

□ 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 the 'Salesforce - Create SAL0001001' form in the ServiceNow interface. The form is titled 'Salesforce New record'. It contains the following fields:

- Admin Number: SAL0001001
- Admin Date: [Empty]
- Grade: -- None --
- Student Name: [Empty]
- Father Name: [Empty]
- Mother Name: [Empty]
- Father Cell: [Empty]
- Mother Cell: [Empty]

A 'Submit' button is located at the bottom left of the form. The ServiceNow header shows 'All Favorites History Workspaces' and a search bar. The browser's taskbar at the bottom shows the date as 01-07-2025 and time as 06:35 PM.

Fig1:salesforce table

The screenshot shows the 'Admission - Create SAL0001002' form in the ServiceNow interface. The form is titled 'Admission New record'. It contains the following fields:

- Admission Number: SAL0001001
- Purpose Of Join: -- None --
- Student Name: [Empty]
- Father Name: [Empty]
- Mother Name: [Empty]
- Comments: [Empty]
- Admin Date: [Empty]
- Grade: -- None --
- Fee: \$ 0.00
- Father Cell: [Empty]
- Mother Cell: [Empty]
- Admin Status: -- None -- (dropdown menu is open)

The dropdown menu for 'Admin Status' is open, showing the following options:

- None --
- New
- Join In Progress
- Joined
- Rejected
- Closed
- Rejoined
- Cancelled

Below the main form, there is a section for 'School Details' and 'Address'. The 'School Area' is set to -- None --. A 'Submit' button is located at the bottom left of the form. The ServiceNow header shows 'All Favorites History Workspaces' and a search bar. The browser's taskbar at the bottom shows the date as 01-07-2025 and time as 06:37 PM.

Fig2:Admission table

ServiceNow Developers x Create SAL0001003 | Student P x +

dev308643.service-now.com/now/nav/ui/classic/params/target/u_student_progress.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_student_progress%26sysparm_checked_items%3D%26...

servicenow All Favorites History Workspaces : Student Progress - Create SAL0001003 Search

Student Progress New record

Admission Number SAL0001001

New Section Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

32°C Light rain Search web &... ENG IN 06:38 PM 01-07-2025

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.