

Project Design Phase

Proposed Solution

Date	02-11-2025
Team ID	NM2025TMID02428
Project Name	Educational Organization
Maximum Marks	4 Marks

Solution Description:

The proposed solution involves developing an **Educational Organization Management System** on the **ServiceNow platform**. This digital system will automate and streamline the institution's academic and administrative operations, aiming to centralize data, minimize manual effort, and promote transparency across all processes. Through tailored **ServiceNow workflows**, the system will handle student records, staff information, performance monitoring, communication, and reporting — all within a single unified portal. Implementing this solution will empower the organization to improve productivity, enhance decision-making, and elevate the overall learning experience for both students and staff.

Proposed Solution Template:

Parameter	Description
Project Title	Educational Organization using ServiceNow
Purpose	To automate and digitalize the academic and administrative processes of an educational institution.
Objective	To enhance efficiency, ensure data accuracy, and strengthen communication through a unified ServiceNow-powered system .
Platform Used	ServiceNow — a platform for workflow automation and service management .
System Name	Educational Organization Management System

Overview:

A **ServiceNow-based centralized system** that unifies student management, staff management, and performance tracking within a single platform. It automates workflows and facilitates seamless communication among all users.

Key Features :

- **Student Management:** Handles admissions, attendance, and result tracking.
- **Staff Management:** Manages faculty information, scheduling, and workload monitoring.
- **Performance Module:** Tracks progress at both student and departmental levels.
- **Finance Module:** Oversees fee management and approval workflows.
- **Communication & Alerts:** Sends notifications for exams, payments, and results.
- **Dashboard & Reports:** Provides real-time analytics and performance insights.

Technology Stack

- Frontend: Service Portal (HTML, CSS, JavaScript)
- Backend: ServiceNow Workflows, Flow Designer
- Database: ServiceNow Data Tables
- Security: Role-based Access Control & Encryption

Expected Outcomes

- **Minimized manual effort** with improved data accuracy.
- **Greater transparency** and quicker decision-making.
- **Centralized control** over institutional data and operations.
- **Instant access** to student and staff information in real time.

Benefits

- **Streamlines operations** and boosts overall productivity.

- **Minimizes paperwork** and reduces the likelihood of errors.
- **Improves communication** and collaboration among all stakeholders.
- **Enables real-time monitoring** with insightful analytics.

Target Users

Students, Teachers, and Administrators.

Scope of Implementation

Can be deployed across diverse educational institutions to efficiently manage both academic and administrative functions.