

EDUCATIONAL ORGANISATION USING SERVICENOW

TEAM ID: NM2025TMID14697

TEAM MEMBER: 5

TEAM LEADER: VASEEGARAN.M

TEAM MEMBER 1: HARISH.K

TEAM MEMBER 2: NARESH KUMAR.T

TEAM MEMBER 3: PARTHIBAN.B

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.

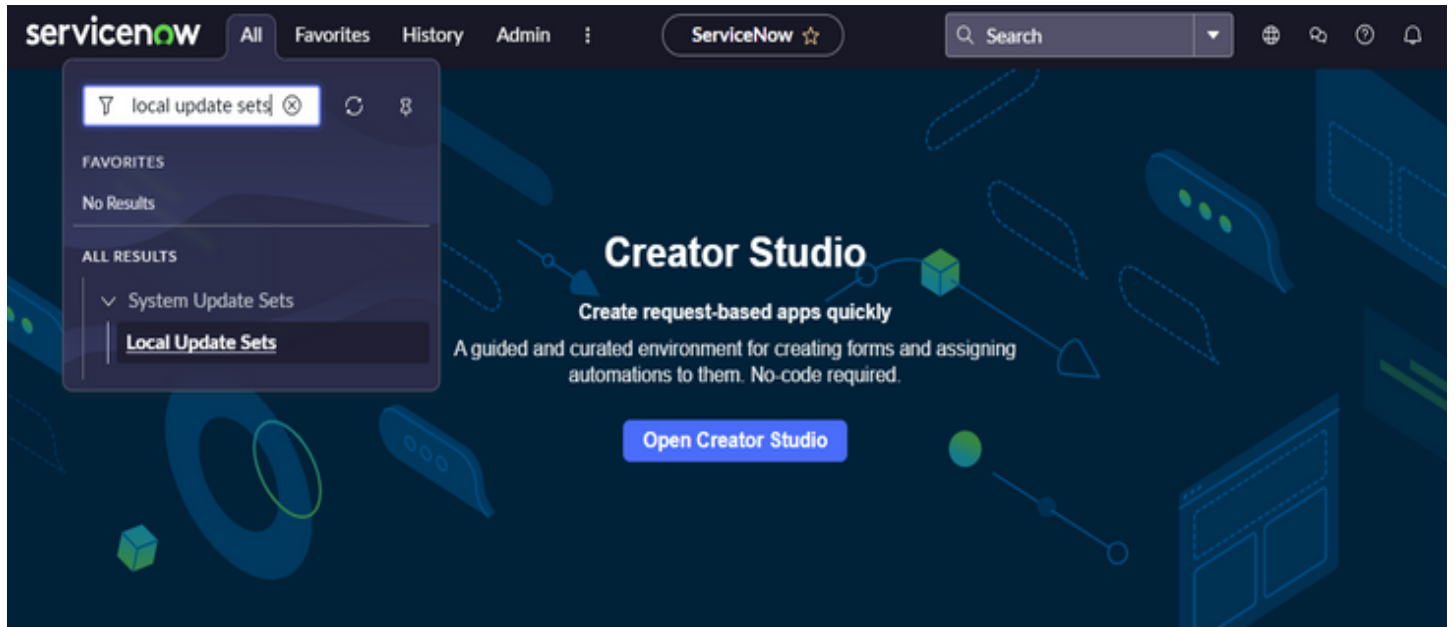
9. Knowledge Management

- 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

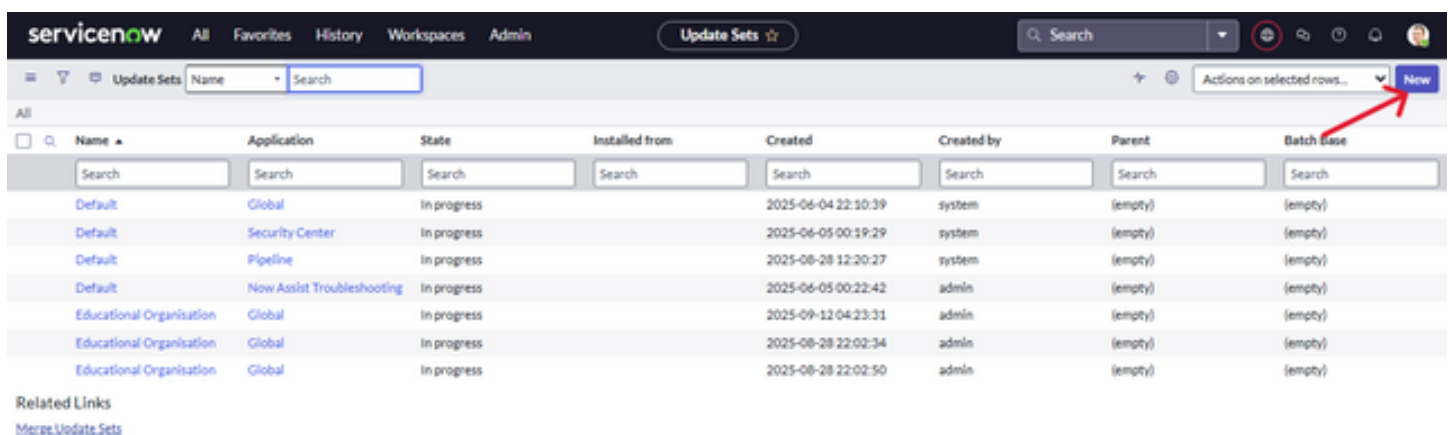
- Understanding of role-based access control (RBAC).
- Implementing secure access protocols and protecting sensitive student and institutional data.

Creating a Update Set



1. Click on All >> Local update sets .

2.click on new



The screenshot shows the ServiceNow interface for creating a new record in an update set. The breadcrumb trail is 'Update Set - Create Educational Organisation 2'. The form fields are as follows:

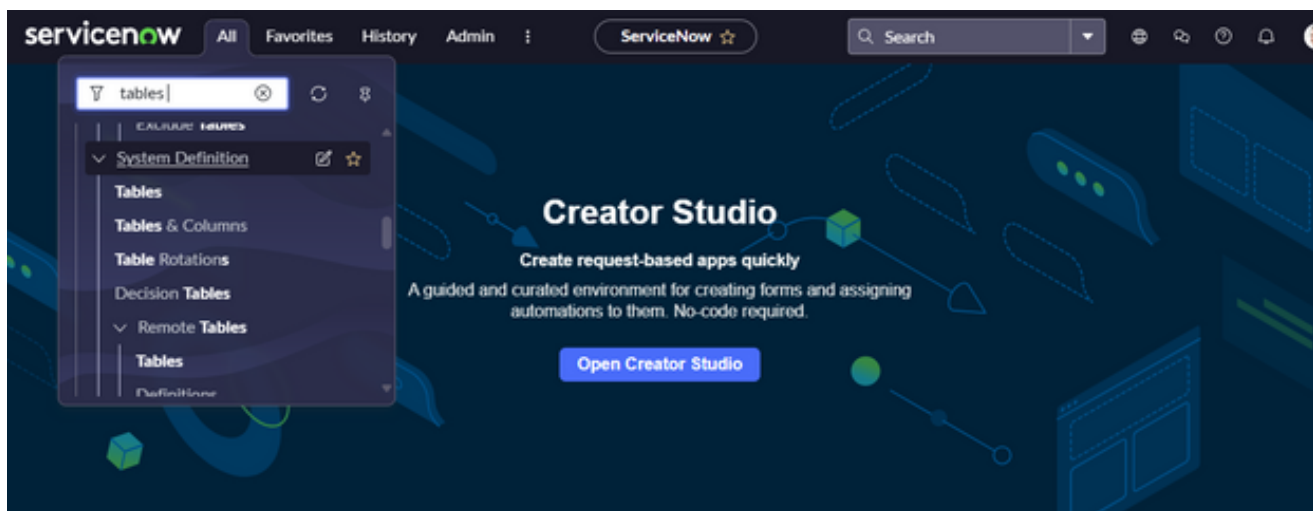
- Name:** Educational Organisation
- State:** In progress
- Parent:** (empty field with a search icon)
- Release date:** (empty field with a calendar icon)
- Description:** (empty text area)

At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current'.

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

Creating Salesforce Table.

1. All >> Tables.



2. Click on new

servicenow All Favorites History Workspaces Admin Update Sets

Search

Update Sets Name Search

Actions on selected rows... New

All

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Search	Search	Search	Search	Search	Search	Search	Search
Default	Global	In progress		2025-06-04 22:10:39	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-05 00:19:29	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-28 12:20:27	system	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-06-05 00:22:42	admin	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-12 04:23:31	admin	(empty)	(empty)
Educational Organisation	Global	In progress		2025-08-28 22:02:34	admin	(empty)	(empty)
Educational Organisation	Global	In progress		2025-08-28 22:02:50	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

servicenow All Favorites History Admin Table - New Record

Search

Table New record

manage data and processes. [More info](#)

* Label salesforces

* Name u_salesforces

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name salesforces

Remote Table ☐

Columns Controls Application Access

Table Columns

Submit Cancel

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.

servicenow All Favorites History Admin Table - New Record Search Submit Cancel

Table New record Remote Table ☐

Columns Controls Application Access

Table Columns Default value Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin Numbers	String				false

Submit Cancel

Related Links
[Track in Update Sets](#)

5. Save it

servicenow All Favorites History Admin Table - New Record Search Submit Cancel

Table New record

Columns Controls Application Access

Table Columns Default value Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin Numbers	String				false

Submit Cancel

Related Links
[Track in Update Sets](#)

- Save
- Track in Update Sets
- Configure >
- Export >
- Create Favorite
- Copy URL
- Copy sys_id
- Reload form

6. Click on controls >> Enable Extensible.

The screenshot shows the 'Table - New Record' form in ServiceNow, specifically the 'Controls' tab. The form has three tabs: 'Columns', 'Controls' (active), and 'Application Access'. The 'Controls' tab contains several options: 'Extensible' is checked, 'Live feed' is unchecked, and 'Auto-number' is unchecked. There are two informational blue boxes: the first explains auto-numbering, and the second states that Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Below these, 'Create access controls' is checked. At the bottom, there is a red asterisk icon followed by 'User role' and a text input field containing 'u_salesforces_user'. The form has 'Submit' and 'Cancel' buttons at the top right and bottom left.

servicenow All Favorites History Admin Table - New Record Search

Table New record Submit Cancel

Columns Controls Application Access

Extensible ☒

Live feed ☐

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

Auto-number ☐

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

Create access controls ☒

* User role u_salesforces_user

Submit Cancel

Create Admission Table

- Create an Admission Table with Columns given.
- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- Create Fields as shown

Table
New record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Admission
 * Name: u_admission
 Extends table: salesforces

Application: Global
 Create module: ☒
 Create mobile module: ☒
 Add module to menu: -- Create new --
 New menu name: Admission
 Remote Table: ☐

Columns Controls Application Access

Table Columns Default value Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
	Admission Number					false
Insert a new row...						

Submit Cancel

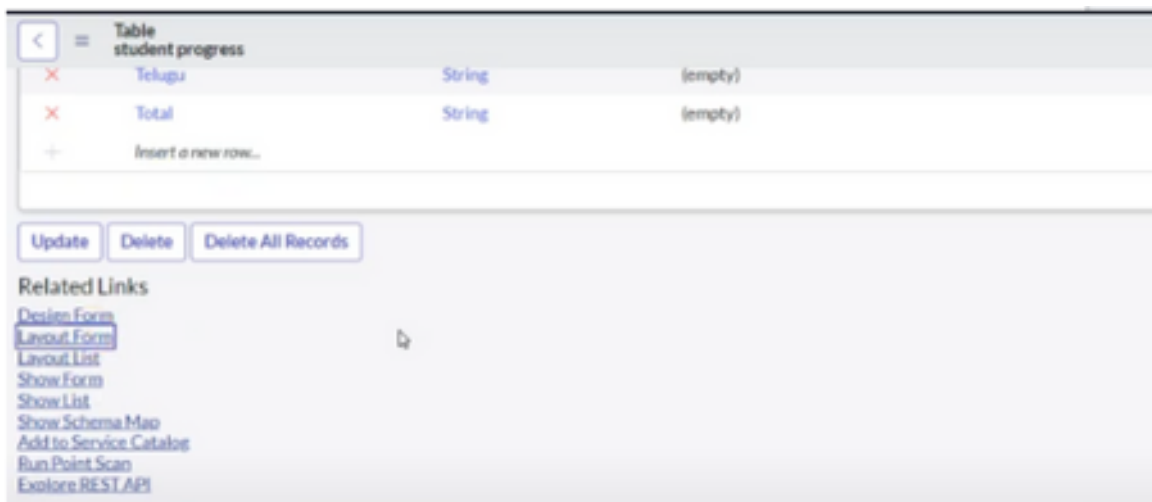
Creating Student Progress Table

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

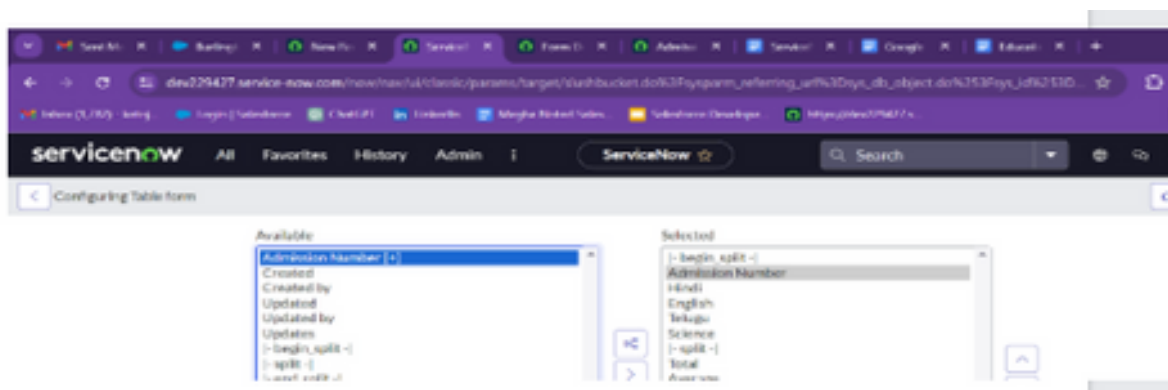
<input checked="" type="checkbox"/>	Admission Number	Reference	Salesforce	32
<input checked="" type="checkbox"/>	English	String	(empty)	40
<input checked="" type="checkbox"/>	Hindi	String	(empty)	40
<input checked="" type="checkbox"/>	Maths	String	(empty)	40
<input checked="" type="checkbox"/>	Percentage	String	(empty)	40
<input checked="" type="checkbox"/>	Result	String	(empty)	40
<input checked="" type="checkbox"/>	Science	String	(empty)	40
<input checked="" type="checkbox"/>	Social	String	(empty)	40
<input checked="" type="checkbox"/>	Telugu	String	(empty)	40
<input checked="" type="checkbox"/>	Total	String	(empty)	40
Insert a new row...				

Configuring Table form for Student Progress Table

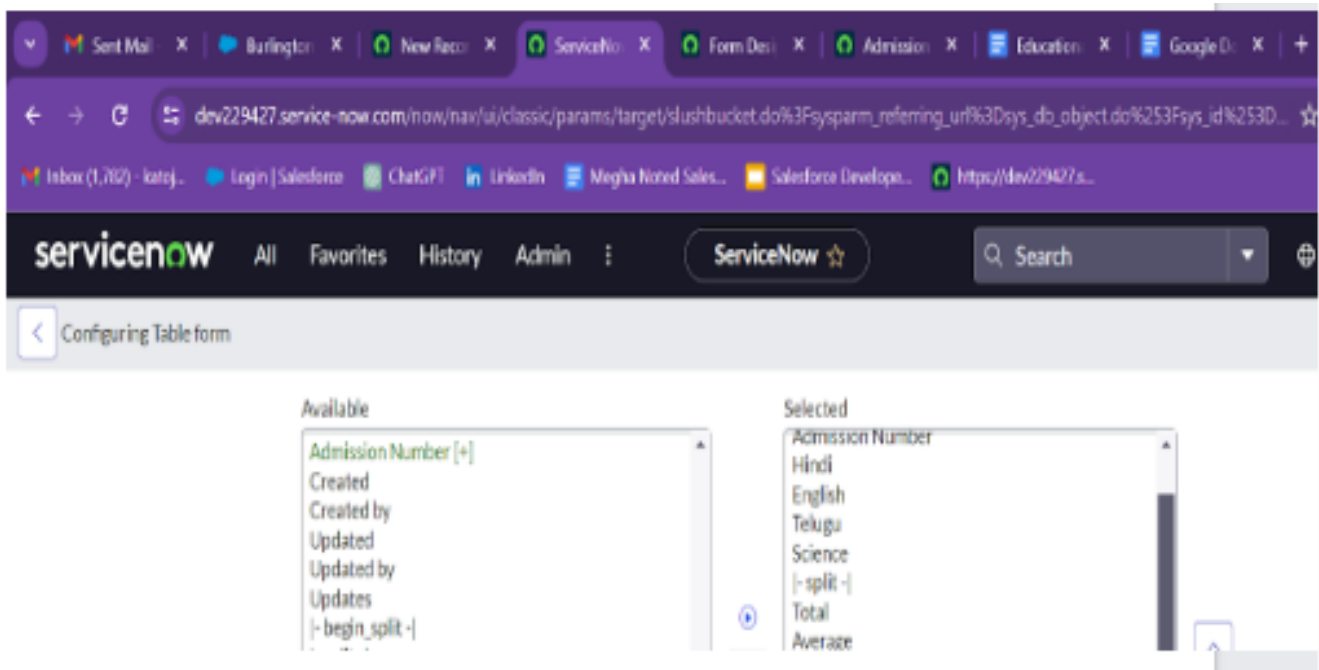
1. In the Student Progress Table Page, Click on Layout form.



2. Click on Admission Number [+].



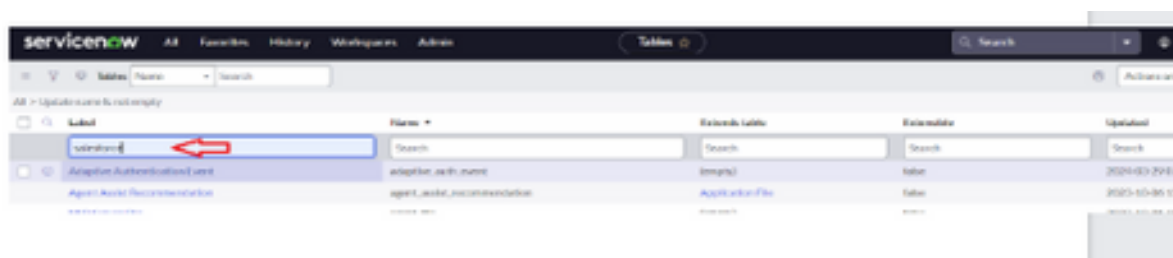
3. Select below Admission Number fields in Available side and send it to selected side as below >> save.



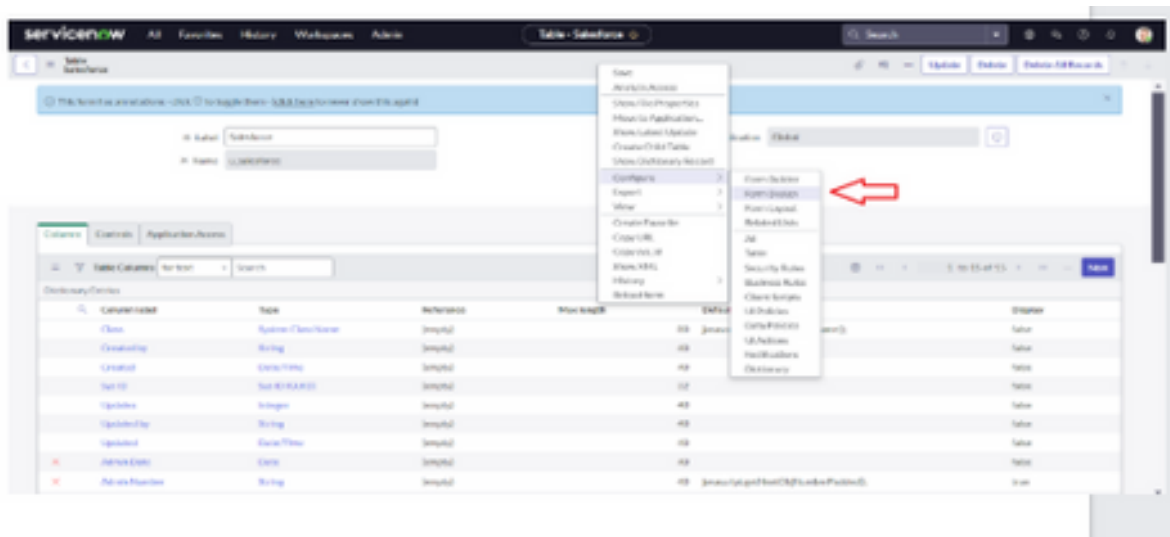
Creating Form Design for Salesforce Table

1.All >> System Definition >> Tables .

2.In Label Search for Salesforce and open .



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

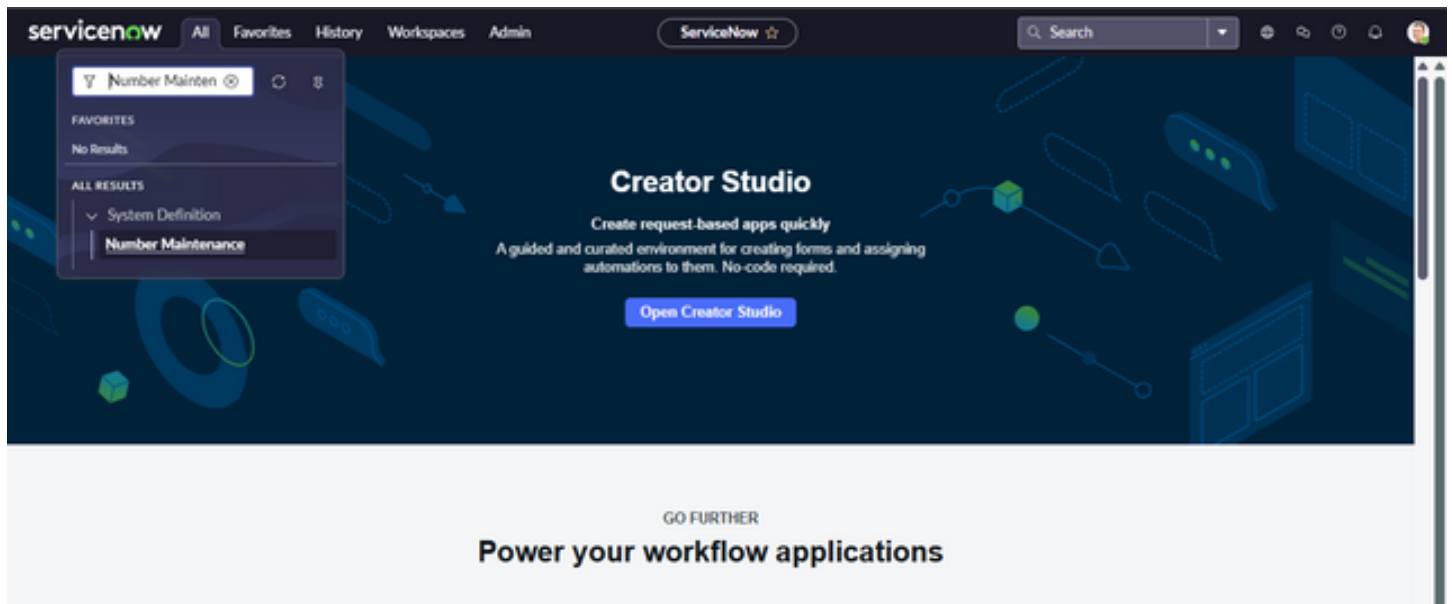


4.In drop down select Salesforce(u_salesforce)



5.save

Creating Number Maintenance for Admin Number



- 1.All >> Number Maintenance >> New
2. Fill the details >> Submit.

A screenshot of the ServiceNow 'Number - New Record' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Number - New Record' button with a star. A search bar is on the right. The form has a breadcrumb trail: '< Number New record'. The form fields are: '* Table' (salesforces), 'Prefix' (SAF), '* Number' (1,000), 'Application' (Global), and 'Number of digits' (7). There is a 'Submit' button at the bottom left. Below the form, there is a 'Related Links' section with a 'Show Counter' link.

Creating “Auto populate” Client Scripts for Admission Table

1.All >> Client Scripts >> New.

2.Fill the Details as given.

The screenshot shows the 'Client Script New record' form in Salesforce. The form fields are as follows:

- Name:** Auto-populate
- Table:** Admission (u_admission)
- UI Type:** Module / Service Portal
- Type:** onChange
- Fieldset:** Admission
- Application:** Global
- Action:** ☒
- Initiated:** ☐
- Global:** ☒

Description: (Empty text area)

Message: (Empty text area)

Script:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2   if (isLoading || newValue === '') {  
3     return;  
4   }  
5   //Type appropriate comment here, and begin script below  
6  
7  
8 }
```

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);

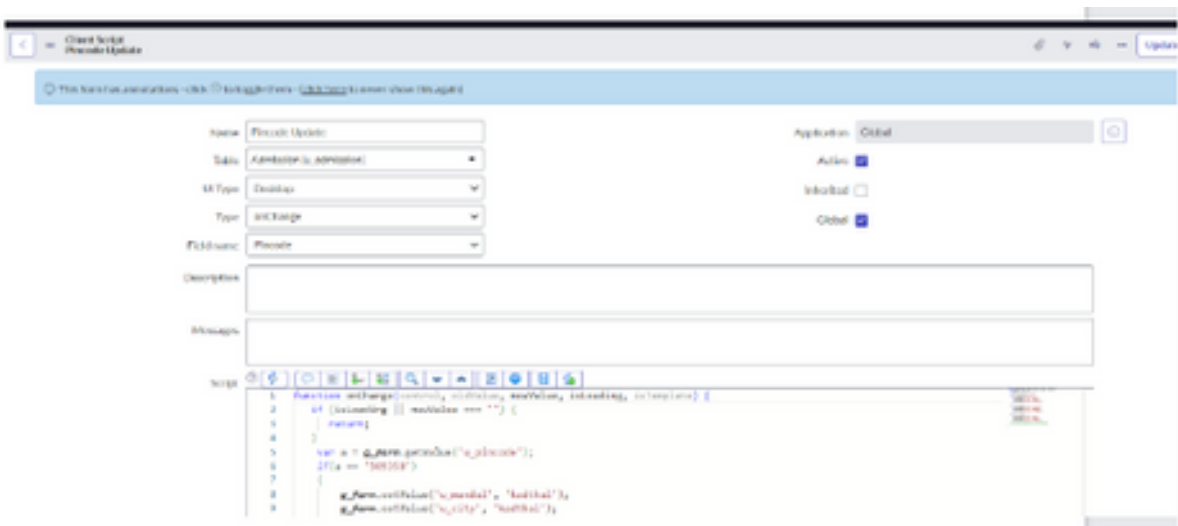
g_form.setDisabled('u_admin_date',a.u_admin_date);
g_form.setDisabled('u_grade',a.u_grade);
g_form.setDisabled('u_student_name',a.u_student_name)
;

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

The screenshot shows a web application configuration window titled "Client Script" with the subtitle "Disable Fields". A blue banner at the top states: "This form has annotations - click ⓘ to toggle them - click ⓘ, ⚙ to never show this again".

The configuration fields are as follows:

- Name:** Disable Fields
- Title:** Student Progress (u_student_progress)
- UI Type:** All
- Type:** onLoad
- Application:** Global
- Action:** ☒
- Inherited:** ☐
- Global:** ☒

Below these fields are two empty text areas for "Description" and "Message".

The "Script" section contains a code editor with the following JavaScript code:

```
1 function onLoad() {  
2     //Type appropriate comment here, and begin script below  
3     g_form.setEnabled('u_total',true);  
4     g_form.setEnabled('u_percentage',true);  
5     g_form.setEnabled('u_result',true);  
6 }
```

1.Fill the Details as given.

Creating “Total Update” Client Scripts for Student progress Table

1.Fill the Details as given.

Client Script
Total Update

You are editing a record in the Global application [\[name\]](#)

Name	Total Update	Application	Global
Table	Student Progress [u_student_progress]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Total		
Description			
Messages			
Script	<pre> 1 function onChange(control, oldValue, newValue, isLoading, isTemplate) { 2 if (isLoading newValue === '') { 3 return; 4 } 5 6 //Type appropriate comment here, and begin script below 7 if (newValue) { 8 var a = parseInt_form.getValue('a_biology'); 9 var b = parseInt_form.getValue('a_chem'); 10 var c = parseInt_form.getValue('a_english'); 11 var d = parseInt_form.getValue('a_math'); 12 var e = parseInt_form.getValue('a_science'); 13 var f = parseInt_form.getValue('a_social'); 14 var Total = parseInt(a+b+c+d+e+f); 15 g_form.setValue('u_total', Total); 16 } 17 }</pre>		

1.Fill the Details as given.

[illegible]

```
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:

