

## PROJECT PLANNING SCHEDULING

TEAM ID	NM2025TMID02880
PROJECT NAME	Educational Organisation Using ServiceNow

FUNTIONAL REQUIREMENT	USERS STORY	NUMBER OF ACTIVITY	TEAM MEMBERS
Setting up servicenow	organizati on involves configurin g ServiceNo w to support processes typical in an academic institution —such as managing student services, IT support, HR cases, facilities, and more— using its powerful Service Management platform.	1	HARILAKSHMINARAYANA FREDRICK JOE GOPINATH DINA
CREATING A UPDATE SET	Creating Update Sets in ServiceNow is essential when you want to track and migrate configuration changes (like forms, workflows, business rules, etc.)	2	HARILAKSHMINARAYANA FREDRICK JOE GOPINATH DINA
CREATING A TABLE	Creating a custom table in ServiceNow for an educational organization allows you to store and	3	HARILAKSHMINARAYANA FREDRICK JOE GOPINATH DINA

	manage unique records—like students, courses, faculty, or campus		
FORM LAYOUT	Creating a form layout in ServiceNow for an educational organization allows you to design intuitive, user-friendly interfaces for managing records like student profiles, course registration, faculty on boarding, etc.	4	FREDRICK JOE GOPINATH DINA
FORM DESIGN	<b>Designing a</b> form in ServiceNow for an educational organization means tailoring the user interface to meet the specific needs of students, faculty, staff, and <b>administrators.</b>	5	HARILAKSHMINARAYANA FREDRICK JOE
NUMBER MAINTANENCE	In ServiceNow, Number Maintenance allows you to control and customize how record numbers (like STU0001001 for students or COURSE0001 for courses) are automatically generated when new records are created.	6	GOPINATH

PROCESS FLOW	Creating a Process Flow in ServiceNow for an educational organization means designing a logical, automated sequence of actions—like student on boarding, course registration, or faculty on boarding—using tools such as Flow Designer, Workflows, or Business Rules.	7	HARILAKSHMINARAYANA FREDRICK JOE GOPINATH DINA
CLIENT SCRIPT	Client Scripts in ServiceNow are JavaScript snippets that run in the user's browser to control form behavior—such as field visibility, validation, or auto-filling values. For an educational organization, client scripts help make forms smarter, easier, and more intuitive for students, faculty, and staff.	8	HARILAKSHMINARAYANA