

# **Project Planning Phase**

## **Project Planning**

### **Template**

#### **Educational Organisation Management using ServiceNow**

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Project Name	Educational Organisation Management using ServiceNow

#### **Project Planning – Educational Organisation Management using ServiceNow**

##### **Definition:**

Project planning is the process of defining the **scope, objectives, tasks, resources, and milestones** necessary to successfully execute a project. It provides a roadmap that ensures structured execution, minimizes risks, and guarantees that the project meets its intended goals. For an Education Management System, project planning ensures that modules such as admissions, academic tracking, workflows, and reporting are implemented efficiently and meet stakeholder expectations.

# The Project Planning Process in 5 Steps



## 1. Project Objectives

The primary objectives of this project are:

- Automate student admissions, enrollment, and approval processes.
- Centralize student records to ensure accurate and secure data management.
- Enable real-time tracking of academic performance, attendance, and progress.
- Streamline interdepartmental workflows and communication.
- Provide dashboards and analytics for data-driven decision-making.
- Ensure a user-friendly experience for students, teachers, and administrators.

## 2. Project Scope

**In-Scope:**

- Implementation of student admissions and enrollment module.
- Centralized student database management.
- Academic tracking and performance monitoring.

- Workflow automation and notifications.
- Reporting and analytics dashboards.
- User roles and access control implementation.

**Out-of-Scope:**

- Integration with third-party learning management systems (unless specified).
  - Physical infrastructure changes.
  - Offline student management processes outside ServiceNow.
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### **3. Project Phases**

#### **Phase 1: Requirement Gathering & Analysis**

- Identify stakeholder needs, including students, teachers, and administrators.
- Document functional and non-functional requirements.
- Create use cases, workflow diagrams, and process maps.
- Define key performance indicators (KPIs) to measure project success.

#### **Phase 2: System Design & Solution Architecture**

- Design system architecture including presentation, application, and data layers.
- Define data models and database schema.
- Develop module-wise functional design for Admissions, Academic Tracking, Workflow Automation, and Reporting.
- Plan user roles, permissions, and security protocols.

#### **Phase 3: Development & Configuration**

- Configure ServiceNow modules and dashboards according to design.
- Develop forms, workflows, validation scripts, and automated notifications.
- Implement role-based access control for students, teachers, and administrators.
- Integrate reporting and analytics modules.

#### **Phase 4: Testing & Quality Assurance**

- Conduct unit, integration, system, and user acceptance testing (UAT).
- Perform performance, load, and security testing.

- Fix defects, optimize workflows, and validate system functionality.

#### **Phase 5: Deployment & Training**

- Deploy the system to the production environment.
- Conduct training sessions for students, teachers, and administrators.
- Provide user manuals and documentation for ongoing support.

#### **Phase 6: Monitoring & Maintenance**

- Monitor system performance and collect user feedback.
  - Perform regular updates, bug fixes, and enhancements.
  - Generate reports and analytics to support continuous improvement.
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### **4. Resource Planning**

- **Project Manager:** Oversees planning, execution, and delivery.
  - **Business Analyst:** Gathers requirements and validates workflows.
  - **ServiceNow Developer:** Configures platform modules, scripts, and dashboards.
  - **Tester/QA:** Ensures system functionality, performance, and usability.
  - **Trainers:** Conduct end-user training sessions.
  - **Stakeholders:** Provide feedback and validate UAT.
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### **5. Risk Management**

#### **Potential Risks:**

- Delays in requirement approvals.
- Integration challenges with existing systems.
- Resistance to adoption by users.
- Data migration errors from legacy systems.

#### **Mitigation Strategies:**

- Conduct stakeholder workshops and approvals.
- Plan phased integration and testing.
- Provide comprehensive training and support for users.

- Validate data migration with sample datasets before full implementation.
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## 6. Milestones & Deliverables

- Requirement specification document finalized and approved.
  - System design and architecture completed.
  - Configured ServiceNow modules and dashboards.
  - Completed testing (unit, integration, system, UAT).
  - Production deployment completed.
  - Training and documentation provided to users.
  - Post-deployment monitoring and maintenance implemented.
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## 7. Conclusion

Effective project planning provides a **structured roadmap** for implementing the Education Management System successfully. By defining clear objectives, phases, resources, and risk mitigation strategies, the project ensures the delivery of a system that is **efficient, secure, automated, and user-friendly**, resulting in enhanced operational productivity and user satisfaction.