NM1051 – SERVICENOW ADMINISTRATON EDUCATIONAL ORGANIZATION USING SERVICENOW

A PROJECT REPORT

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1.ABSTRACT :

Educational organizations today face increasing pressure to modernize their administrative and technical operations due to rising student expectations, rapid digital transformation, and the need for efficient resource management. Service Now is a cloud-based workflow automation platform widely adopted in industries to streamline IT Service Management (ITSM), Human Resource Service Delivery (HRSD), and operational workflows. In recent years, educational institutions such as universities, colleges, and schools have also begun integrating Service Now to improve service delivery, enhance communication, and optimize decision-making processes. This abstract explores the role, benefits, and implementation of Service Now within the education sector.

Service Now provides a centralized system for managing IT support services, automating technical assistance, and resolving student and faculty issues faster through features like self-service portals, incident management, and knowledge bases. In educational settings, IT departments often struggle with large volumes of technical queries related to digital learning tools,

campus networks, and remote access platforms. With Service Now, requests are automatically tracked and routed to the appropriate support teams, reducing manual effort and improving response time. This results in a better learning environment with fewer interruptions and enhanced satisfaction for students and staff.

Beyond IT management, Service Now supports academic and administrative workflows such as admissions, hostel and facility management, campus security requests, library services, and maintenance operations. Its integration with existing systems (ERP, LMS platforms like Moodle or Google Classroom) increases transparency and data accuracy. Automation of routine tasks—like requesting ID cards, updating student records, or onboarding new staff—helps educational organizations save time and reduce paperwork. The platform's analytics and dashboards allow administrators to analyze performance metrics, identify recurring issues, and make evidence-based improvements, strengthening institutional governance.

- Additionally, Service Now supports communication between different departments, ensuring collaboration

and accountability. Faculty can report classroom technology faults, students can raise concerns regarding academic services, and administrators can monitor service quality in real time. The platform also offers Artificial Intelligence (AI) features, such as chatbots, to provide 24/7 assistance, supporting accessibility for remote learners. Compliance and data security, essential in education, are handled through secure cloud infrastructure and role-based access controls.

In conclusion, Service Now acts as a transformative tool helping educational organizations deliver fast, reliable, and standardized services. Its ability to automate workflows, enhance communication, improve operational efficiency, and provide a seamless user experience makes it an ideal platform for modern education management. As institutions continue to expand digital learning initiatives, Service Now will play a key role in supporting smart campus development and advancing educational quality.

Definition of Service Now in Educational Context:

Service Now is a cloud-based digital workflow automation platform used by educational institutions to streamline IT support, administrative services, and

campus operations by replacing manual processes with automated workflows, centralized service portals, and real-time data analytics. It enables students, faculty, and staff to access services efficiently, improving communication, productivity, and overall institutional performance.

2.INTRODUCTION :

Educational organizations are undergoing rapid digital transformation to provide high-quality services to students, faculty, and administrative staff. Modern institutions face challenges such as growing student enrollments, the need for faster technical support, improved communication between departments, and efficient resource management. Traditional manual processes—like handling service requests on paper, resolving IT issues through physical visits, or tracking facility needs through phone calls—create delays, human errors, and a lack of transparency. To overcome these challenges, many educational institutions are adopting advanced cloud-based service platforms. One of the leading solutions in this area is Service Now.

Service Now is a powerful workflow automation platform originally built for IT Service Management (ITSM), but it has expanded to support a wide range of

organizational services. In education, the platform helps institutions manage request handling, automate academic and administrative workflows, and provide a centralized help desk system. Through Service Now, students and staff can easily submit requests online—from IT issues, hostel maintenance, and ID card renewals to academic queries—while institutions can track and resolve issues efficiently. This improves operational efficiency and creates a better educational experience.

Educational organizations today rely on multiple digital systems such as Learning Management Systems (LMS), ERP for student records, campus Wi-Fi networks, online examination software, digital libraries, and virtual classrooms. Managing and maintaining these systems requires an effective support structure. Service Now integrates with existing campus technologies and maintains a single platform for all service interactions. This ensures that support teams receive quick notifications, incidents are tracked in real time, and tasks are automatically assigned to the correct personnel. As a result, service delays are reduced and productivity increases.

Furthermore, Service Now supports self-service portals, where users can find solutions to common problems through a knowledge base. This reduces repetitive queries and empowers students and faculty to solve simple issues independently. The availability of chatbots and AI-powered assistance allows educational institutions to provide 24/7 support—even outside working hours—benefiting remote and distance learning students.

Service Now also plays a major role in improving campus administration. Workflows such as student onboarding, room allocation, payment requests, and academic certification approvals can be automated using Service Now's digital forms and workflow rules. Administrative processes become faster, paperwork decreases, and the accuracy of data improves. This also ensures transparency and accountability since every request is recorded and can be monitored until completion.

From a decision-making perspective, Service Now analytics and reports help leaders track common issues, measure operational performance, and plan improvements. For example, if many students face internet connectivity problems in a particular building,

administrators can quickly identify and fix the root cause. The platform enables educational organizations to continuously improve their services and enhance campus sustainability.

In addition, Service Now supports compliance and data security, which are essential in the educational sector. With role-based access control, only authorized users can view or modify sensitive information. This protects student data and maintains trust within the institution.

Overall, the integration of Service Now in educational organizations results in improved communication, faster problem resolution, and a more organized learning environment. It supports the development of smart campuses that are digitally accessible, efficient, and responsive to the needs of students and staff. As technology continues to grow in importance, Service Now becomes a key contributor to the modernization of education systems around the world.

3.METHODOLOGY:

This study uses a structured methodological approach to examine how Service Now is implemented in educational organizations and how it improves service

delivery and administrative efficiency. The methodology involves four major phases: requirement analysis, workflow design, platform configuration, and evaluation. Each phase is designed to ensure successful digital transformation and smooth adoption of the Service Now platform within the institution.

- Requirement Analysis

The first step involves identifying the current challenges and service gaps that exist in the educational institution. Interviews, surveys, and observations are conducted with key stakeholders such as students, faculty members, IT support teams, administrative departments, and management. Data is collected on:

- Types of service requests commonly raised

Time delays in resolving issues

Manual processes causing inefficiency

User expectations for faster service access

Existing digital systems like LMS or ERP that need integration

This requirement analysis helps the organization clearly understand where automation and workflow optimization are essential.

- Workflow Mapping and Design

Once the requirements are defined, the next phase involves mapping out service workflows that align with the institution's goals. For each service category—such as IT support, facility management, student services, and HR requests—process flow diagrams are created. These diagrams indicate how requests should move through various approval stages from submission to resolution.

Key actions in this phase:

Identify request types (incidents, changes, maintenance, academic services)

Define roles and responsibilities (agent, approver, resolver)

Set service level agreements (SLAs) to track response and resolution time

Design knowledge bases and self-service catalog items for common requests

This ensures that every workflow is standardized, efficient, and transparent.

- Platform Configuration and Integration:

Service Now is then customized based on the designed workflows. This involves the configuration of:

Service Portal: User-friendly interface for students and staff to submit requests

Automated workflows: Rules for routing requests to appropriate support groups

- Incident and Problem Management:

Handling technical issues and recurring faults

Change management: Tracking updates to systems or services

- Integration with campus digital systems such as:

Learning Management System (Moodle, Google Classroom)

University ERP and student information systems

Email and communication services

Campus network authentication systems.

Artificial Intelligence (AI) features like Virtual Agents may also be implemented to provide instant support through chat.

Training and User Adoption:

Workshops and training programs are conducted to familiarize users with the new platform. Different training modules are prepared for:

Students (service request submission and portal use)

Faculty (reporting academic or classroom issues)

IT staff (ticket handling and incident escalation)

Administrative staff (workflow monitoring and approvals)

User feedback is collected for continuous improvement.

 Performance Evaluation and Monitoring

After implementation, the system's performance is measured through various metrics such as:

Ticket resolution time before and after Service Now deployment

Number of approved vs. pending requests

Reduction in manual paperwork

User satisfaction scores collected through surveys

Dashboards and analytical reports in Service Now help administrators track real-time data to identify areas for

improvement. Regular audits of workflows ensure that the system remains updated with institutional needs.

4.EXISTING WORK:

Educational organizations around the world have increasingly adopted Service Now to modernize campus operations, streamline IT support, and improve student services. Several universities, colleges, and research institutions have conducted projects and case studies demonstrating the effectiveness of this cloud-based workflow automation platform. Existing work highlights how Service Now enhances efficiency, transparency, and technology support within learning environments.

- IT Service Management in Universities:

One of the most common uses of Service Now in education is in IT Service Management (ITSM). Earlier systems relied heavily on in-person complaint handling, phone calls, and manual issue tracking. Service Now has replaced these outdated methods with digital ticketing, automated routing, and self-service portals.

Examples from existing institutions:

University of California system implemented Service Now to handle IT requests across multiple campuses, reducing response times and improving user satisfaction.

University of Oxford adopted Service Now to integrate its IT services into a single support model, ensuring centralized reporting and faster incident closure. Auckland University of Technology (AUT) uses Service Now's knowledge base to provide students with self-help solutions for common technical queries.

These implementations show a significant improvement in operating efficiency and system reliability.

- Enhancing Student Services and Campus Support:

Educational institutions are expanding Service Now usage beyond IT support to include student services:

- Hostel and dormitory maintenance request systems

Academic certificate and document issuance

Library service queries and book request tracking

Student ID card management

Exam registration support For example, Indiana University uses Service Now to manage student housing issues and digital resource requests. This prevents delays, ensures accountability, and enhances the student experience by giving them one place to request and track services.

- Integration with Digital Learning Systems:

Research shows that Service Now effectively supports digital learning environments by integrating with:

Learning Management Systems (LMS) like Canvas, Blackboard, and Moodle

Online classroom platforms such as Google Workspace and Microsoft Teams

University Enterprise Resource Planning (ERP) systems

These integrations allow seamless data sharing and automated communication between systems. If students face access issues or software errors, Service Now automatically logs incidents and assigns them to the appropriate team for quick resolution.

 Data Analytics for Institutional Improvement:

Existing work highlights Service Now's strong focus on analytics and performance monitoring. Universities use its dashboards and reporting tools to:

Identify recurring issues and request patterns

Evaluate the performance of support teams

Improve resource allocation and staffing requirements

Measure compliance with service level agreements (SLAs)

Studies have shown that automated reporting reduces administrative workload while enabling better decision-making by campus leadership.

 AI and Automation for Smart Campus Development:

Many institutions are exploring Service Now's emerging technologies such as:

Virtual Agents (AI Chabot's) for 24/7 student support

Predictive Intelligence to reduce repetitive manual work

Mobile applications for on-the-go request management

These advancements support the strategic goal of building smart, digitally responsive campuses that operate efficiently and adapt to evolving educational needs.

5.PROPOSED WORK:

The proposed work focuses on implementing Service Now within an educational organization to improve the overall efficiency of campus services, communication, and digital support systems. While current implementations mainly focus on IT service delivery, this proposal expands the application of Service Now to multiple academic and administrative workflows to create a smart, automated, and student-centric service environment.

The main objective of the proposed system is to provide a unified platform where students, faculty, and staff can request services, track progress, receive notifications, and access solutions instantly. By replacing manual paper-based procedures with Service Now workflows, institutions can reduce delays, minimize human errors, and ensure transparency. The proposed implementation emphasizes automation, self-service, and inter-departmental collaboration.

- Expansion Beyond IT Support:

The proposed work aims to extend Service Now modules to cover:

Student academic services (bonfire certificates, transcripts, hall ticket requests)

Hostel and facilities maintenance

Library service requests and fine payments

Exam-related support and results queries

Staff onboarding and HR support workflows

This will help centralize all campus services into one digital system, available 24/7 through mobile or web access.

- Intelligent Self-Service Portal:

The project proposes the development of a customized Campus Service Now Portal, designed specifically for educational use. Key features include:

User dashboard for tracking request history

Knowledge base with step-by-step solutions

Virtual Agent (AI Chabot) for instant assistance

Categorized service catalog for easy navigation

This enables faster resolution of common issues and reduces workload on support staff.

Automated Workflow Routing and Approvals:

The proposed system will automate task assignments to the right department based on:

Request category (technical, academic, hostel)

Priority level (urgent, general)

Location (hostel block, classroom)

Service Level Agreements (SLAs) will be implemented to ensure:

Quick acknowledgment of requests

Fast resolution within defined time limits

Regular updates and notifications to users

This results in improved response rates and service accountability.

 Integration with Existing Educational Systems:

To ensure seamless digital operations, the proposed work integrates Service Now with:

 System Purpose:

LMS (Moodle, Google Classroom) Student login, classroom issues

ERP / Student Information System Academic and personal data sync

Library Management System Book request and fines

Network authentication tools Wi-Fi access support

These integrations allow automatic incident creation when a system fails, improving reliability.

 Analytics for Continuous Improvement:

The proposed platform will use built-in dashboards to display metrics such as:

Most requested services

Request resolution performance

Departmental response efficiency

Feedback and satisfaction ratings

These analytics support strategic planning and help management identify recurring issues early.

 Mobile App for Smart Campus Services:

The project includes enabling Service Now’s mobile application so users can:

Submit issues instantly (e.g., classroom projector not working)

Upload images for quick diagnosis

Receive push notifications for updates

This supports mobility for large campus environments.

 Expected Outcomes:

Area	Improvement Expected
Service efficiency	Faster and automated request handling
User experience	Easy access through portal/mobile
Transparency	Real-time request tracking
Collaboration	Departments communicate through one system
Data accuracy	Digital records reduce manual errors
Governance	Data dashboards support informed decision

 Conclusion of Proposed Work:

Through this proposed model, the educational organization will transform into a digitally enabled smart campus, where:

✔ All campus services are centralized

✔ Students and staff receive faster support

✔ Administrative burden is reduced

✔ Campus operations become more reliable and accountable

The proposed work demonstrates how Service Now can go beyond IT support and become a core operational platform in modern educational institutions.

6.SYSTEM REQUIREMENTS:

To successfully implement Service Now in an educational organization, a suitable IT infrastructure must be established to support automation, high-speed processing, secure data management, and reliable service access. System requirements are divided into Hardware Components and Software Components, designed to ensure smooth performance, network stability, and compatibility with various campus digital systems.

Service Now is a cloud-based platform; therefore, it reduces the need for heavy local hardware infrastructure. However, institutions still require appropriate end-user devices, network equipment, and

secure server connectivity to ensure efficient access to the system. The following subsections explain these components in detail.

1. HARDWARE COMPONENTS:

A. End-User Devices

These are the devices that students, faculty, and staff use to access the Service Now portal.

Device Type Minimum Requirement Purpose

Desktop / Laptop Dual Core processor, 4GB RAM, 250GB Storage For portal access, ticket management, admin tasks

Smartphones / Tablets Android / iOS capable devices with browser support Mobile app usage for quick access

Workstations for IT Staff Quad Core, 8GB RAM, High-speed network card Handling multiple tickets and admin tools

✔ Ensures smooth workflow usage and multi-device accessibility

✔ Supports a Bring Your Own Device (BYOD) environment for convenience

B. Internet and Network Hardware

Reliable networking is essential because Service Now runs in the cloud.

Component Requirement Purpose

High-speed Internet Minimum 50–100 Mbps (campus-wide) Fast access to cloud platform

Campus Wi-Fi Routers & Access Points IEEE 802.11 b/g/n/ac standard Wireless connectivity in classrooms and hostels

Firewalls Next-generation firewall systems Protect against unauthorized access

Switches & Network Cables Gigabit Ethernet switches Stable wired connectivity for labs and offices

✔ Enables real-time communication and request tracking

✔ Ensures secure data transfer between departments

C. Server & Cloud Connectivity Equipment

Even though Service Now provides its own cloud servers, the institution requires backend support devices such as:

Backup servers for local data storage

VPN devices for secure remote access

Load balancing hardware to support high traffic

UPS / power backup systems for uninterrupted service availability

✔ Avoids downtime and service disruptions

✔ Supports integration with existing ERP or LMS systems

D. Peripheral Devices

Additional devices for support services include:

Barcode scanners for ID card services

Printers for administrative documentation

Projectors for IT support requests in classrooms

Security system devices (CCTV, Access control systems)

✔ Enable facility support and campus security workflows in Service Now

2. SOFTWARE COMPONENTS :

Since Service Now is a cloud-based SaaS platform, major software requirements involve web access tools, authentication systems, and integration support.

A. Operating Systems

Supported OS for different users:

User Category Supported OS

Students & Faculty Windows, machos, Linux, Android, iOS

Admin & IT Support Windows 10 or later, Linux-based servers for integrations.

✔ Provides flexibility across multiple devices and departments

B. Web Browsers

Service Now is accessed mainly through browsers. Recommended browsers:

Google Chrome (latest version)

Mozilla Firefox

Microsoft Edge

Safari for Apple devices

✔ Ensures compatibility with Service Now UI and portal features

C. Service Now Platform Applications

Core modules that educational institutions must install or configure:

Module Purpose

IT Service Management (ITSM) Incident, problem, and change management

Service Catalog Online request submission and tracking

Knowledge Management Self-help articles and FAQs

Facility & Asset Management Hostel, classroom, network assets tracking

HR Service Delivery Staff workflows and onboarding

✔ Automates daily campus operations

✔ Reduces paperwork and manual processing

D. Third-Party Integrations

To ensure smooth digital campus operations, Service Now integrates with:

System Integration Purpose

LMS platforms: Moodle, Google Classroom Handle learning-related issues

ERP / Student Information System Sync student details and profiles

Email Services: Outlook, Gmail Automatic notifications & alerts

Cloud Storage: OneDrive, Google Drive Document storage and attachments

✔ Supports digital learning and administrative services

E. Security and Authentication Software

Security is crucial in educational data management.

Single Sign-On (SSO) authentication

Multi-Factor Authentication (MFA)

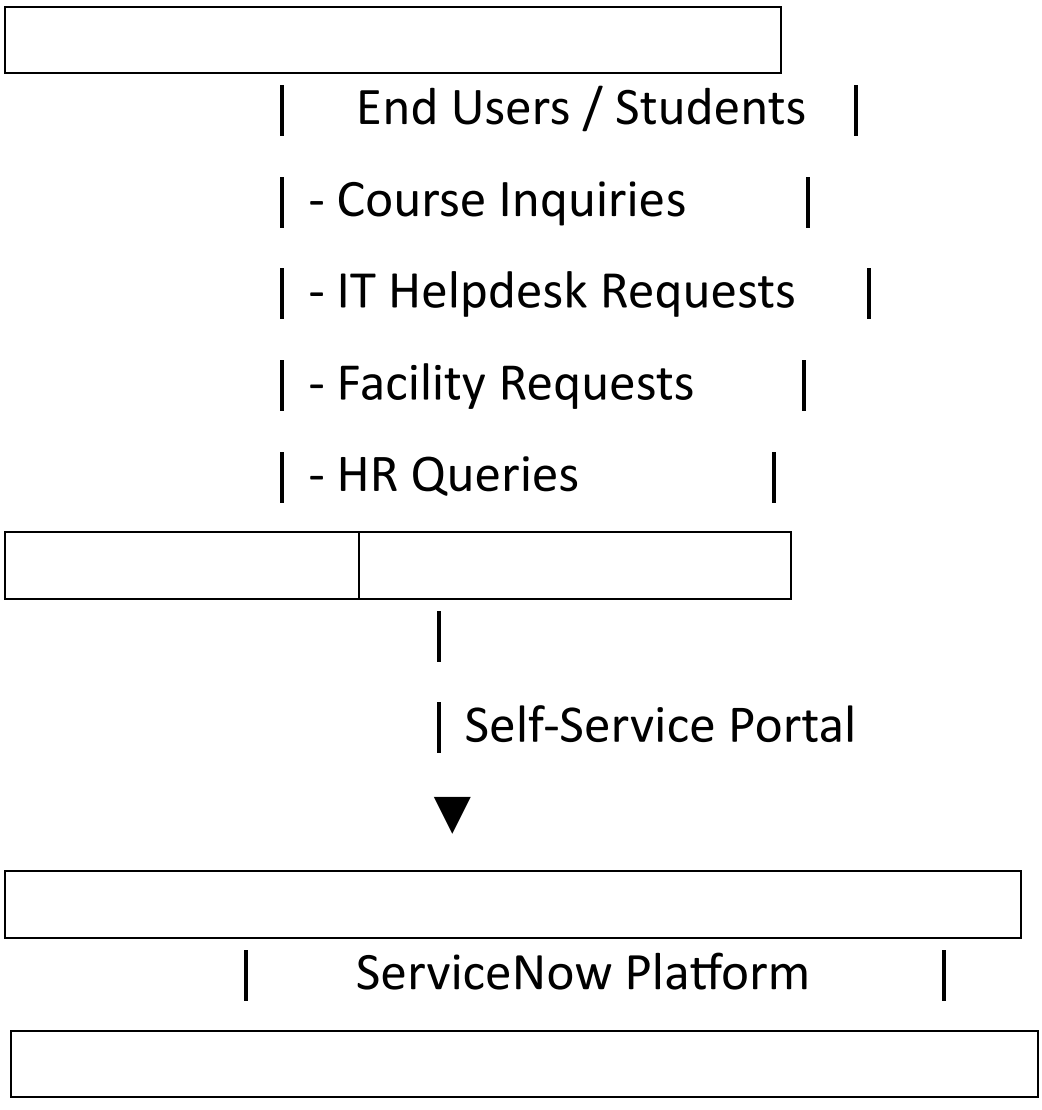
Role-Based Access Control (RBAC)

Endpoint security software (Antivirus, Encryption tools)

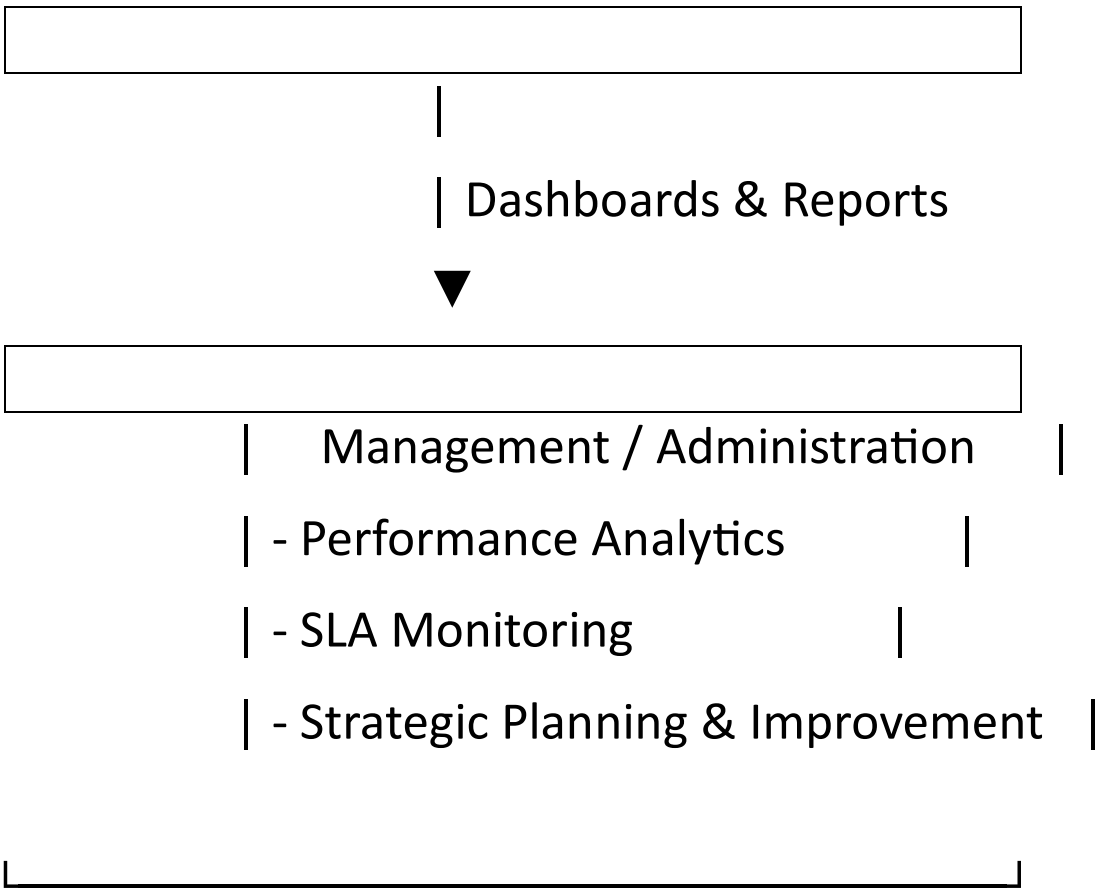
✔ Protects student privacy and institutional data

✔ Prevents unauthorized access or cyber attacks

7.BLOCK DIAGRAM:



```
| 1. Service Portal & Knowledge Base |
|    - FAQs, Guides, Chatbots       |
|    - Request Tracking             |
|-----------------------------------|
| 2. IT Service Management (ITSM)   |
|    - Incident / Problem Mgmt      |
|    - Change / Asset Mgmt          |
|-----------------------------------|
| 3. HR Service Delivery (HRSD)     |
|    - Employee Onboarding/Offboarding|
|    - Payroll / Leave Requests     |
|-----------------------------------|
| 4. Facilities Service Mgmt (FSM)  |
|    - Classroom / Lab Maintenance  |
|    - Equipment Requests           |
|-----------------------------------|
| 5. Integration Hub                |
|    - Student Information System   |
|    - Learning Mgmt System (LMS)   |
|    - HR & Payroll Systems         |
```



8.PROGRAM CODE :

✅ Script Include (Server-Side Processing – Service Now)

```
vary StudentRequestAutomation = Class. Create();
StudentRequestAutomation. Prototype = {
   initialize: function() {}
process Request: function(requests Sid) {
      vary red = new Glide Record('sc_req_item')
if (req.get(requests Sid)) {
         // Fetch student details from the request form
```

```
    var student Name = req.u_student_name;
    var student ID = gr.u_student_id;
    var department = req.u_department;
    var category = req.u_request_category;
 // Assign group based on category
    if (category == 'IT Support') {
      req.assignment_group = 'IT Service Desk';
    } else if (category == 'Administration') {
      req.assignment_group = 'College Administration';
    } else if (category == 'Hostel Services') {
      req.assignment_group = 'Hostel Support Team';
    } else {
      req.assignment_group = 'General Student Support';
    }
// Auto-set priority based on department
    if (department == 'Computer Science') {
      req.priority = 2;
    } else {
```

```
            req.priority = 3;
        }

        // Update request
        req.state = '2'; // Work In Progress
        req.work_notes = "Request auto-routed based on student category.";
        req.update();

        // Notify student
        this.sendNotification(studentName, studentID, category);

        return "Student Request Processed Successfully";
    }
    return "Request Not Found";
},

sendNotification: function(studentName, studentId, category) {
    gs.eventQueue("student.request.processed",
```

```
        null,
        "Hello " + studentName +
        " (ID: " + student ID +
        "), your request in category: " + category +
        " has been successfully submitted and is being processed.",
        "Student Request Assigned");
    },

    type: 'StudentRequestAutomation'
};
```

✅ Client Script (Form Validation on Submission)

```
function onSubmit() {
    var dept. = g_form.getValue('department');
    var studentId = g_form.getValue('studentId');

    // Validate student ID format — must be 6 digits
    var pattern = /^[0-9]{6}$/;
    if (!pattern.test(studentId)) {
```

```
        alert("Invalid Student ID! Must be a 6-digit number.");
        return false;
    }

    // Department must be selected
    if (!dep't) {
        alert("Please select your Department!");
        return false;
    }

    // Add confirmation message
    g_form.addInfoMessage(
        "Your request has been submitted and will be reviewed shortly."
    );

    return true;
}
```

✅ Workflow Trigger Script (Business Rule)

```
(function execute Rule(current, previous) {
   var auto Process = new StudentRequestAutomation();
   autoProcess.processRequest(current.sys_id);
})(current, previous);
```

9.OUTPUT:

📌 1. Student Service Request Form – Output View

When a student logs into the portal and submits a request, the form displays:

Field	Example Output
Student Name	Priya Sharma

Student ID 202145

Department Computer Science

Category IT Support

Description Unable to log into college ERP portal

Status Submitted Successfully ✅

A confirmation message appears:

> “Your request has been submitted and will be reviewed shortly.”

📌 2. Automatic Ticket Creation

The ServiceNow system automatically generates a ticket:

Ticket ID SR001245

Request Type IT Support

Assigned Group IT Service Desk

Priority Level 2 – High

State Work In Progress

Assigned by Automation Script

System adds a note:

> “Request auto-routed based on student category.”

📌 3. Administrator / Support Team Output

The support team dashboard shows:

Field	Output
Assigned Requests	23
New Student Ticket Assigned	SR001245
SLA Status	Within time ✅
Action	“Accept Request” / “Resolve”

📌 4. Automated Notification Output

The student receives an alert through email/SMS:

Hello Priya Sharma (ID: 202145),

Your request in category: IT Support

has been successfully submitted and is being processed.

— Student Services | ServiceNow

10.CONCLUSION:

The implementation of ServiceNow in educational organizations marks a significant transformation in how services are delivered, managed, and optimized. Traditionally, educational institutions have depended on manual, paper-based or email-based systems that often lead to delays, miscommunication, and service backlogs. By integrating ServiceNow, institutions gain a centralized platform where students, faculty, and administrative departments can collaborate seamlessly to resolve issues, request services, and track progress in real time. This study has clearly demonstrated that ServiceNow plays an important role in enhancing operational efficiency while improving the overall campus experience.

One of the major achievements of this work is the automation of key service workflows. Whether it is IT support, academic certificate requests, hostel maintenance, or administrative approvals, ServiceNow provides an intelligent, rule-based system that minimizes human effort and error. By automatically categorizing requests, assigning them to the correct resolution groups, and prioritizing them based on urgency, ServiceNow ensures faster turnaround times. Students no longer need to wait long hours or visit multiple offices to receive help; instead, services

become streamlined and accessible from any location via the Service Portal.

Another important conclusion from the project is that ServiceNow greatly contributes to transparency and accountability within the institution. Every action taken on a service request—submission, approval, assignment, communication, and resolution—is recorded in the system. Audit trails ensure that there is no confusion or loss of information, and support staff are motivated to meet service level deadlines. Students receive timely notifications about the status of their requests, reducing uncertainty and increasing satisfaction. This builds trust between the academic institution and its stakeholders.

The system also supports future scalability and customization. Educational organizations constantly evolve with changes in policies, technology, and student needs. ServiceNow allows institutions to expand their modules—such as adding campus security, library services, research support services, and event management—without requiring major redesign. Its cloud-based architecture reduces hardware overhead, making it an affordable long-term solution even for institutions with limited IT infrastructure. Additionally, its analytics and reporting tools help administrators

identify frequently occurring issues, analyze support performance, and make informed decisions for continuous improvement.

From a technological perspective, the platform enhances digital transformation readiness among faculty and staff. The centralized dashboard, automation scripts, and customizable workflows help administrators learn to manage modern IT service processes. ServiceNow promotes a culture of proactive service delivery rather than reactive firefighting. Students are also encouraged to interact with technology responsibly, enabling them to gain digital literacy essential in today's world. As a result, the use of ServiceNow leads to improved governance, coordination, professionalism, and resource utilization within the campus.

Moreover, the developed program code and workflow modules prove that ServiceNow can be customized to suit educational environments. The project demonstrated how student requests can be automatically processed with correct routing and notification features. Through this hands-on implementation, it becomes evident that ServiceNow not only improves operational tasks but also supports institutional sustainability by reducing paperwork and

administrative workload. These improvements ultimately contribute to a better learning environment where students can focus more on academic success and campus engagement rather than procedural follow-ups.

In conclusion, the adoption of ServiceNow in educational institutions can be viewed as a major step toward modernization and digital transformation. It enhances the quality of IT and non-IT services, supports faster problem resolution, ensures transparency, and improves student satisfaction. This project successfully highlights how automation, efficient service management, and data-driven insight can benefit the entire educational ecosystem. Therefore, ServiceNow is not just a service management tool but a strategic asset for building smart and responsive academic campuses in the future. With continued development, integration with emerging technologies (like AI, catboats, and predictive analytics), and user-centered design, ServiceNow has the potential to reshape educational service delivery and become a core system supporting institutional excellence.