

## 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 <b>automate and digitalize</b> the academic and administrative processes of an educational institution.
Objective	To <b>enhance efficiency, ensure data accuracy, and strengthen communication</b> through a unified <b>ServiceNow-powered system</b> .
Platform Used	ServiceNow — a <b>platform for workflow automation and service management</b> .
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.