

□ Educational Management Using ServiceNow

□ Project Overview

The project titled "**Educational Management Using ServiceNow**" is designed to automate and streamline the administrative workflows of educational institutions. Built on the ServiceNow platform, it facilitates student admissions, academic progress tracking, and smart form-based workflows using no-code/low-code configurations.

□ Purpose

To minimize manual intervention in educational data handling and build a centralized digital system for managing student records, tracking performance, and enhancing administrative efficiency.

! Problem Statement

Manual tracking of student admissions and academic progress is time-consuming and error-prone. There is a need for a centralized digital platform to manage these operations efficiently.

□ User & Need Summary (Empathy Map)

- **Users:** School Admins, Admission Coordinators
- **Needs:** Quick data access, automated workflows
- **Pains:** Time delays, repetitive data entry
- **Gains:** Real-time dashboards, auto-calculated results, form-level automation

□ Key Design Highlights

- Use the existing cloud platform – ServiceNow
- Leverage personal developer instance
- Design scalable custom tables and relationships
- Use client scripts for automation
- Implement dynamic defaults, choices, and workflow logic

□ Customer Journey Map

1. Admin logs into ServiceNow
2. Navigates to the Admissions module
3. Fills student data
4. Views student performance
5. Processes admission status using workflows

❖ Solution Features

- Custom tables: **Salesforce, Admissions, Student Progress**
- Forms, views, and layouts configuration
- Automation using Client Scripts
- Admission lifecycle managed through ServiceNow workflows

❖ Technology Stack

Component	Technology
Platform	ServiceNow Personal Developer Instance
Scripting Language	JavaScript (Client Scripts)
Database	ServiceNow Tables
Workflow UI	ServiceNow Flow Designer

Development Schedule

Day	Task
Day 1	Instance Setup & Update Set Creation
Day 2	Table & Field Design
Day 3	Form Layouts & Views
Day 4	Process Flow & Client Scripts
Day 5	Testing & Documentation

Testing & Performance Metrics

- Field-level automation responds within 1 second
- Client script triggers execute and validate properly
- Record creation/update latency is less than 1 second

↵ Output Screenshots

The screenshot shows a ServiceNow interface for creating a new record in the 'Salesforce' table. The title bar indicates 'Salesforce - Create SAL0001001'. The form contains fields for Admin Number (SAL0001001), Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. A 'Submit' button is at the bottom left. The status bar at the bottom shows weather (32°C, Light rain), system icons, and the date/time (06:35 PM, 01-07-2025).

Fig1:salesforce table

The screenshot shows a ServiceNow interface for creating a new record in the 'Admission' table. The title bar indicates 'Admission - Create SAL0001002'. The form includes fields for Admission Number (SAL0001001), Purpose Of Join, Student Name, Father Name, Mother Name, Admin Date, Grade, Fee (\$ 0.00), Father Cell, Mother Cell, Admin Status (with a dropdown menu showing options like -- None --, New, Join In Progress, Joined, Rejected, Closed, Rejoined, Cancelled), and Comments. A 'School Details' tab is active, showing fields for School Area and School. A 'Address' tab is also present. A 'Submit' button is at the bottom left. The status bar at the bottom shows weather (32°C), system icons, and the date/time (06:37 PM, 01-07-2025).

Fig2:Admission table

The screenshot shows a ServiceNow web interface for creating a student progress record. The title bar reads "Create SAL0001003 | Student Progress". The main area is titled "Student Progress - Create SAL0001003". A search bar and various navigation icons are at the top right. Below the title, it says "Student Progress New record". An "Admission Number" field contains "SAL0001001". A "Lookup using list" button is visible. The form itself has two tabs: "New Section" (selected) and "Student Progress". The "Student Progress" tab contains fields for subjects: Telugu, Hindi, English, Maths, Science, and Social. To the right of these are fields for "Total", "Percentage", and "Result". A "Submit" button is at the bottom left. The status bar at the bottom shows weather (32°C, Light rain), system icons, language (ENG IN), date (01-07-2025), and time (06:38 PM).

Fig2:Student Progress table

□ Advantages

- Cloud-based, no installation needed
- Easy form and workflow customization
- Low-code development with fast deployment
- Real-time data updates

△ Disadvantages

- Requires internet connectivity
- Limited advanced UI customization
- Requires basic familiarity with ServiceNow

□ Conclusion

This project demonstrates the potential of low-code platforms like ServiceNow in digitizing real-world administrative functions. It enhances efficiency, reduces human errors, and offers scalable solutions for educational institutions.

□ Future Scope

- Add modules for teacher and staff management
- Integrate notification system (email/SMS)
- Real-time dashboard analytics
- Fee and library management integration

□□ Team Member

Mahammad Mansoor

- ServiceNow Developer
- [GitHub](#)

Instructions for Executing and Uploading the Update Set in ServiceNow

Step 1: Download the Update Set

- Download the Update Set from the repository named "**Educational Organisation**".

Step 2: Log into Your Personal Developer Instance

- Go to your ServiceNow PDI (Personal Developer Instance).

Step 3: Upload the Update Set

- Navigate to: System Update Sets → Retrieved Update Sets
- Click "**Import Update Set from XML**"
- Upload the .xml file you downloaded in Step 1

Step 4: Review and Commit the Update Set

- Open the uploaded Update Set
- Click **Preview Update Set**
- Review any conflicts or warnings
- Click **Commit** to apply it

Step 5: Verify the Update

- Go to System Update Sets → Local Update Sets
- Check for "Educational Organisation" listed as applied

Step 6: Access the Tables

Search for the following in the **ServiceNow navigator**:

1. **Salesforce**
2. **Admissions**
3. **Student Progress**

You are now ready to view, modify(personalize), and extend the project.