EDUCATIONAL ORGANISATION USING SERVICENOW

TEAM ID: NM2025TMID14697

TEAM MEMBER: 5

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TEAM MEMBER 4: TAMIL KUMARAN.A

Problem Statement:

"Inefficient IT Service Management and Fragmented Administrative Processes in an Educational Organization"

Context:

An educational institution (such as a university or college) experiences significant delays and inefficiencies in managing its IT support requests, administrative workflows, and student/staff services. Traditional systems like emails, spreadsheets, and manual tracking are used to manage incidents, service requests, facility issues, on boarding and approvals. This leads to:

- Increased downtime for staff and students due to unresolved IT issues.
- Poor visibility into request status and ownership.
- Overloaded IT helpdesk with repetitive tasks and limited automation.
- Inconsistent user experience across departments.
- Compliance and auditing challenges due to lack of centralized tracking.

Objectives of Using ServiceNow in an Educational Organization

1. Improve IT Service Delivery

- Streamline and automate IT support through Incident, Request, Problem, and Change Management modules.
- Reduce response and resolution times for IT-related issues.
- Provide 24/7 access to IT support via self-service portals and virtual agents.

2. Centralize and Standardize Service Requests

- Consolidate all service requests (IT, HR, facilities, finance, etc.) into one unified platform.
- Eliminate dependency on email and manual tracking.
- Ensure consistent and standardized handling of service requests across departments.

3. Enhance User Experience for Students, Faculty, and Staff

- Provide a user-friendly service portal accessible from web and mobile.
- Offer real-time tracking of request status, approvals, and communications.
- Enable self-service options using knowledge base articles and FAQs.

4. Automate Routine Administrative and Academic Workflows

- Automate common processes such as student onboarding/offboarding, ID card requests, lab access approvals, and course registration issues.
- Reduce human errors and delays in workflow execution.

5. Increase Operational Efficiency and Productivity

- Free up IT and administrative staff from repetitive tasks through workflow automation.
- Improve cross-department collaboration using integrated workflows.
- Enable faster decision-making with real-time data and analytics.

6. Improve Visibility and Reporting

- Provide dashboards and reports for IT and administrative performance metrics (e.g., SLA compliance, request volume, team workload).
- Identify bottlenecks, recurring issues, and areas for improvement.

7. Ensure Compliance and Audit Readiness

- Maintain logs of all requests, approvals, changes, and incidents for audit trails.
- Support data privacy and security compliance requirements (e.g., FERPA, GDPR, etc.).

8. Support Digital Transformation Initiatives

- Lay the foundation for a modern, digital campus experience.
- Integrate ServiceNow with other systems (e.g., LMS, SIS, HRMS) for seamless data flow and automation.
- Enable scalability to accommodate remote learning, hybrid classrooms, and digital services.

Skills Developed or Required When Using ServiceNow in an Educational Organization

1. IT Service Management (ITSM) Skills

- Managing incidents, problems, change requests, and service requests.
- Understanding of ITIL framework and applying best practices.
- Prioritizing and categorizing IT issues relevant to academic environments.

2. ServiceNow Platform Administration

- Managing users, groups, roles, and access control.
- Customizing forms, fields, workflows, and service catalog items.
- Configuring email notifications, approval rules, and SLA policies.

3. Workflow and Process Automation

- Designing and implementing automated workflows using **Flow Designer**.
- Streamlining administrative processes like student onboarding, leave requests, and facility maintenance.

4. Business Analysis and Process Mapping

- Identifying pain points in current processes and mapping them to ServiceNow solutions.
- Gathering and analyzing requirements from faculty, students, and departments.

5. Problem-Solving and Troubleshooting

- Diagnosing and resolving system issues or user errors within ServiceNow.
- Identifying root causes and applying fixes in IT support environments.

6. Reporting and Analytics

- Creating dashboards and performance reports for IT and administrative teams.
- Tracking KPIs like SLA compliance, ticket resolution time, and request volume.

7. Integration Skills

- Integrating ServiceNow with Student Information Systems (SIS), HRMS, LMS (e.g., Moodle, Canvas), and identity management systems (e.g., Active Directory, Azure AD).
- Working with APIs and connectors.

8. Training and Change Management

- Providing training to end-users (students, staff, faculty) on using the ServiceNow portal.
- Managing the transition from manual processes to automated workflows.

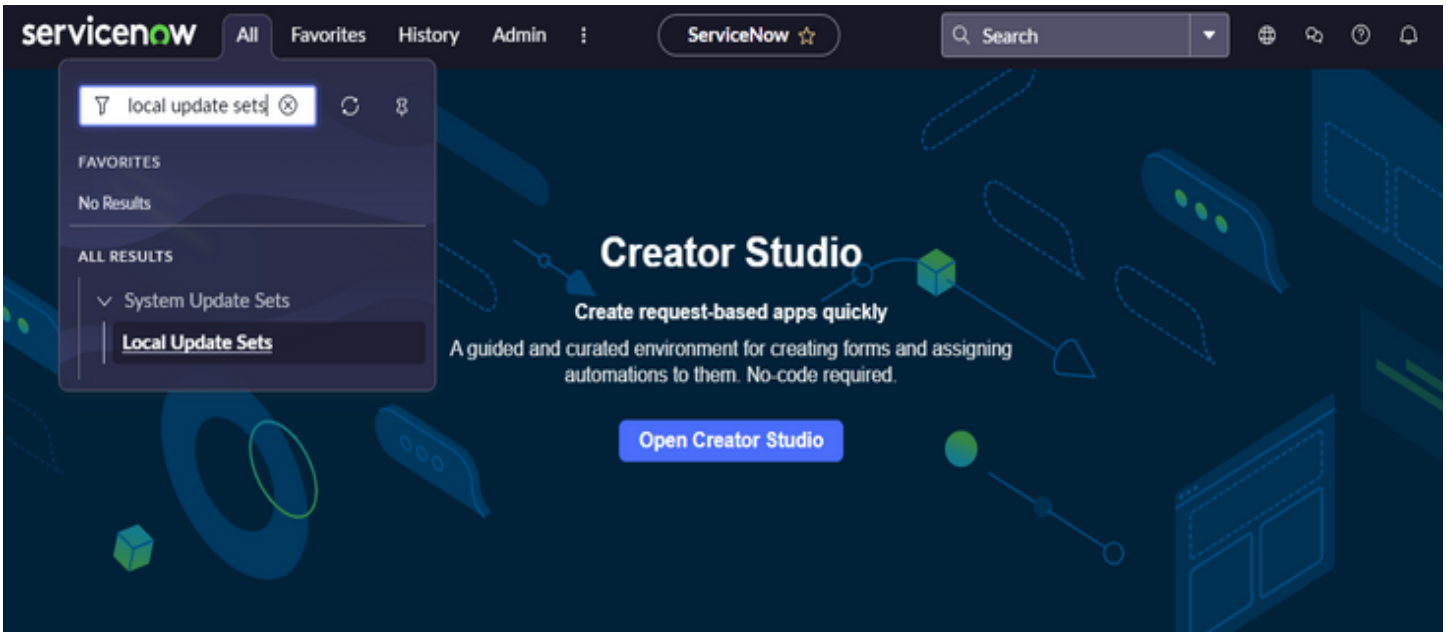
9. Knowledge Management

- Creating and maintaining a **Knowledge Base** with FAQs, how-tos, and policy documents for students and staff.
- Promoting self-service and reducing dependency on IT staff.

10. Security and Access Management

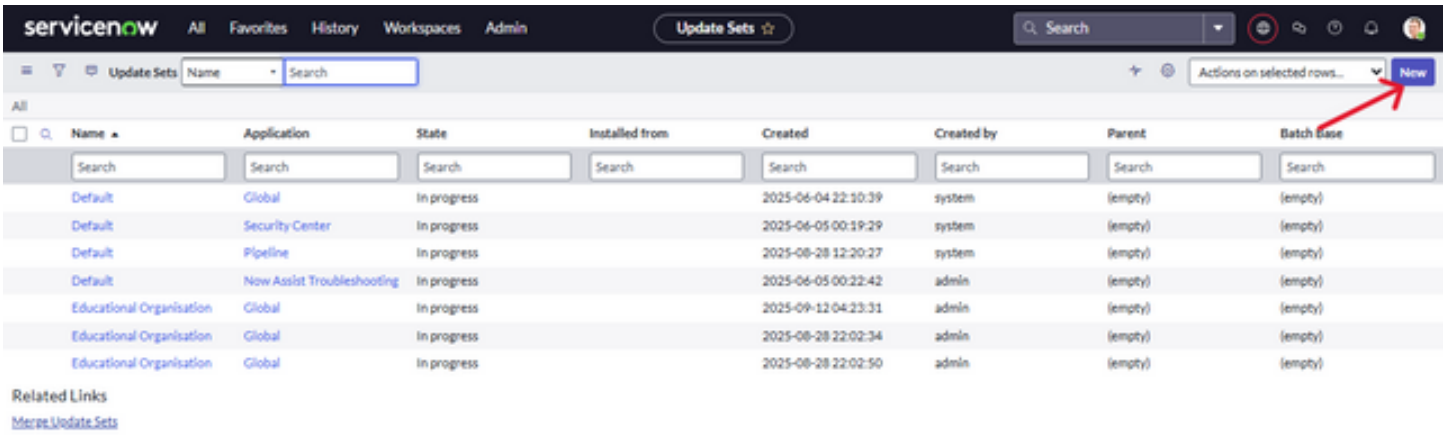
- Understanding of role-based access control (RBAC).
- Implementing secure access protocols and protecting sensitive student and institutional data.

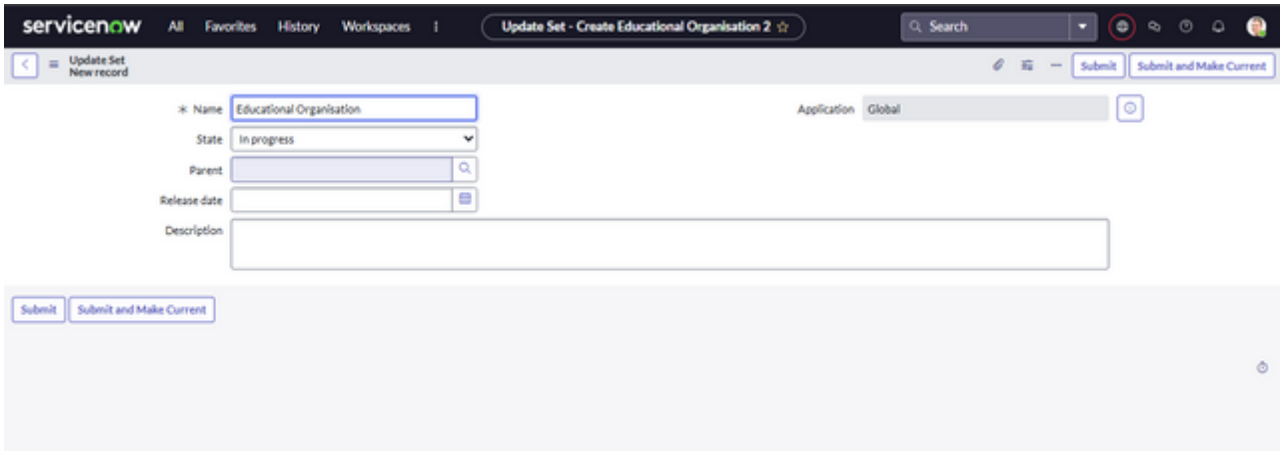
Creating a Update Set



1. Click on All >> Local update sets .

2.click on new

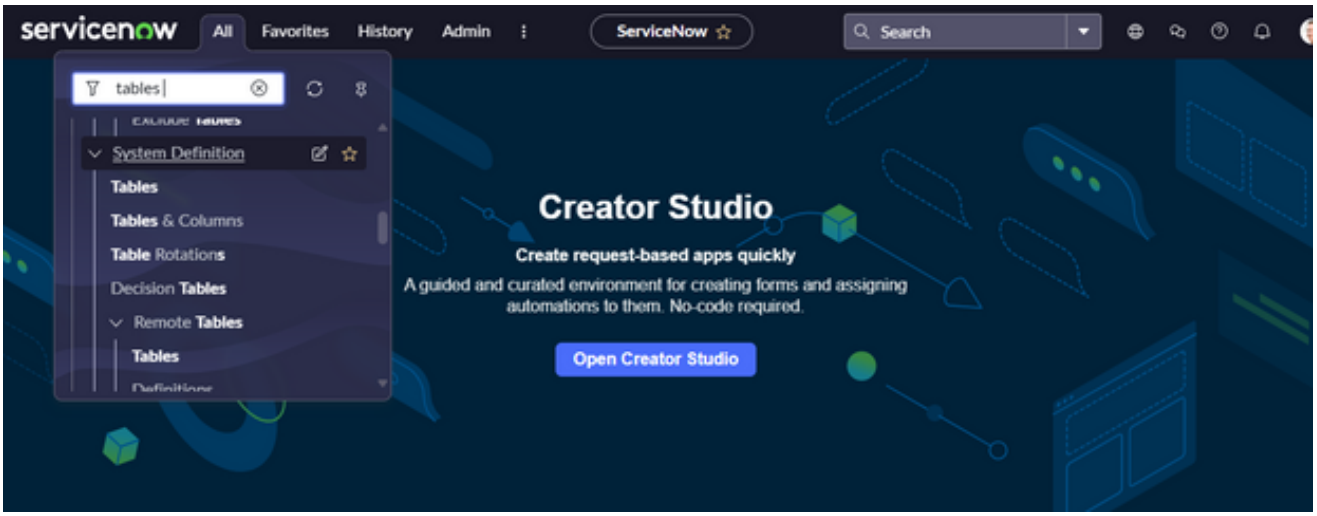




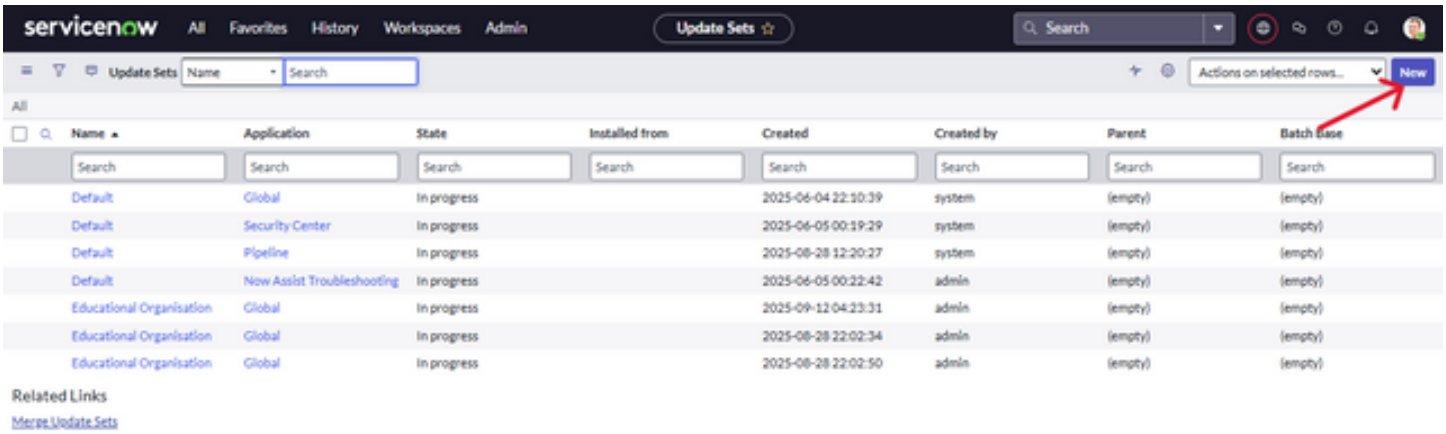
3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

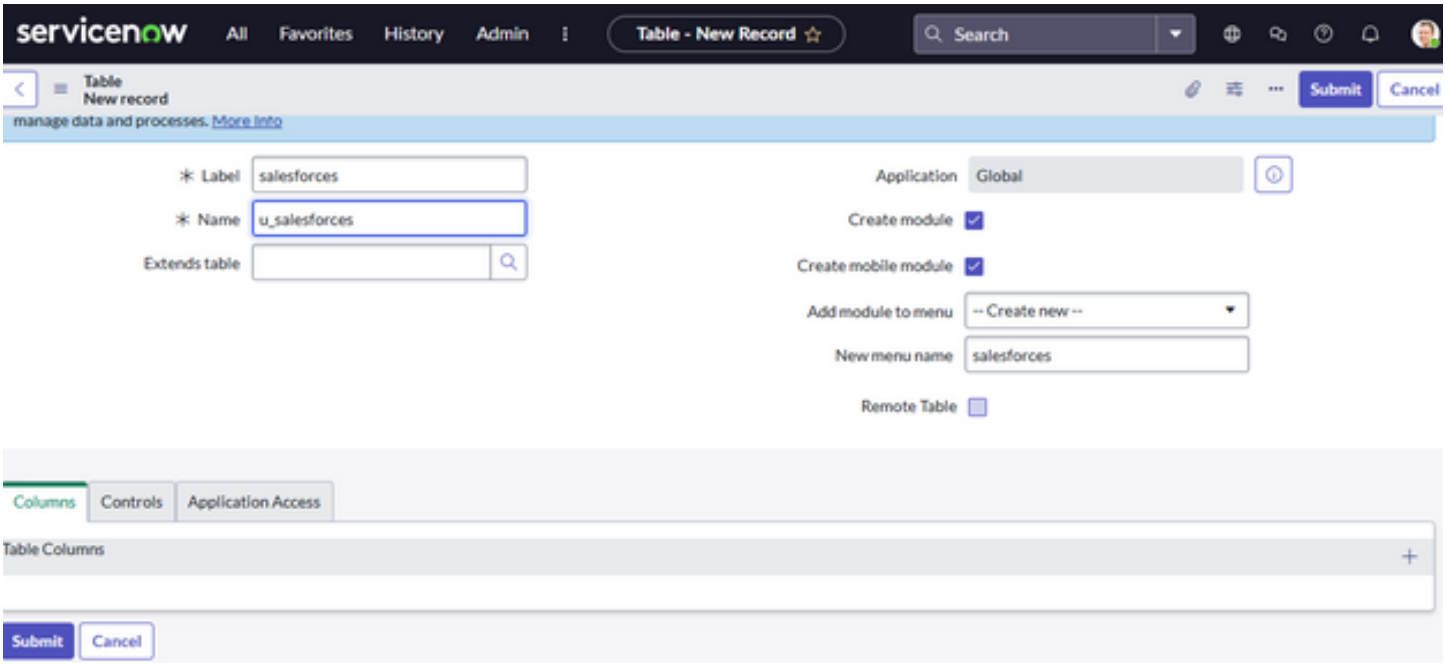
Creating Salesforce Table.

1.All >> Tables.



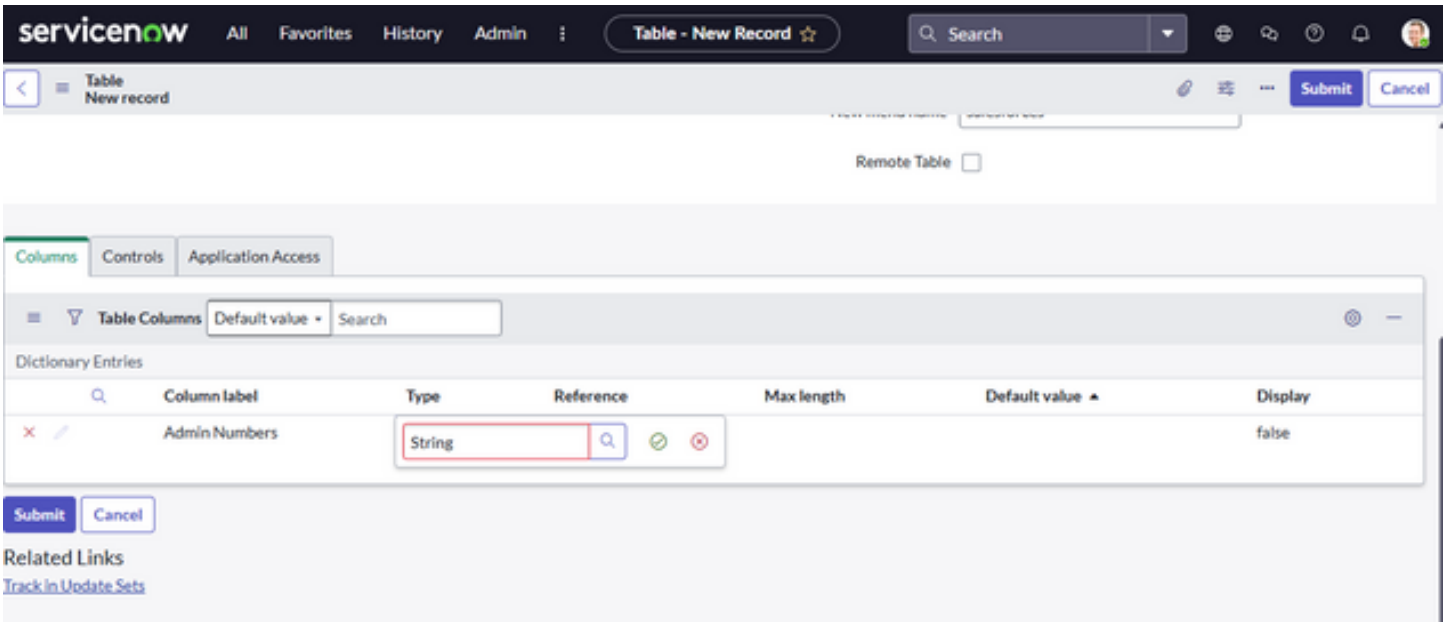
2.Click on new



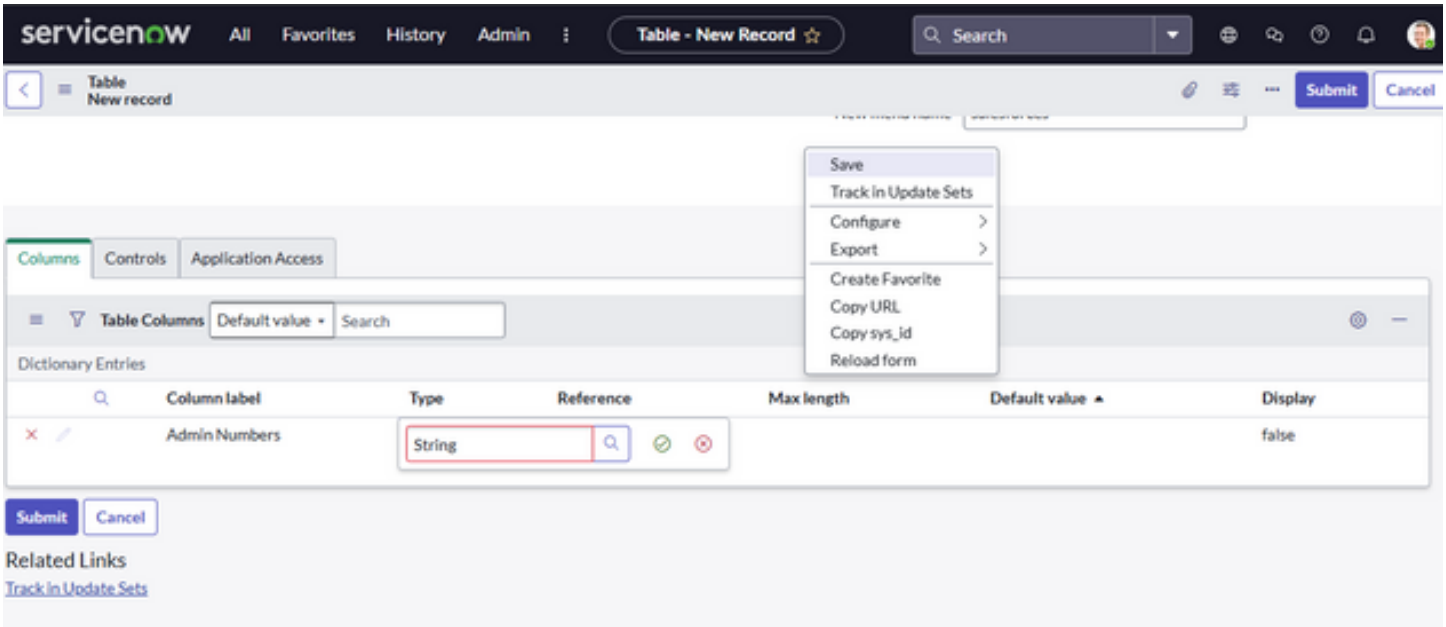


3.Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api na

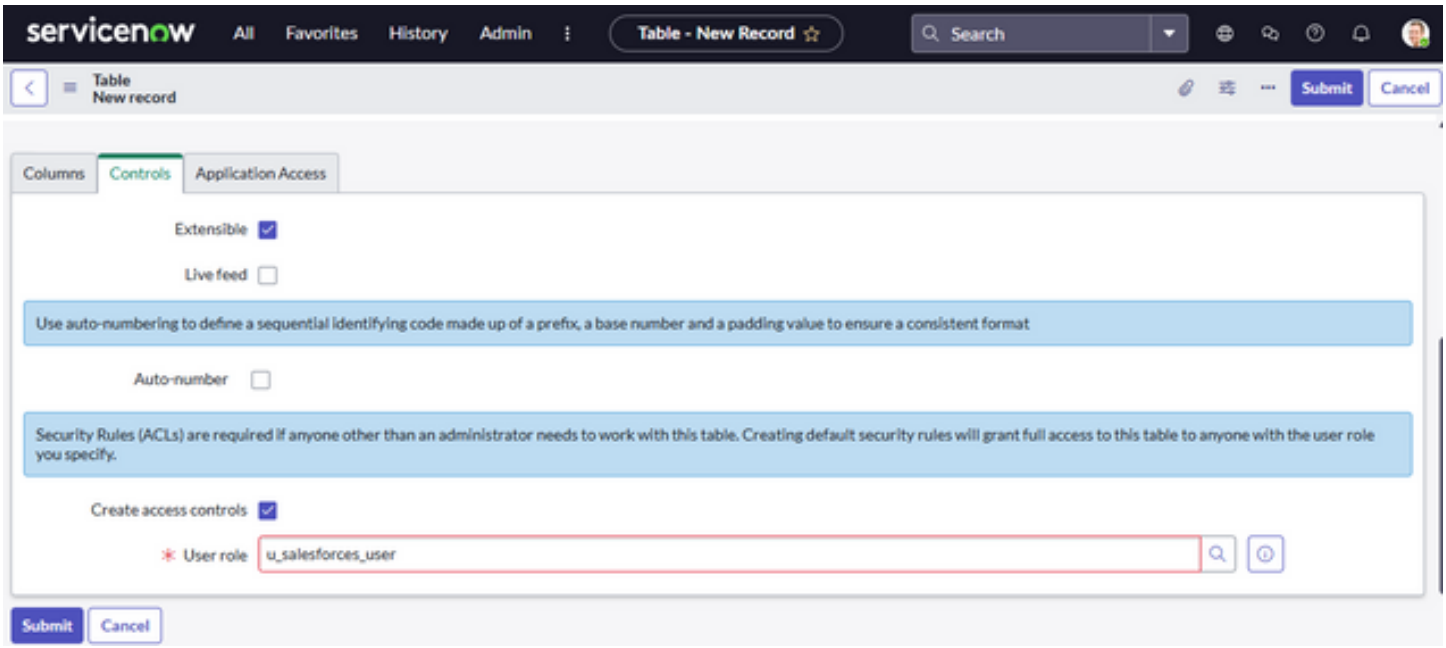
4.For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.



5. Save it



6.Click on controls >> Enable Extensible.

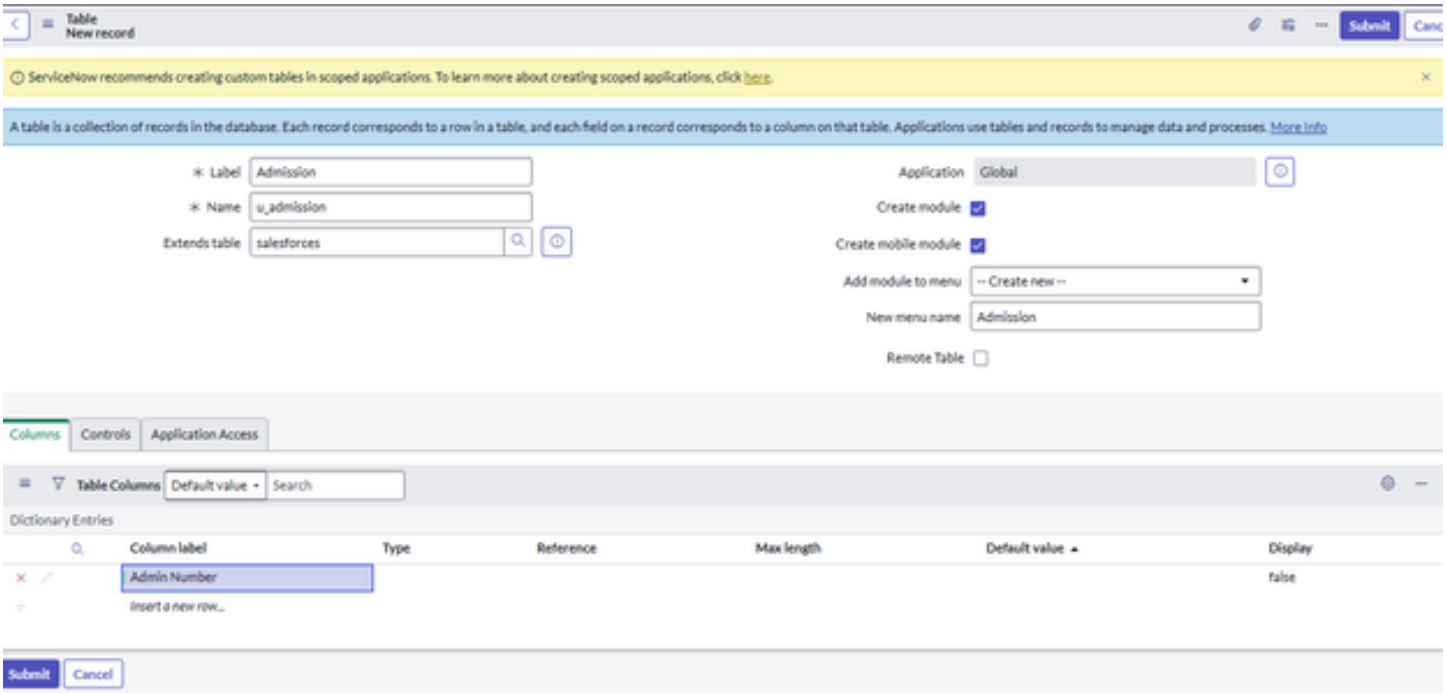


Create Admission Table

a. Create an Admission Table with Columns given.

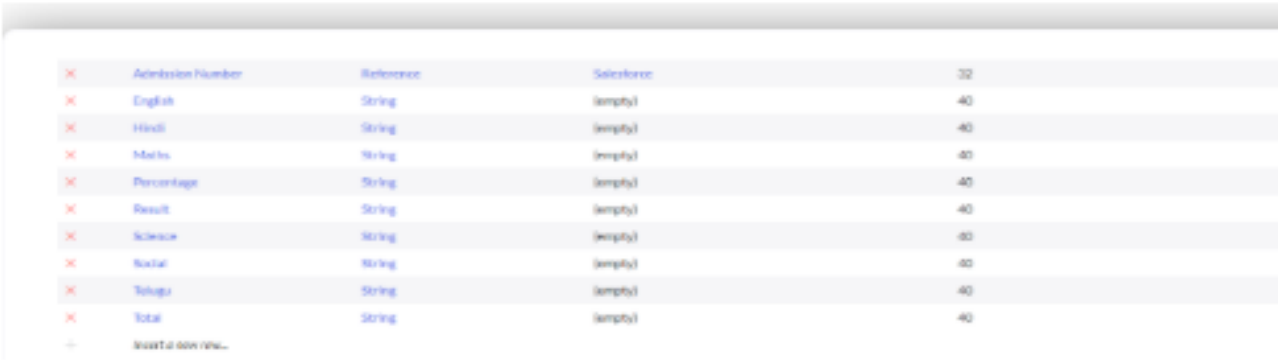
b. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

c. Create Fields as shown



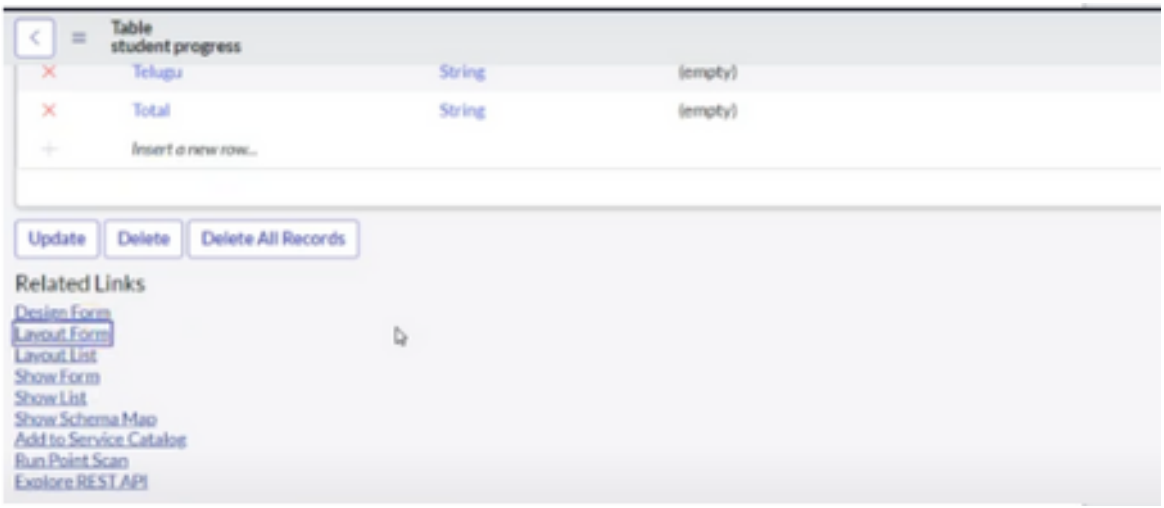
Creating Student Progress Table

- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Create Fields as shown:

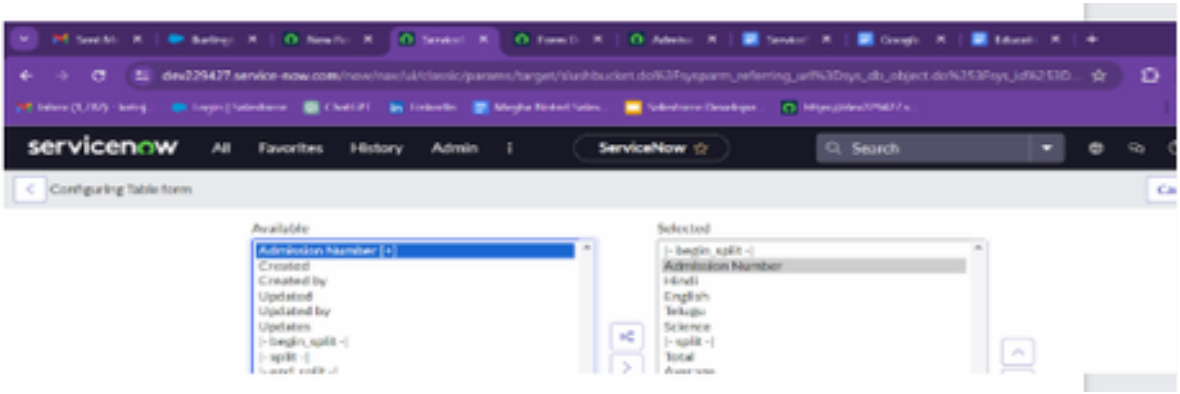


Configuring Table form for Student Progress Table

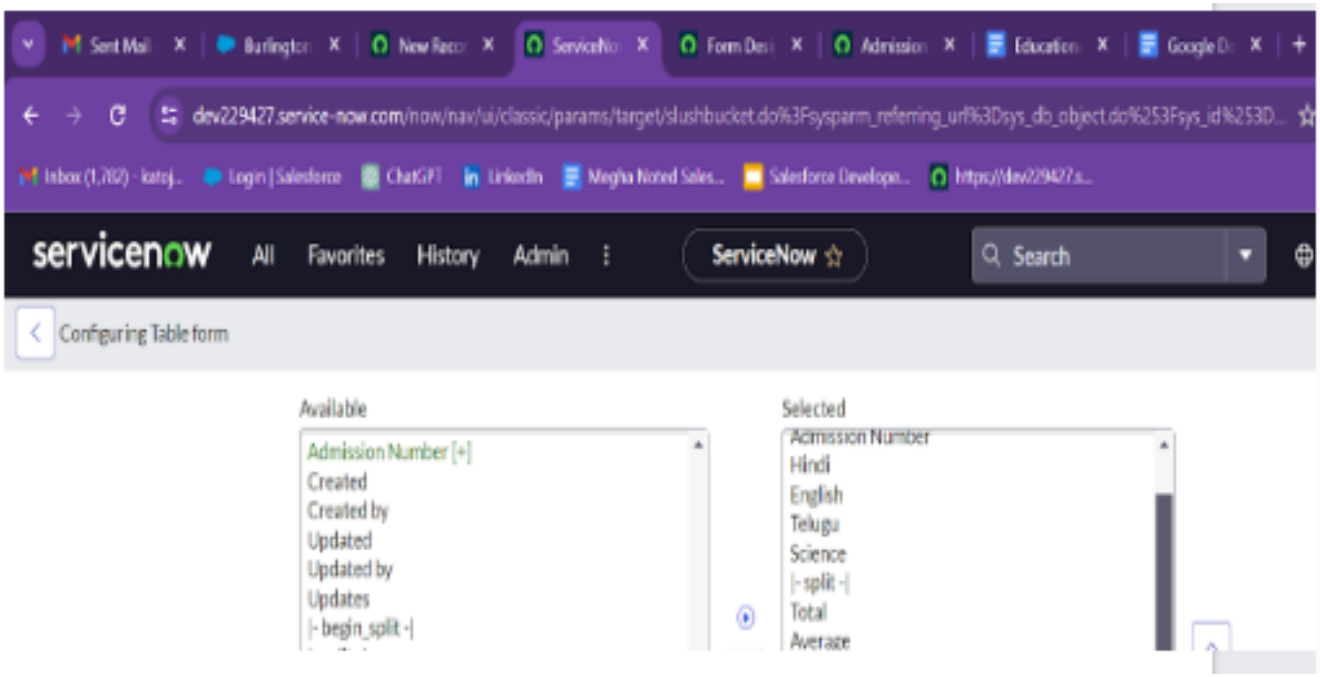
1.In the Student Progress Table Page , Click on Layout form .



2.Click on Admission Number [+] .



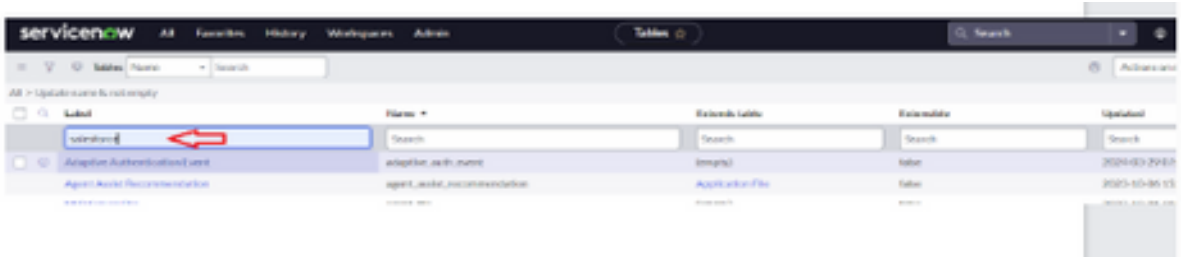
3. Select below Admission Number fields in Available side and send it to selected side as below >> save.



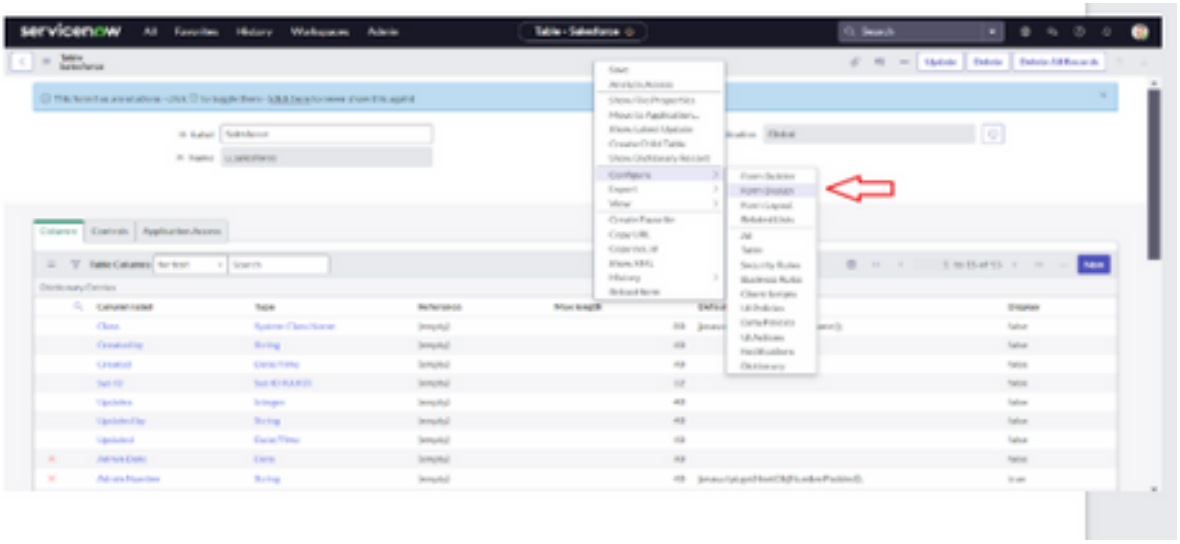
Creating Form Design for Salesforce Table

1.All >> System Definition >> Tables .

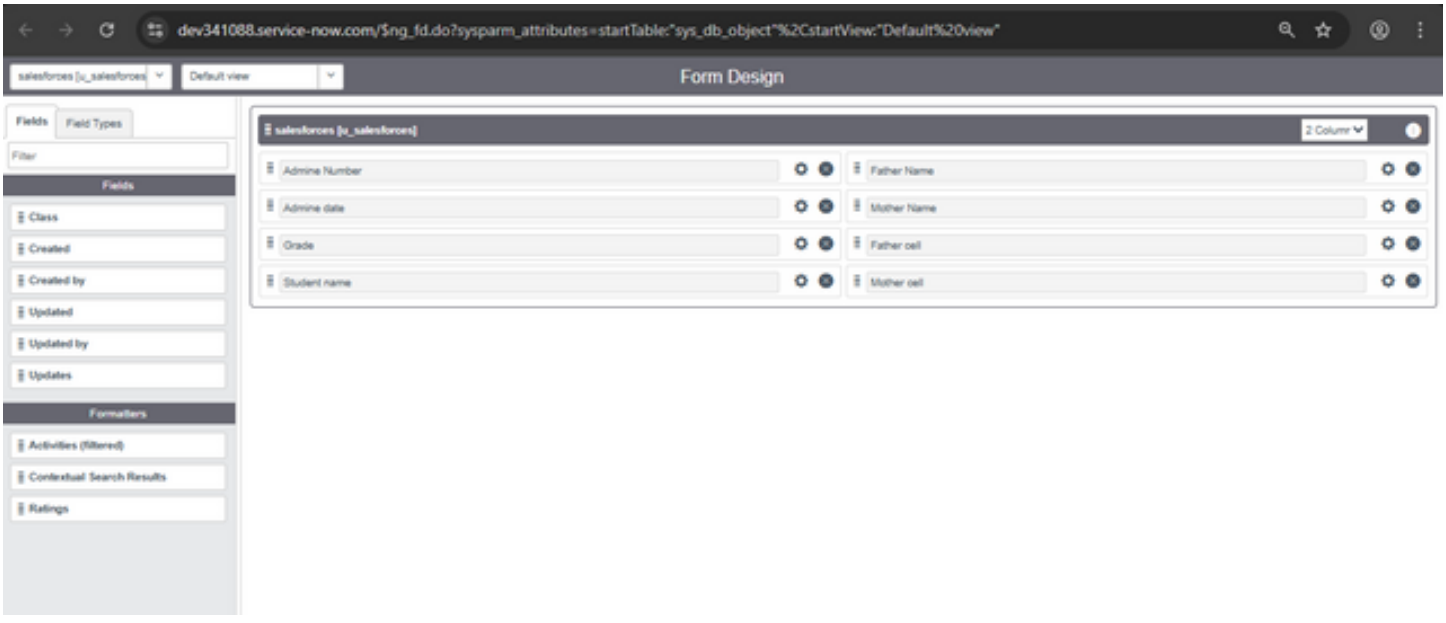
2.In Label Search for Salesforce and open .



3.Right click on top toggle>>configure>> form Design

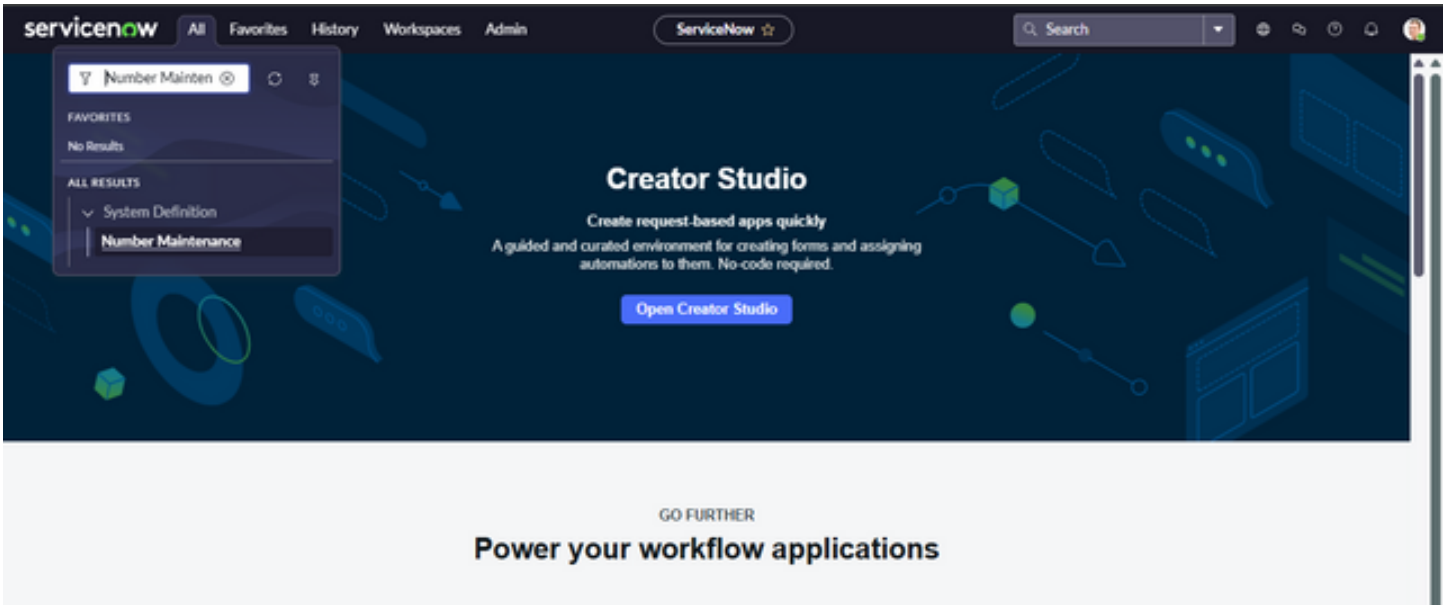


4.In drop down select Salesforce(u_salesforce)



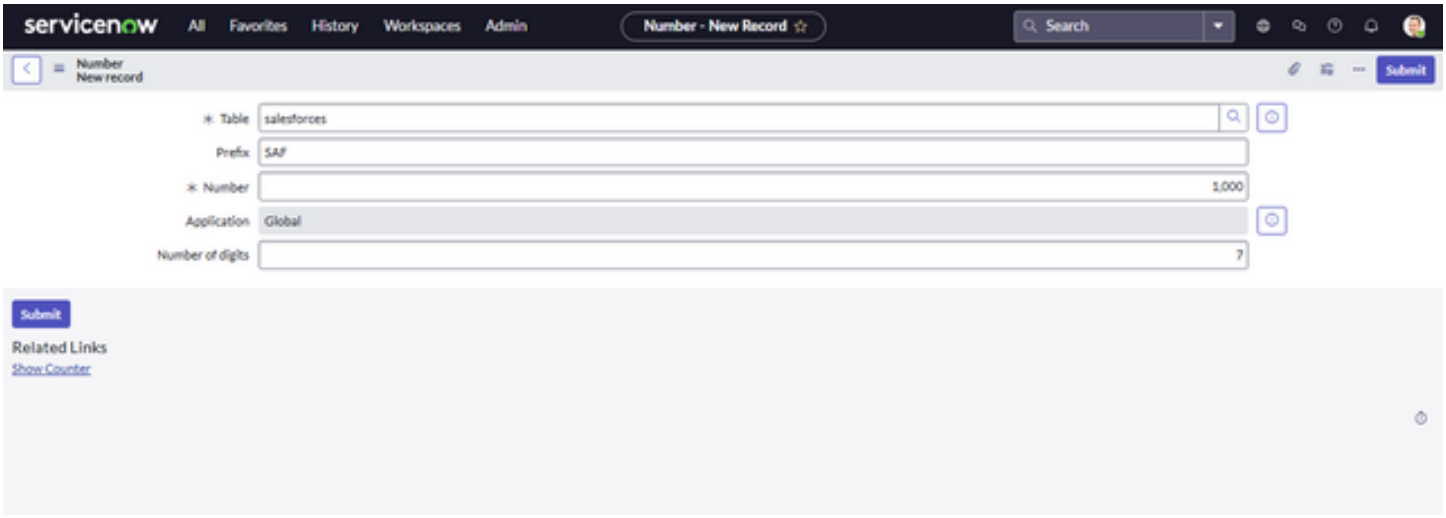
5.save

Creating Number Maintenance for Admin Number



1.All >> Number Maintenance >> New

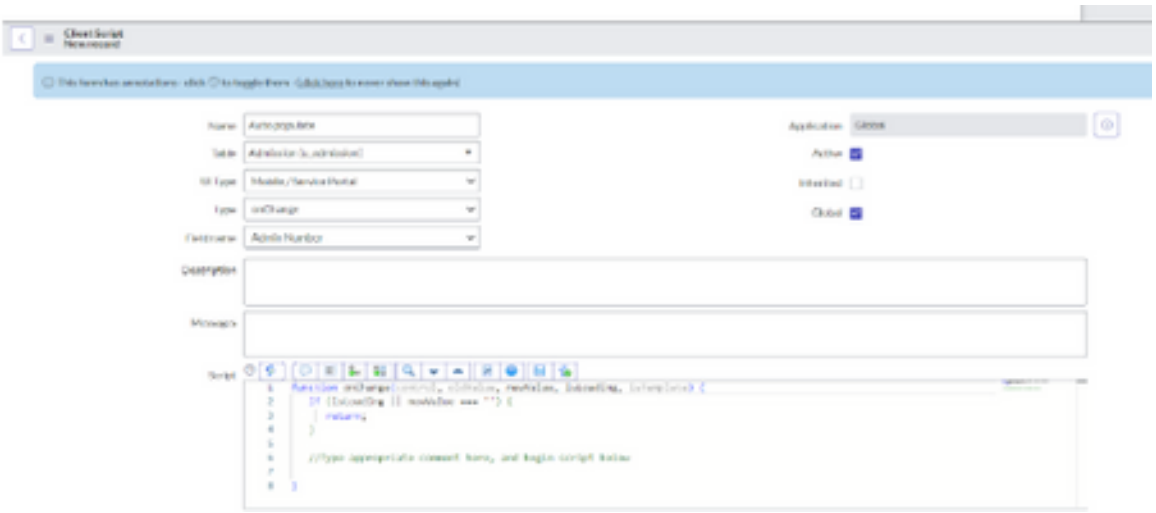
2. Fill the details >> Submit.



Creating “Auto populate” Client Scripts for Admission Table

1.All >> Client Scripts >> New.

2.Fill the Details as given.

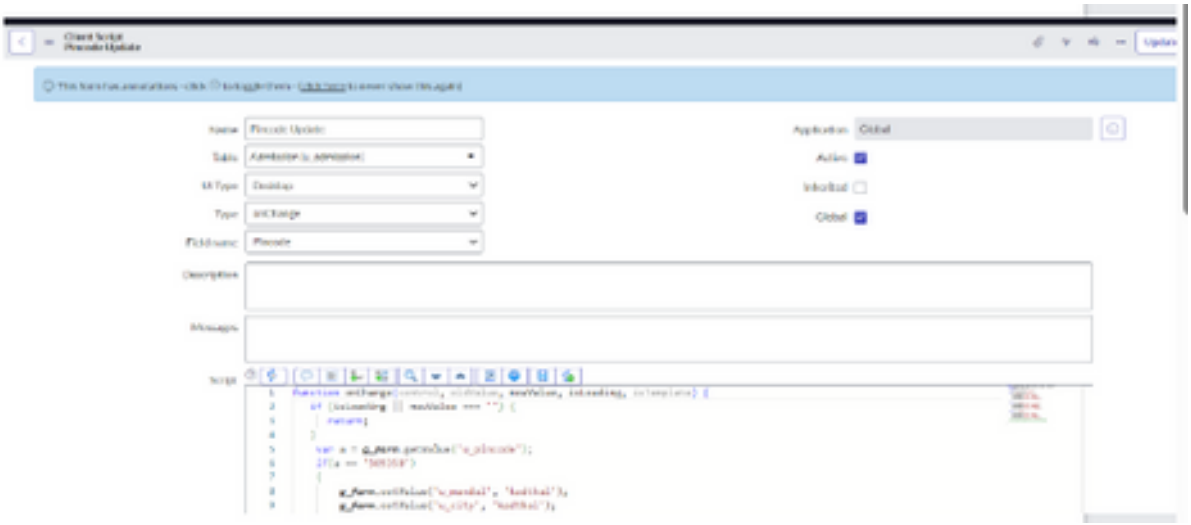


```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }

  //Type appropriate comment here, and begin script below
  var a = g_form.getReference('u_admission_number');
  g_form.setValue('u_admin_date',a.u_admin_date);
  g_form.setValue('u_grade',a.u_grade);
  g_form.setValue('u_student_name',a.u_student_name);
```

```
  g_form.setValue('u_father_name',a.u_father_name);
  g_form.setValue('u_mother_name',a.u_mother_name);
  g_form.setValue('u_father_cell',a.u_father_cell);
  g_form.setValue('u_mother_cell',a.u_mother_cell);

  g_form.setDisabled('u_admin_date',a.u_admin_date);
  g_form.setDisabled('u_grade',a.u_grade);
  g_form.setDisabled('u_student_name',a.u_student_name)
;
  g_form.setDisabled('u_father_name',a.u_father_name);
  g_form.setDisabled('u_mother_name',a.u_mother_name)
;
  g_form.setDisabled('u_father_cell',a.u_father_cell);
  g_form.setDisabled('u_mother_cell',a.u_mother_cell);
}
```

Creating “Pincode Update” Client Scripts for Admission Table

1.Fill the Details as given

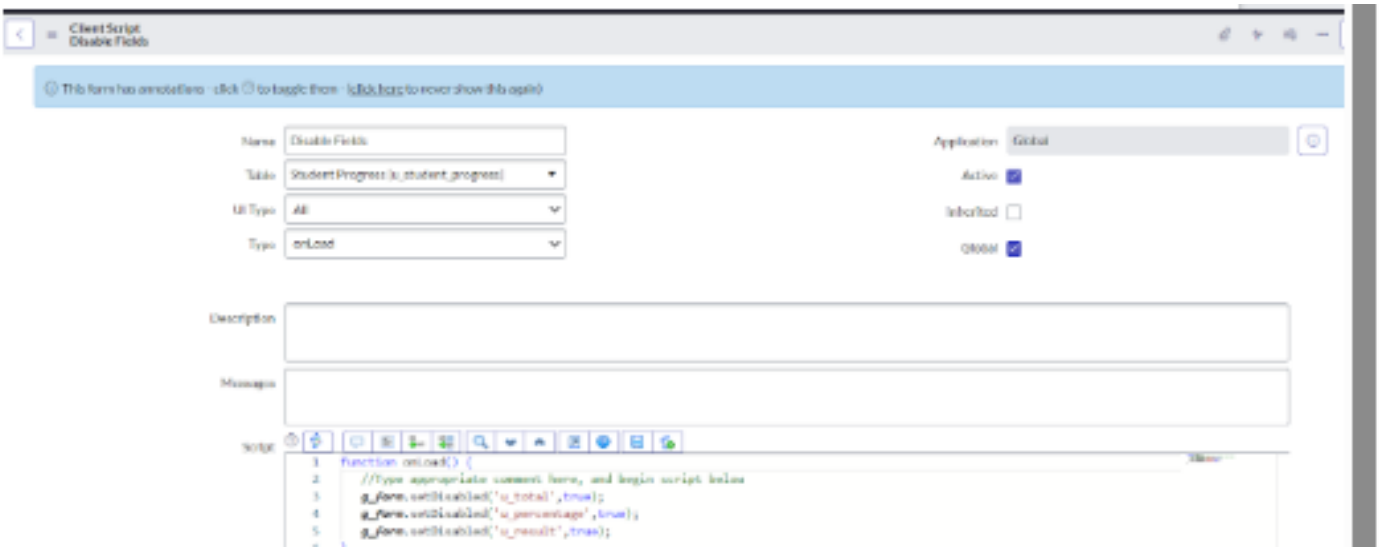


- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }
   var a = g_form.getValue('u_pincode');
if(a == '509358')
{
g_form.setValue('u_mandal', 'kadthal');
g_form.setValue('u_city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');

}
else if(a == '500081')
```

```
{
g_form.setValue('u_mandal', 'karmanghat');
g_form.setValue('u_city', 'karmanghat');
g_form.setValue('u_district', 'RangaReddy');

}
else if(a == '500079')
{
g_form.setValue('u_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
}
//Type appropriate comment here, and begin script below


}
```

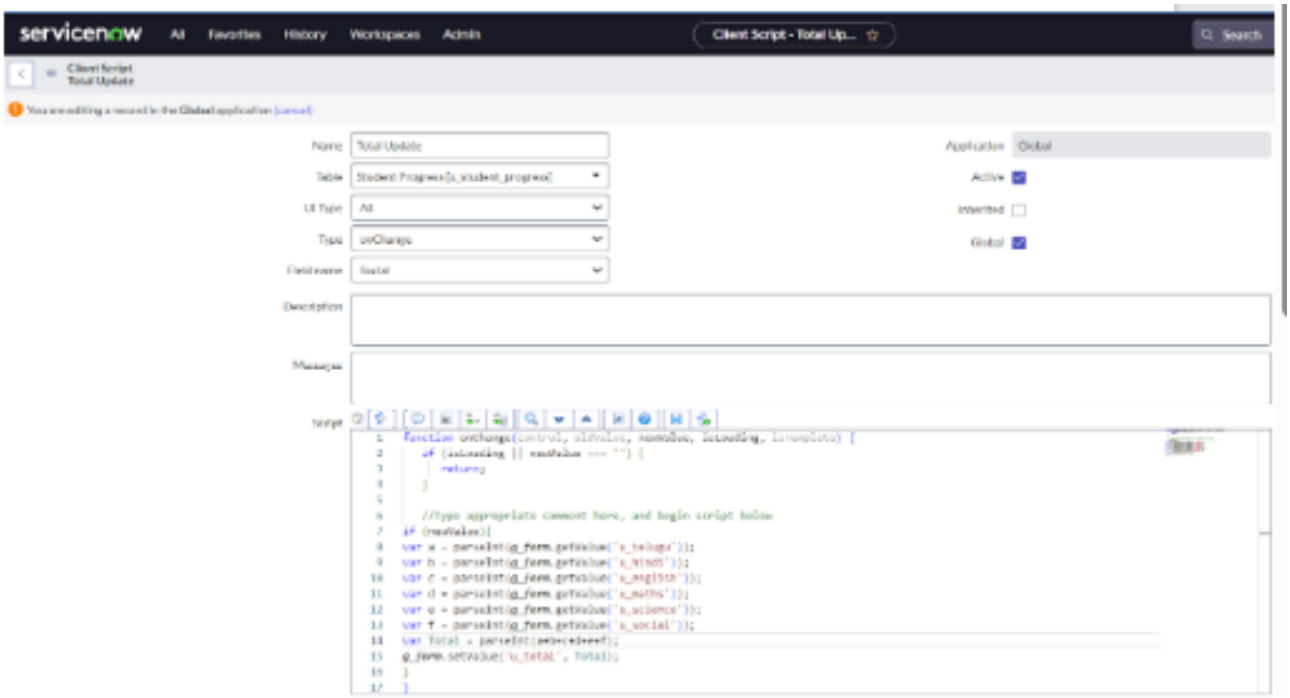
Creating “Disable Fields” Client Scripts for Student progress Table



1.Fill the Details as given.

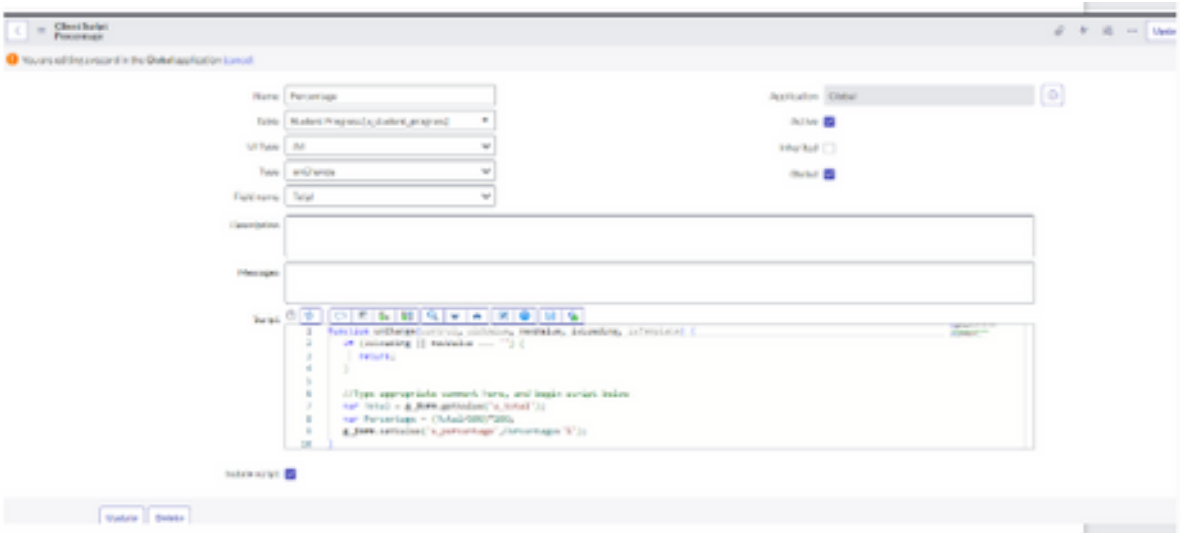
Creating “Total Update” Client Scripts for Student progress Table

1.Fill the Details as given.


servicenow
All
Favorites
History
Workspaces
Admin
Client Script - Total Up...
Search
Client Script
Total Update
You are editing a record in the Global application (unset)
Name
Total Update
Application
Global
Table
Student Progress [u_student_progress]
Active
UI Type
All
Inherited
Type
onChange
Global
Field name
Script
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
if (isLoading || newValue === '') {
return;
}
//Type appropriate comment here, and begin script below
if (newValue){
var a = parseInt(g_form.getValue('u_telugu'));
var b = parseInt(g_form.getValue('u_hindi'));
var c = parseInt(g_form.getValue('u_english'));
var d = parseInt(g_form.getValue('u_maths'));
var e = parseInt(g_form.getValue('u_science'));
var f = parseInt(g_form.getValue('u_social'));
var total = parseInt(a+b+c+d+e+f);
g_form.setValue('u_total', total);
}
}

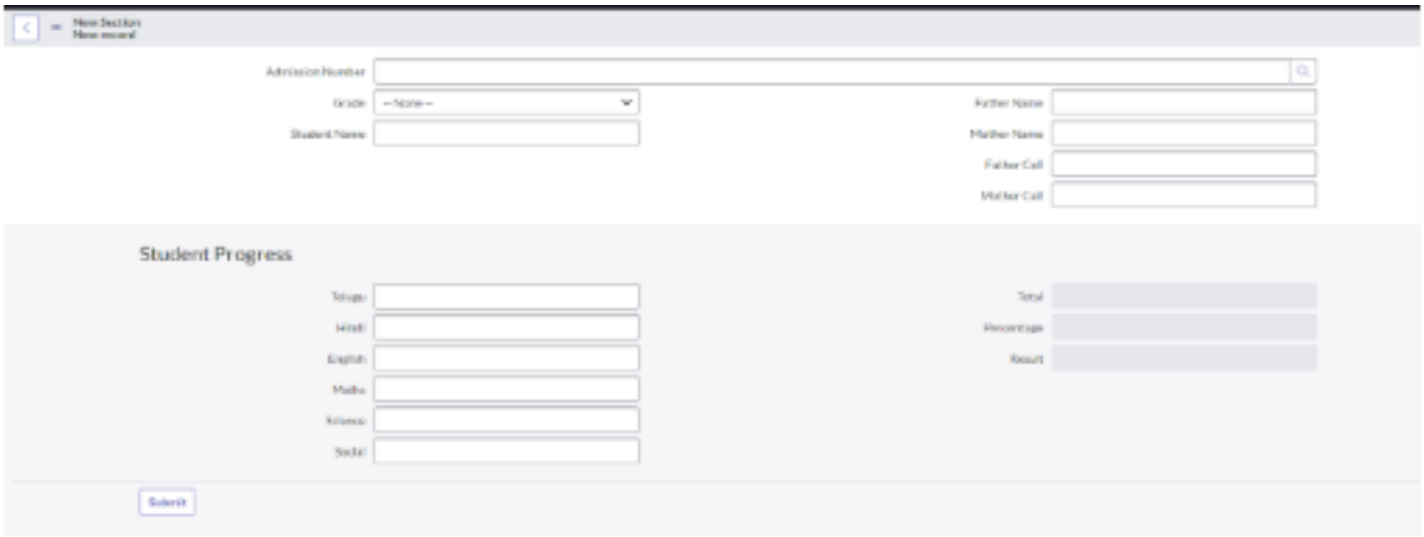
Creating “Percentage” Client Scripts for Student progress Table

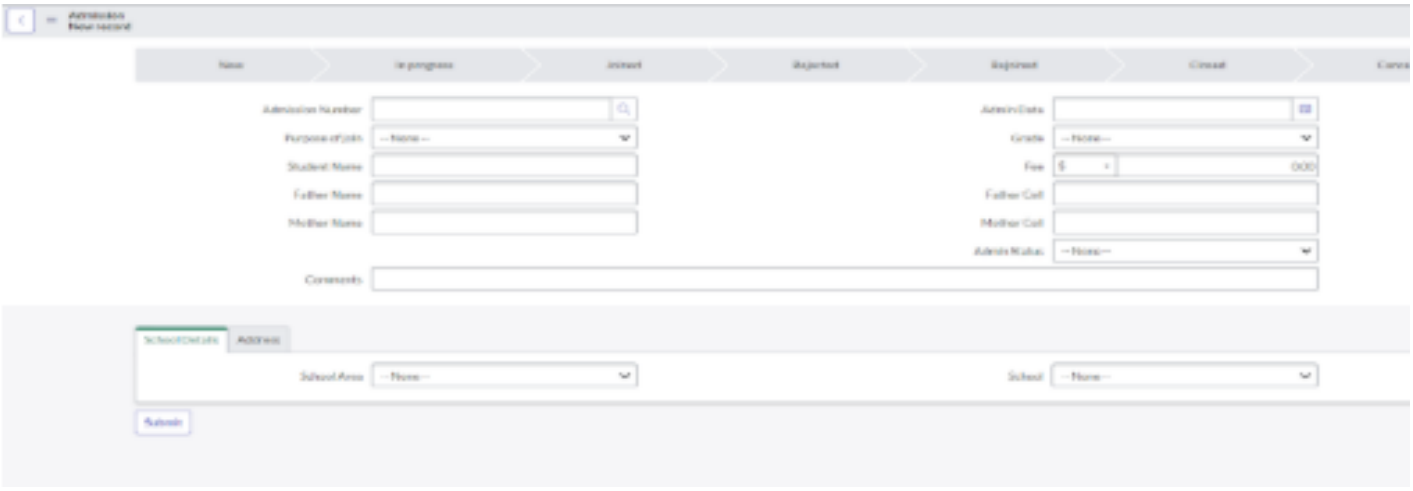
1.Fill the Details as given.

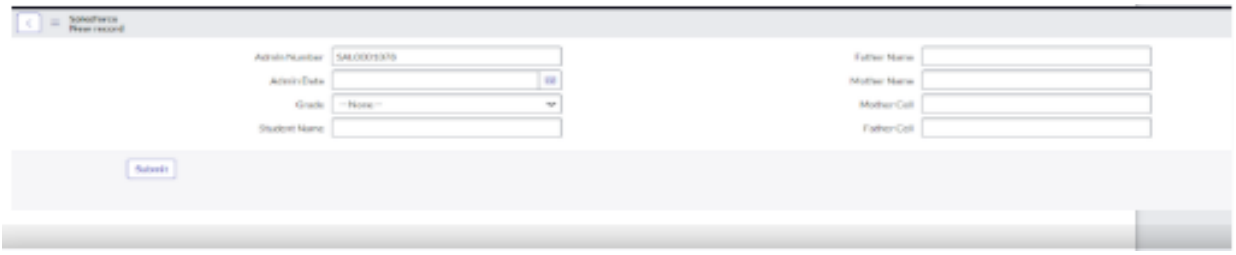


```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
   if (isLoading || newValue === '') {
      return;
   }
  //Type appropriate comment here, and begin script below
   var Total = g_form.getValue('u_total');
   var Percentage = (Total/600)*100;
   g_form.setValue('u_percentage',Percentage+'%');
}
```

RESULT:


Admission Number
Grade
--None--
Student Name
Father Name
Mother Name
Father Cell
Mother Cell
Student Progress
Telugu
Hindi
English
Maths
Science
Social
Total
Percentage
Result
Submit


New
In progress
Joined
Rejected
Registered
Closed
Admission Number
Purpose of Join
--None--
Student Name
Father Name
Mother Name
Comments
Admin Date
Grade
--None--
Fee
$
0.00
Father Cell
Mother Cell
Admin Status
--None--
School Details
Address
School Area
--None--
School
--None--
Submit


Admin Number
SAL00015370
Admin Date
Grade
--None--
Student Name
Father Name
Mother Name
Mother Cell
Father Cell
Submit