

# **EDUCATIONAL ORGANIZATION USING SERVICE NOW**

## **Project Planning Phase:**

### **Introduction**

The planning phase defines the roadmap for implementing the “Educational Organization Using ServiceNow” project. It focuses on setting clear objectives, defining the scope, identifying resources, estimating timelines, and allocating responsibilities to ensure successful execution.

### **Project Objectives**

- To create a centralized digital platform for managing academic, administrative, and student services using ServiceNow.
- To automate workflows such as student registration, attendance tracking, faculty management, and help desk operations.
- To enhance communication and collaboration among students, faculty, and administration.
- To ensure data accuracy, accessibility, and transparency through ServiceNow’s cloud-based system.

### **Project Scope**

#### **In-Scope:**

- Designing ServiceNow modules for student and faculty management.
- Integrating request and incident management systems for academic support.
- Automating notifications, approvals, and workflows for key academic processes.

- Generating reports and analytics dashboards for administrative decisions.

#### Out of Scope:

- Development of external mobile applications.
- Integration with third-party systems outside the academic domain.

### Project Deliverables

- Configured and customized ServiceNow platform tailored to educational processes.
- User roles and permissions setup (Admin, Faculty, Student).
- Automated workflows for requests, approvals, and ticket management.
- Documentation of the system and user training materials.

#### Project Timeline (Tentative)

Phase	Description	Duration
Requirement Analysis	Gather and analyze user needs	2 weeks
System Design	Design system architecture & workflows	2 weeks
Implementation	Develop and configure ServiceNow modules	4 weeks
Testing	Conduct system and user acceptance testing	2 weeks
Deployment & Training	Deploy system and train users	1 week

### Resource Planning

#### Human Resources:

- Project Manager

- ServiceNow Developer
- Business Analyst
- QA/Test Engineer
- System Administrator

#### Technical Resources:

- ServiceNow Platform (Cloud Instance)
- Development and Testing Environment
- Laptops and Internet Access

#### Budget Estimation

- ServiceNow Licensing and Subscription: ₹X,XXX
- Development and Testing Resources: ₹X,XXX
- Training and Deployment: ₹X,XXX
- Contingency (10%): ₹X,XXX

*(Exact costs depend on organizational scale and ServiceNow plan.)*

#### Success Criteria

- Successful automation of at least 80% of academic administrative tasks.
- User satisfaction rate above 90% during pilot testing.
- Reduction in manual errors and processing time by 50%.

#### Conclusion

The planning phase provides a structured foundation for the “Educational Organization Using ServiceNow” project. With well-defined objectives, timelines, and resource allocation, the project aims to digitally transform educational management through automation, efficiency, and innovation.