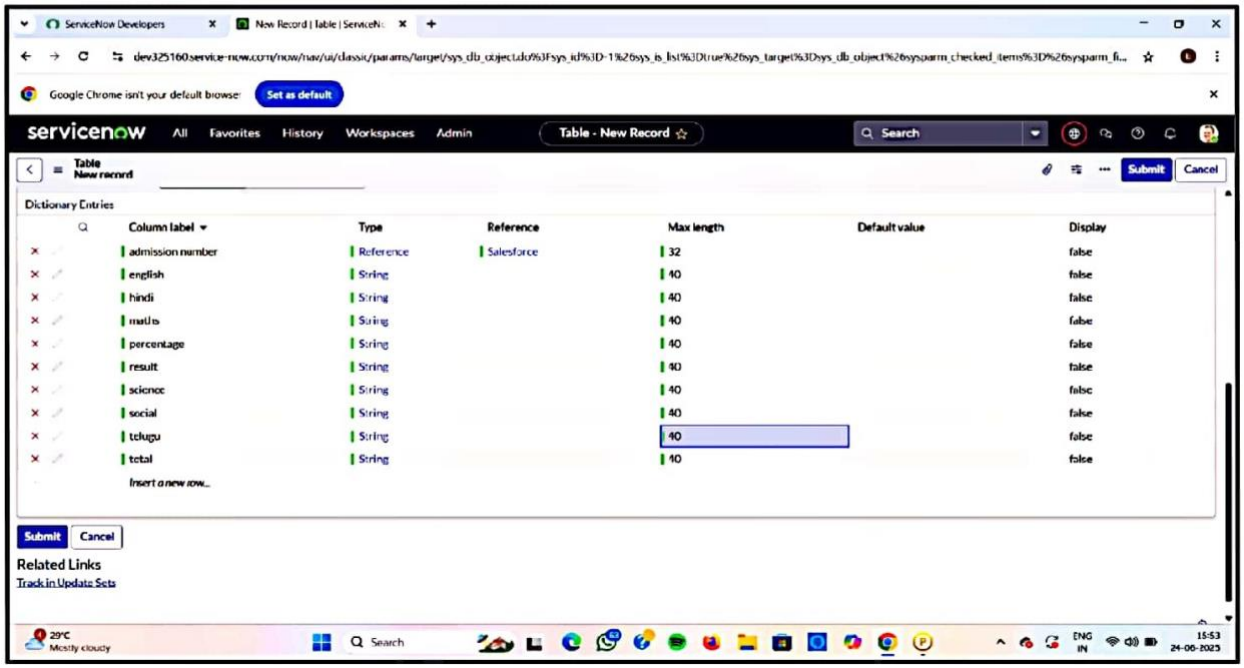
Activity 3:

Steps :

Creating Student Progress Table



.Create a Student Progress Table with Columns given.

.Select Add module to menu >> Salesforce.

.Create Fields as shows :

PURPOSE:

A track and manage students' academic performance, attendance, and milestones—enabling better monitoring, support, and reporting throughout their educational journey

USES:

*Track academic performance and grades

*Monitor attendance and participation

*Record milestones (e.g., course completion, certifications)

*Support student advising and interventions

*Generate progress reports for staff and students

Milestone 4:Form layout

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Configuringtable formstudent progresstable

PURPOSE:

To organize and display student progress data clearly, making it easy for users to enter, view, and manage academic records efficiently

USES:

*Simplifies data entry and updates

*Ensures consistent data structure

*Improves visibility of student performance

*Supports academic tracking and reporting

*Enhances user experience for staff and faculty

Activity 1:

Steps:

- In the Student Progress Table Page , Click on Layout form .
- Click on Admission Number [+] .

. Select below Admission Number fields in Available side and send it to selected side as below

Milestone 5: Formdesign

:Creating Form Design For Salesforce Table

PURPOSE:

To create a form design in ServiceNow that connects to a Salesforce table for an educational organization, you can follow a short and efficient path using Integration Hub or a REST API, assuming your goal is to view, input, or update Salesforce data from ServiceNow.

USES:

starting point for users), involves aligning three parts:

1. Salesforce table structure (data model),

2. Form design (UI/UX in ServiceNow),

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3. User entry workflow (how users begin and progress).

Activity 1:

Steps:

.All >> System Definition >> Tables

.In Label Search for Salesforce and open .

.Right Click on top Toggle >> Configure >> Form

.Drop down select Salesforce(u_salesforce).

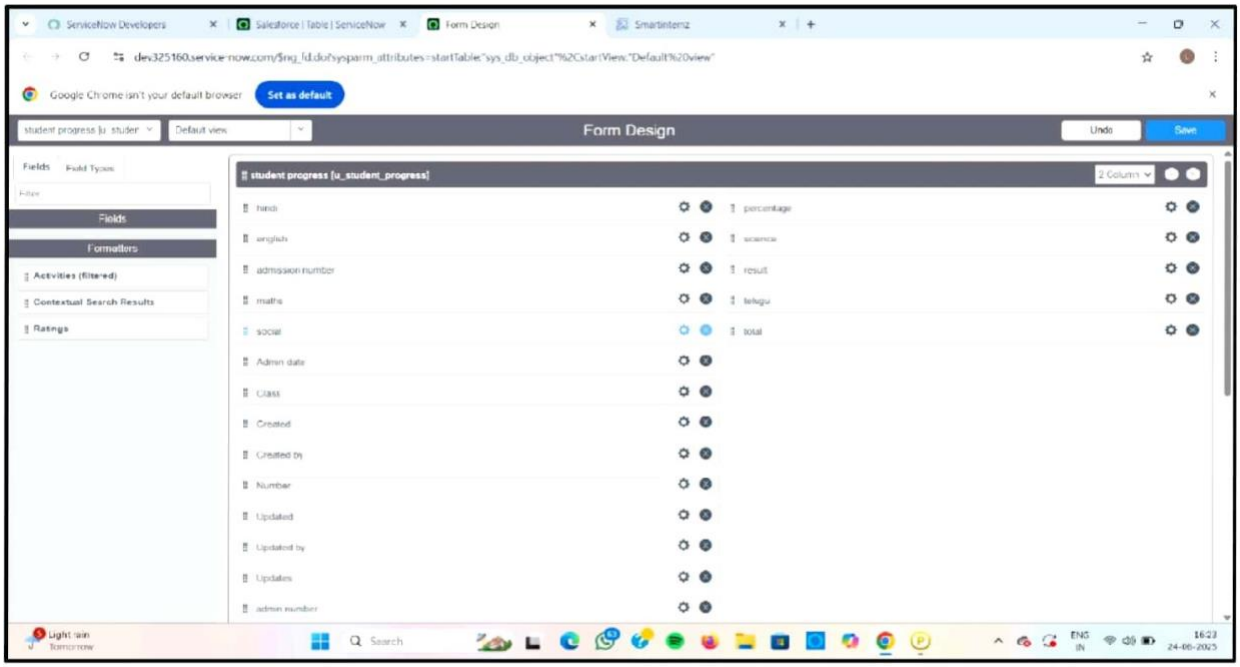
. Drag and drop the fields to the left side as below.

Activity 2:

Septs:

Creating Form Design For Admission Table

Follow the same steps as Activity1,Configure the fields as below and Save



PURPOSE:

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Here's a simple and clear guide to create a form design for an " Admission" table in ServiceNow, for use in an educational organization (e.g., schools, colleges, universities). This form can help manage admission requests, student data collection, or approval workflows.

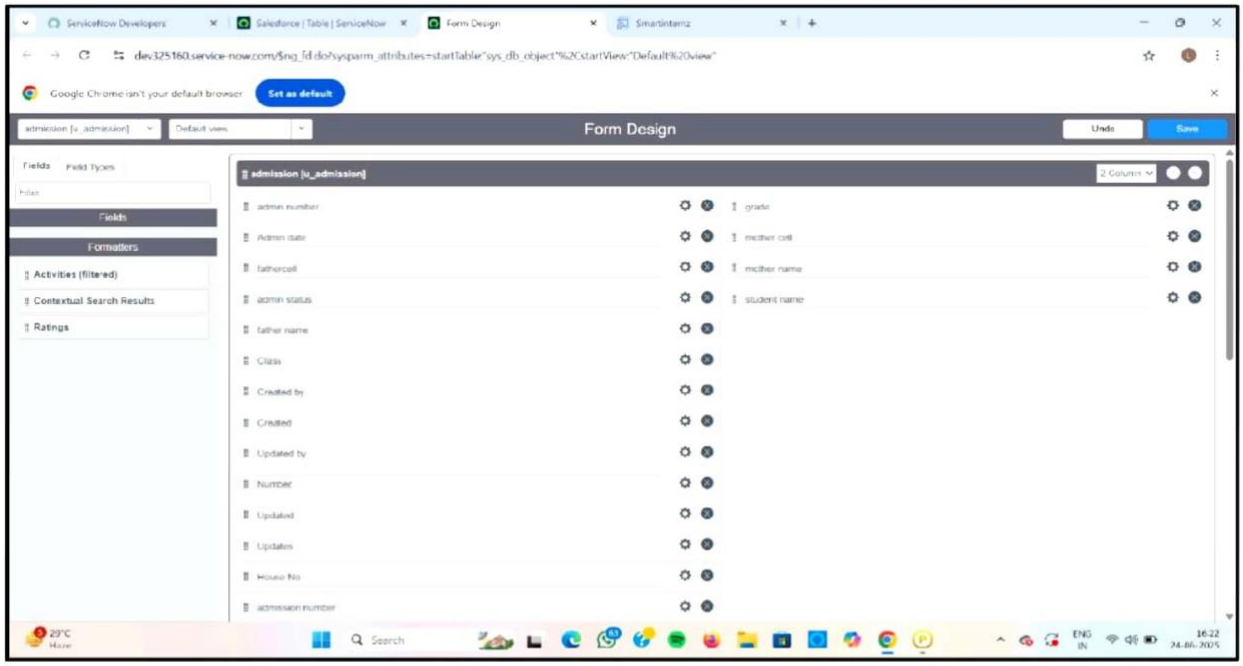
USES:

Here' s a quick and user-start (beginner-friendly) way to create a Form Design for an Admission Table in ServiceNow for an educational organization. This will allow you to manage student admissions directly from a form in ServiceNow.

Activity 3:

Septs:

Creating Form Design For Student Progress Table



Follow the same steps as Activity1,Configure the fields as below and Save

PURPOSE:

Here' s a quick and simple way to create a Student Form design in ServiceNow for an educational organization, targeting end users (e.g., staff entering or managing student data).

USES:

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Design a ServiceNow form to create, view, or update student records from a table like Student (which may be integrated with Salesforce or standalone).

Milestone6: Number maintenance

Creating Number Maintenance For Admin Number

.

PURPOSE:

To automatically generate and manage unique admin reference numbers for tracking administrative records, ensuring consistency, organization, and easy identification.

USES:

*Auto-generate unique admin record numbers

*Track administrative tasks and entries

*Ensure consistent numbering across records

*Simplify search, reporting, and auditing

*Improve organization and data management

ACTIVITY 1:

Steps:

All >> Number Maintenance >> New

.Fill the details >> Submit

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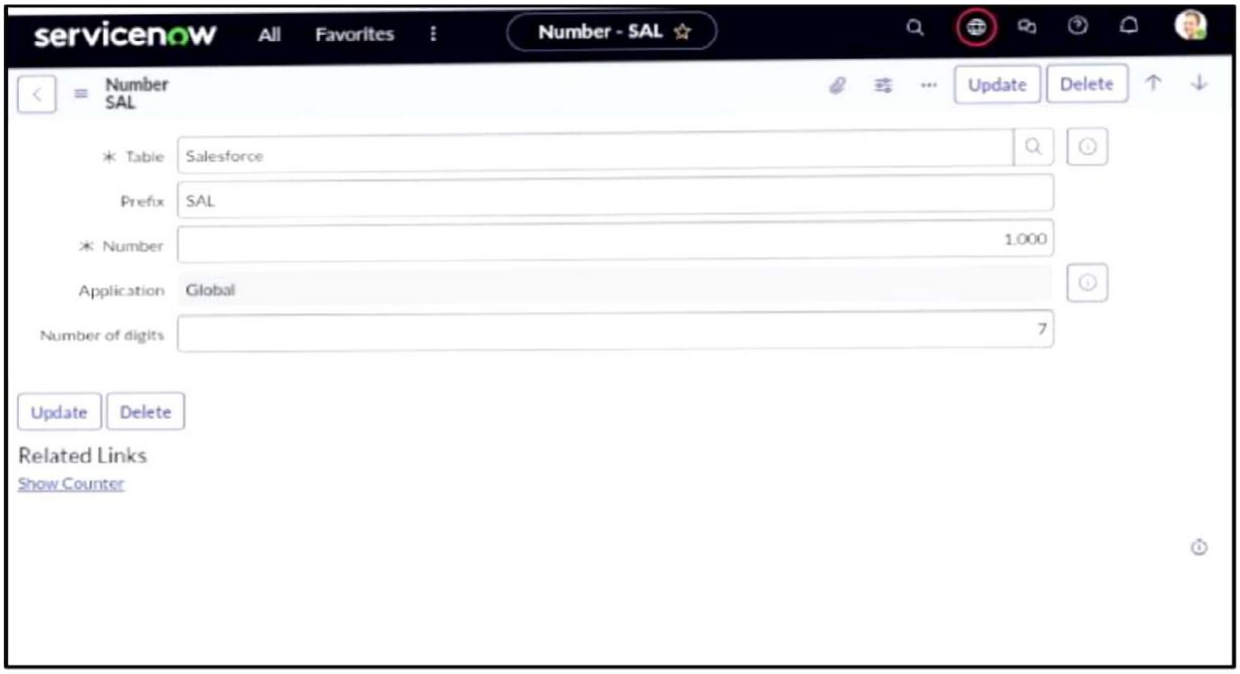

Milestone 7: Process flow

Creating Process Flow For Admissions ' table

PURPOSE:

To visualize and automate each step of the admission process, ensuring smooth tracking, timely updates, and efficient handling of student applications.

USES:

*Automate admission steps (application to approval)

*Track application status in real-time

*Route tasks to appropriate staff

*Send notifications and updates

*improve efficiency and reduce manual work

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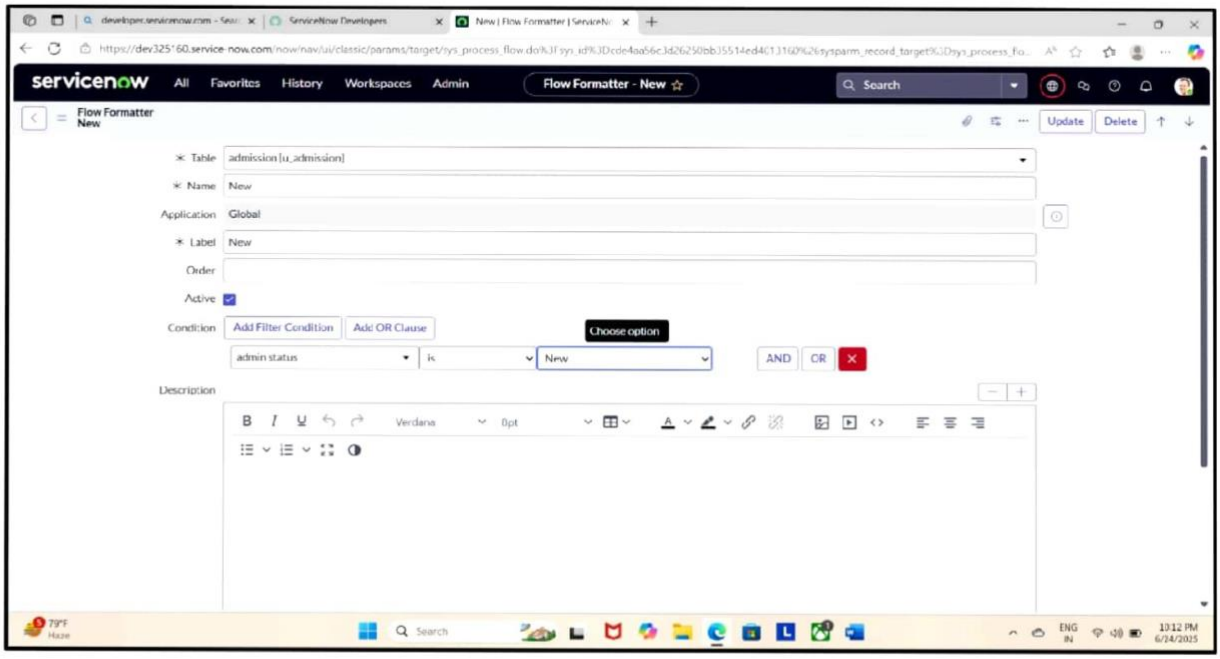
Activity 1:

Steps:

- All >> Process Flow>> New.
- Enhance UX and accuracy – populate percentage fields dynamically and reduce manual errors for smoother and faster form interaction. Fill the Details as given Below



.right Click on toggle and click on the save .

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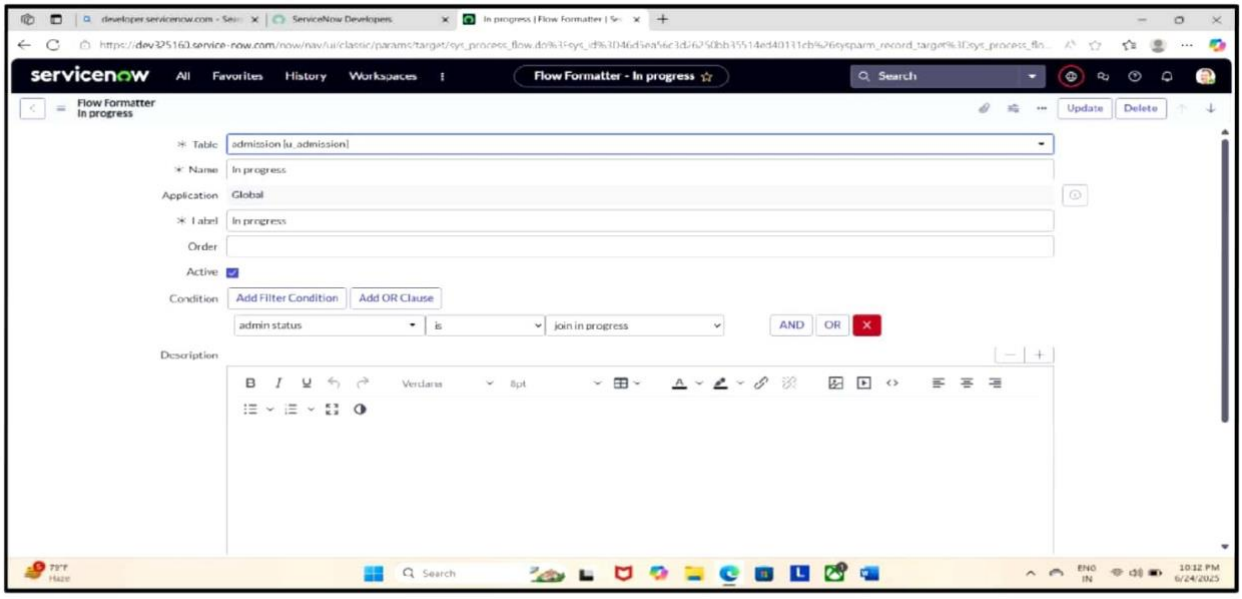
*Replace the Name and Label as below and click on Insert on stay.



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

* Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

* Order should be New >>IN Progress>> Joined >> Rejected >> Rejoined >>

Closed >> Cancelled.

MILESTON8: client scripts

Creating " Auto Populate" Client Scripts For Admission Table

PURPOSE:

To automatically fill related fields (e.g., student name, email) based on selected inputs, reducing manual entry, improving accuracy, and speeding up the admission process.

USES:

*Automatically fill student details based on ID

*Reduce manual data entry and errors

*Speed up the admission form completion

*Improve user experience for staff

*Ensure data consistency across records

All

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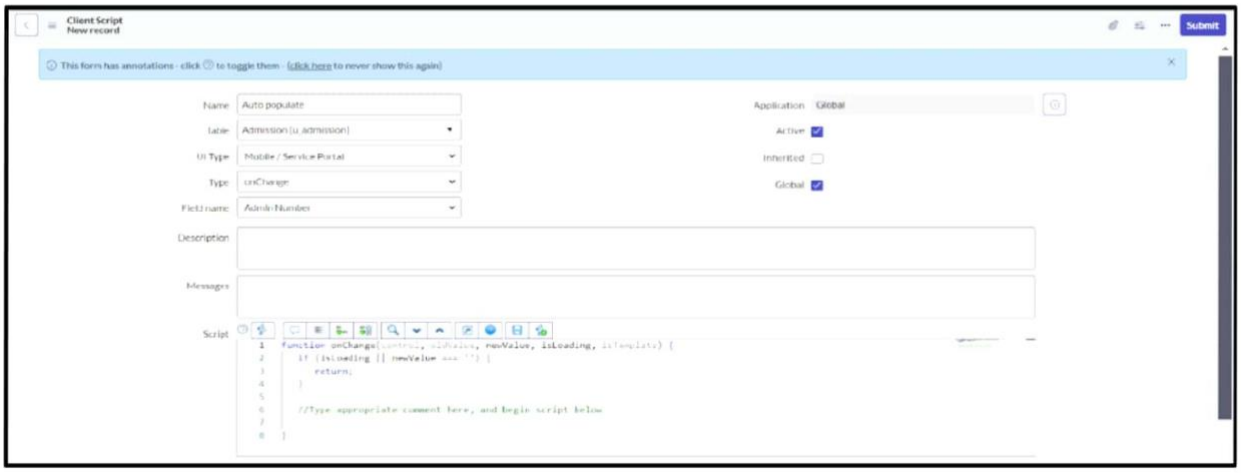
Activity 1:

STEPS:

- >> Client Scripts >> New.
- Fill the Details as given



Creating " Auto Populate" Client Scripts For Admission Table

All >> Client Scripts >> New.

Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

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

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

    Return;
```

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```
  }



  //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'  ,aufather                        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);


}
```

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

Creating " Pincode Update" Client Scripts For Admission Table

PURPOSE:

To automatically fill city, state, or region fields based on the entered pincode, ensuring accurate location data and reducing manual input during the admission process

USES:

*Auto-fill city and state based on Pincode

*Minimize manual data entry

*Ensure accurate and consistent address details

*Speed up the admission form process

*Enhance user experience for staff and applican

AACTIVITY 2:

STEPS:

.Fill the Details as

Write the Code as below, Enable Isolate script and Save.

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

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

    Return;
```

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```
  }

   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'  );
```

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```
}

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

}
```

Creating" Disable Fields" Client Scripts For Student Progress Table

PURPOSE:

To prevent users from editing specific fields based on conditions (e.g., status or role), ensuring data integrity and controlled access during academic progress tracking.

USES:

*automatically disable fields when progress is marked " Completed" to preserve data integrity

*show only relevant fields by disabling those not applicable, reducing clutter .

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Activity 3:

STEPS:

Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

```
Function on Load() {

  //Type appropriate comment here, and begin script below

  G_form.setDisabled('u_total',true);

  G_form.setDisabled('u_percentage',true);

  G_form.setDisabled('uresult',true);

}
```

Creating "Total Update" Client Scripts For Student Progress Table

PURPOSE:

To automatically update related fields or records in real-time when a value in the student table is changed— ensuring data stays consistent, accurate, and up-to-date without manual intervention (e.g., refreshing a class roster count when a student's enrolment status changes).

USES:

Auto-calculate related fields: If a grade or attendance cell is changed in the list, instantly update the overall progress status or score field.

Use case inspiration: inventory quantity × price → total cost post-edit in list view .

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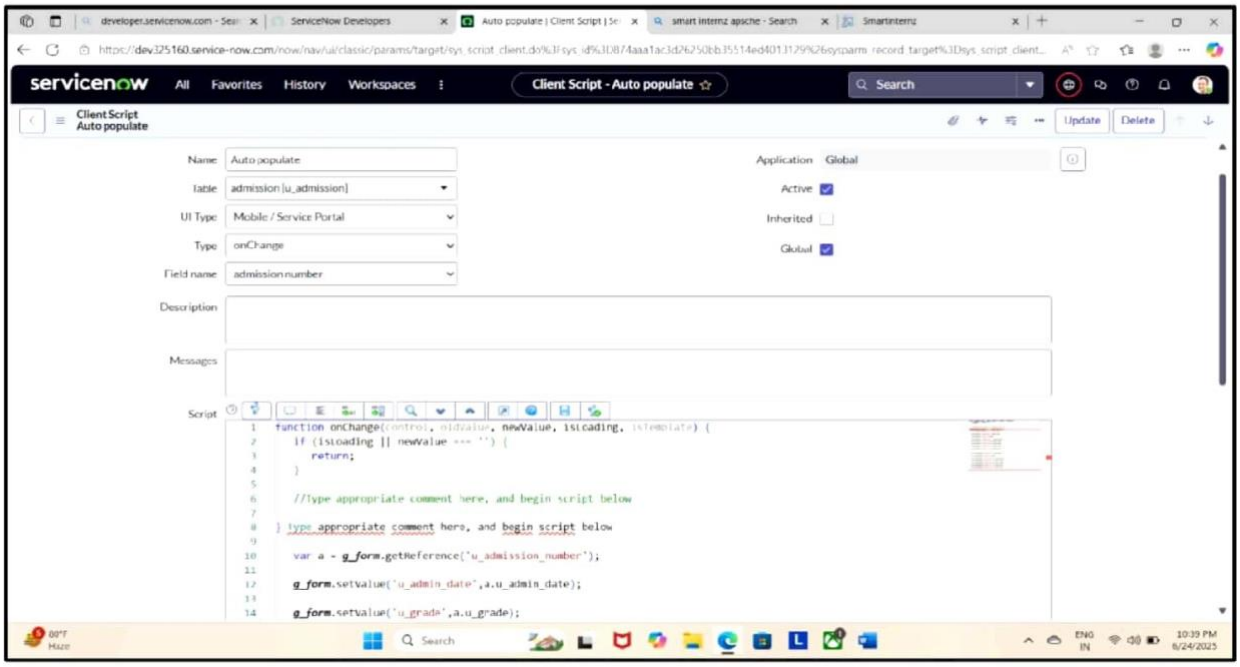
Real-time data validation: Upon editing, immediately check if the grade or attendance value is valid (e.g., grade within 0– 100, attendance ≤ 100%), preventing incorrect entries.

Example: Validate due_date ≥ start_date on row change

Activity 4:

Steps:

- Fill the Details as given.



Write the Code as below, Enable Isolate script and Save.

Function on Change(control, oldValue, newValue, isLoading, isTemplate) {

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

Return;

}

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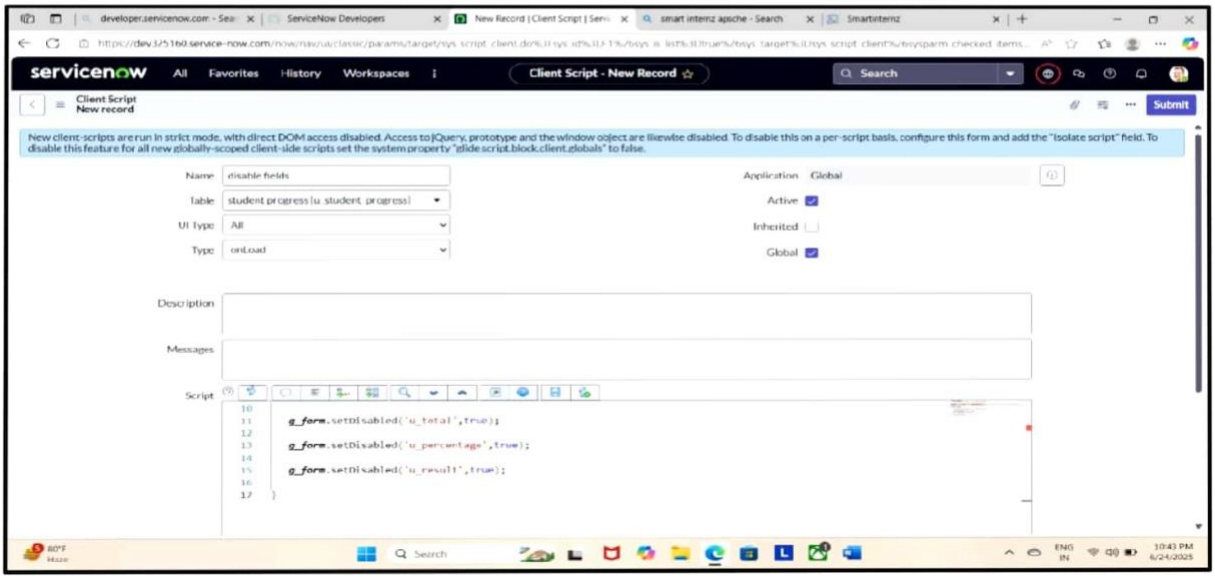
```
//Type appropriate comment here, and begin script below

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);
```



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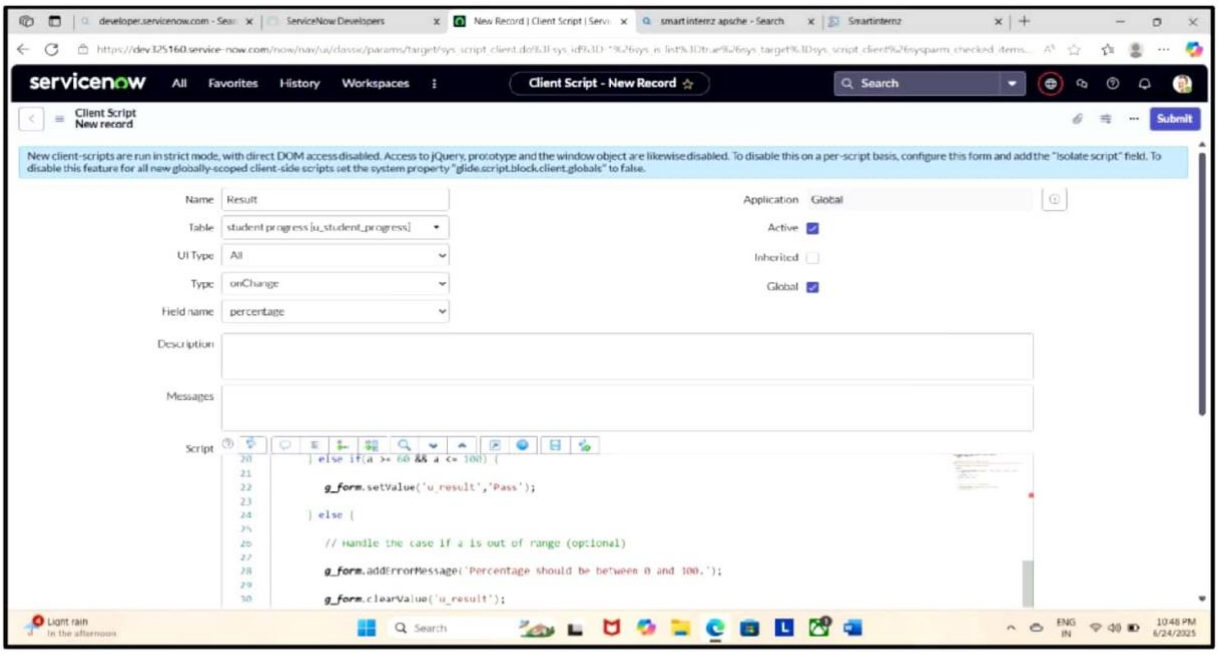
```
G_form.setValue('u_total',Total);

}

}
```

Creastrea" result" Client Scripts For Student Progress Table

Activity 5:
Steps:

.fill the Details as



Write the Code as below, Enable Isolate script and Save.

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

  If (isLoading || newValue === '  ' ) {
```

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```
    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');
```

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```
    }

  }

}
```

PURPOSE:

D starting point for users), involves aligning three parts:

1. Salesforce table structure (data model)

2. Form design (UI/UX in ServiceNow),

3. User entry workflow (how users begin and progress).eviler instant feedback: As soon as a grade or attendance value changes, the script recalculates and updates the "Result" field (e.g., "Passed", "Failed", or "On Track").

Enhance data accuracy: Automating result calculation prevents manual errors and ensures consistency.

USES:

*Automatically calculate and populate a "result" or "final grade" field when scores or attendance change (e.g., grade + attendance = final result) .

*Real-time form updates: Populates the result field without form reloads, enhancing UX and reducing save errors .

*Conditional messaging: Show alerts or helper messages if the computed result meets certain conditions (e.g., grade too low, attendance insufficient

Creating " Percentage" Client Scripts For Student Progress table

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PURPOSE:

Live calculation – Automatically compute percentage whenever scores or attendance are entered or modified, giving users instant feedback

User experience boost – Enhances forms by auto-updating values without needing to save or reload, streamlining staff workflows

USES:

Validate field values – enforce that percentage fields stay between 0 and 100. If a user enters a value outside this range, the script can automatically adjust it and show an error message.

Immediate user feedback – prompt users if the computed percentage is out of expected bounds or if input needs correction.

Enhance UX and accuracy – populate percentage fields dynamically and reduce manual errors for smoother and faster form interactDetailss

Activity 6:

STEPS:

.fill The Details as given

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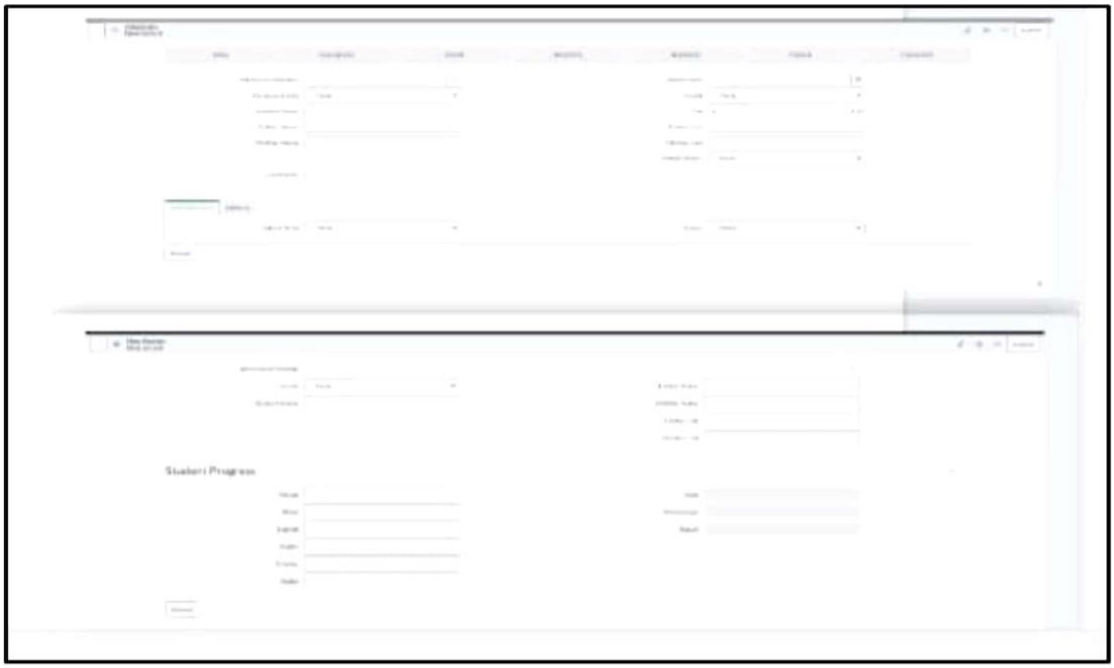

Advantages and Disadvantages

Advantages:

- .Automates and streamlines help desk functions.
- .Reduces downtime for students and staff by quickly resolving technical issues
- .One-stop portal for IT support, HR requests, facility management, and more.
- .Simplifies user experience for students, faculty, and administrative staff.

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- .Automates routine administrative tasks (e.g., on boarding staff, processing service requests).
- .reduces human error and speeds up task resolution.
- .Easily scales with the organization, whether it' s a single campus or a multi-campus system.
- .supports diverse departments and functions beyond IT.

Disadvantages:

- .Expensive license and implementation costs, especially for smaller institutions.
- .Additional costs for consultants, customizations, and training.
- .Requires skilled IT personnel for configuration and maintenance.
- .Steep learning curve for administrators and developers.
- .May be too powerful or complex for small schools with basic IT and service needs.
- Deep customizations can be difficult to maintain and upgrade
- .Over-customization can lead to long-term technical debt.
- .As a cloud platform, ServiceNow requires stable internet access, which can be a challenge in some regions.

Conclusion:

Implementing ServiceNow within an educational organization offers transformative benefits in terms of operational efficiency, service delivery, and user satisfaction. By automating workflows, centralizing service management, and enhancing visibility across departments, ServiceNow

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enables institutions to focus more on educational outcomes rather than administrative burdens.

Whether used for IT service management, student support, facilities management, or human resources, ServiceNow provides a scalable and flexible platform that aligns with the dynamic needs of modern education. As technology continues to evolve, leveraging such platforms ensures that educational institutions remain agile, responsive, and better equipped to support students, faculty, and staff alike.

Ultimately, adopting ServiceNow is not just a technological upgrade— it is a strategic decision that empowers educational organizations to deliver higher quality services while fostering a more connected and efficient campus environment.

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