

Service Now Project Documentation

Introduction

The Educational Organization Management System aims to automate and streamline administrative, academic, and student support processes within an educational institution using the ServiceNow platform.

This project leverages ServiceNow's cloud-based IT Service Management (ITSM) tools to improve efficiency, transparency, and communication between departments, staff, and students.

➤ **Project Title:** Educational Organisation Using ServiceNow

➤ **Team Members:**

Team Leader : Senthil Kumar

Team member : S. N Rabinth Mohan

Team member : R. Thanabalan

Team member : Venkadesh G

Project Overview

The Educational Organization Management System using ServiceNow is a cloud-based automation project designed to streamline and digitalize various administrative and academic operations within an educational institution.

The project leverages the ServiceNow platform, a leading enterprise workflow automation tool, to create an integrated environment for managing student requests, faculty operations, and institutional services efficiently.

➤ **Purpose:** To develop a robust Educational Management System using ServiceNow to manage admissions, student progress, and institutional data with automated workflows and form configurations.

➤ **Features:**

- Online admission form with approval workflow
- Student and teacher data management
- Academic progress tracking dashboard
- Notifications for task status and approvals
- Role-based access control for admins, teachers, and students

Architecture

➤ **Frontend:**

- Developed using HTML, CSS, and JavaScript
- UI built through ServiceNow UI Pages and Catalog Items

➤ **Backend:**

- Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer

➤ **Database:**

- Tables created using the Table module in ServiceNow
- Data stored in platform-native schema with relationships and reference

Setup Instructions

➤ Prerequisites:

- ServiceNow Developer Account
- Personal Developer Instance (PDI)
- Basic knowledge of ServiceNow Studio

➤ Installation Steps:

Step 1: Sign in at <https://developer.servicenow.com>

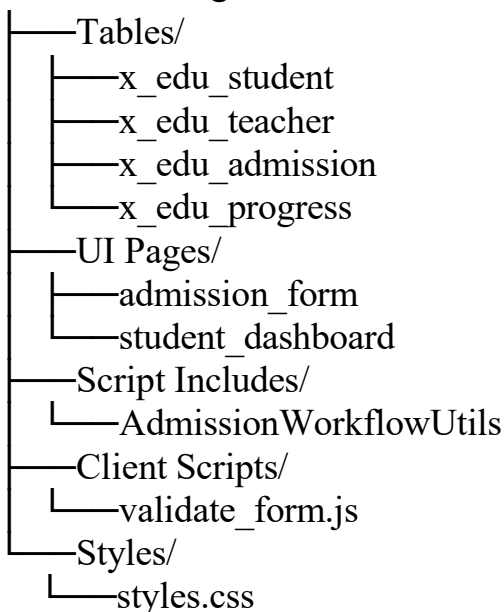
Step 2: Request and activate your Personal Developer Instance

Step 3: Create Update Set → Tables → Forms → Process Flows

Step 4: Deploy Client Scripts for automation

Folder Structure (Logical in Studio)

EducationalOrganisation/



Running the Application

To run the application:

- Login to your ServiceNow PDI
- Navigate to the created application

- Use the left navigation pane to open modules such as:
 - Admission Form
 - Student Records
 - Progress Dashboard
- Perform form submissions and automation testing

API Documentation

- GET /api/x_edu_org/students
- Response:
 - ✓ {
 - ✓ "student_id": "STU102",
 - ✓ "name": "A. Chaithanya",
 - ✓ "department": "Computer Science"
 - ✓ }

Authentication

- Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACLs).

User Interface

- Designed with HTML, CSS, and JavaScript using ServiceNow UI Pages for a clean and responsive layout.
- Includes dashboards, admission forms, student profiles, and result tracking interfaces.
- Role-based access displays relevant modules for admin, teacher, and student users.

Testing

- Manual testing was done through the ServiceNow form submission interface.
- Validations verified via onChange and onLoad client scripts.
- Fields were tested for automation, data flow, and visual updates.

Screenshots or Demo

servicenow All Favorites History Workspaces : Student Progress - Create SAL0001011 ☆ Search

< Student Progress New record Submit

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

servicenow All Favorites History Workspaces : Admission - Create SAL0001012 ☆ Search

< Admission New record Submit

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**

Pincode -- None --

Mandal

House No

Area

City

District

Submit

servicenow All Favorites History Workspaces : Salesforce - Create SAL0001013 ☆ Search

< Salesforce New record Submit

Admin Number

Admin Date

Grade -- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Submit

Known Issues

- Form layout may vary slightly on different devices.
- Client Scripts dependent on exact field naming — ensure accuracy.

Future Enhancements

- Add role-based user dashboards
- Integrate notifications (email/SMS) for admission status
- Extend to manage teacher data and fee structure
- Add reporting dashboards using ServiceNow Performance Analytics