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

Fig1:salesforce table

Fig2:Admission table

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.