1. INTRODUCTION

1.1 Project Overview

The Educational Organisation Management System is a digital solution built on the ServiceNow platform to manage student admissions in a structured and automated way. This project includes custom tables, forms, flows, and scripts that help administrators streamline data entry and approval processes.

1.2 Purpose

The purpose of this project is to simplify and automate the student admission process using a low-code platform like ServiceNow. It minimizes human error, speeds up data handling, and enhances visibility into admission records.

2. IDEATION PHASE

2.1 Problem Statement

Manual admission processes are time-consuming, error-prone, and lack real-time tracking or digital data storage.

2.2 Empathy Map Canvas

Empathy map canvas is used to understand the users' need’s.

2.3 Brainstorming

Multiple ideas were explored such as using Google Forms, Excel Sheets, and external tools, but ServiceNow was selected due to its native workflow, form, and scripting capabilities.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

Mapped student journey from application to approval.

3.2 Solution Requirement

The system should collect admission details, validate inputs, assign auto-generated admission numbers, and allow form approval.

3.3 Data Flow Diagram

Shows flow of data between student form, database, and approval stage.

3.4 Technology Stack

- Platform: ServiceNow
- Scripting: JavaScript (Client Scripts)
- Tools: Flow Designer, Form Designer, Update Sets

4. PROJECT DESIGN

4.1 Problem Solution Fit

The solution fits well for institutions looking to digitize the admission process using a proven ITSM platform.

4.2 Proposed Solution

Design and deploy a custom admission management module in ServiceNow, with auto-numbering, client-side logic, and approval flows.

4.3 Solution Architecture

Architecture includes custom tables, UI forms, client scripts, and flow designer for approvals.

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Project was planned across the following phases:

- Requirement Gathering
- Instance Setup
- Table/Form Design
- Flow Design
- Testing & Submission

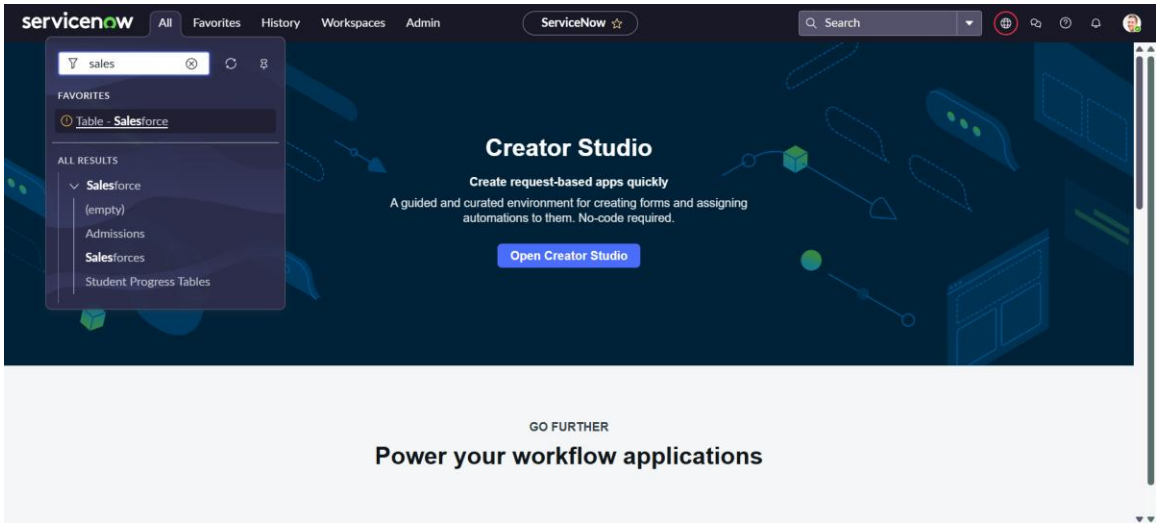
6. FUNCTIONAL AND PERFORMANCE TESTING

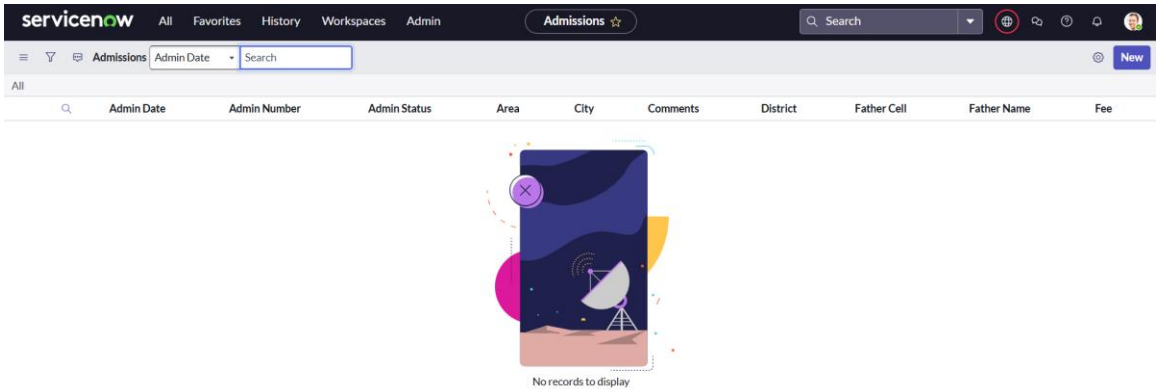
6.1 Performance Testing

Basic form load and submission times were tested. All operations performed smoothly under normal usage. No performance issues encountered.

7. RESULTS

7.1 Output Screenshots





Admission [u_admission]
New record

Submit

Admin Number SAL0001008
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

School Area -- None --
School -- None --

Submit

Salesforces Admin Date Search

New

All

Admin Date	Admin Number	Father Cell	Father Name	Grade	Mother Cell	Mother Name	Student Name

No records to display

servicenow All Favorites History Workspaces Admin Salesforce - New Record ☆ Search

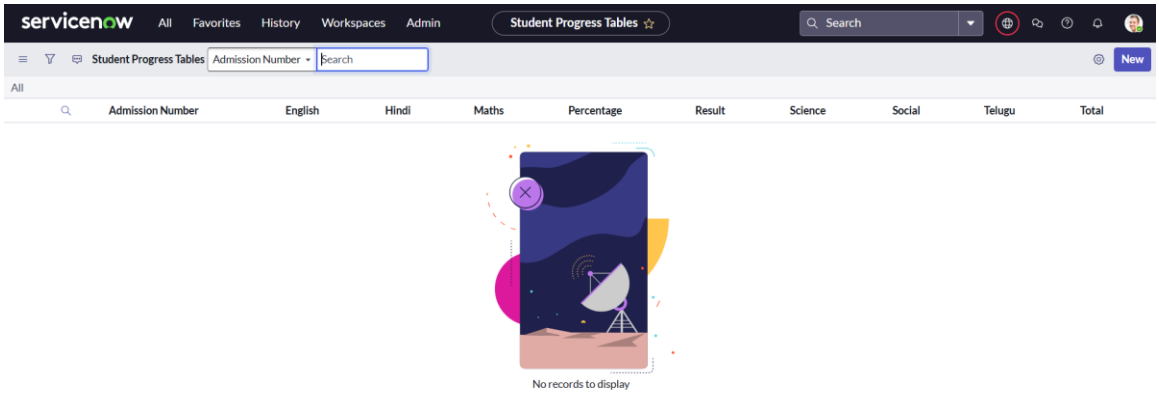
Salesforce
New record

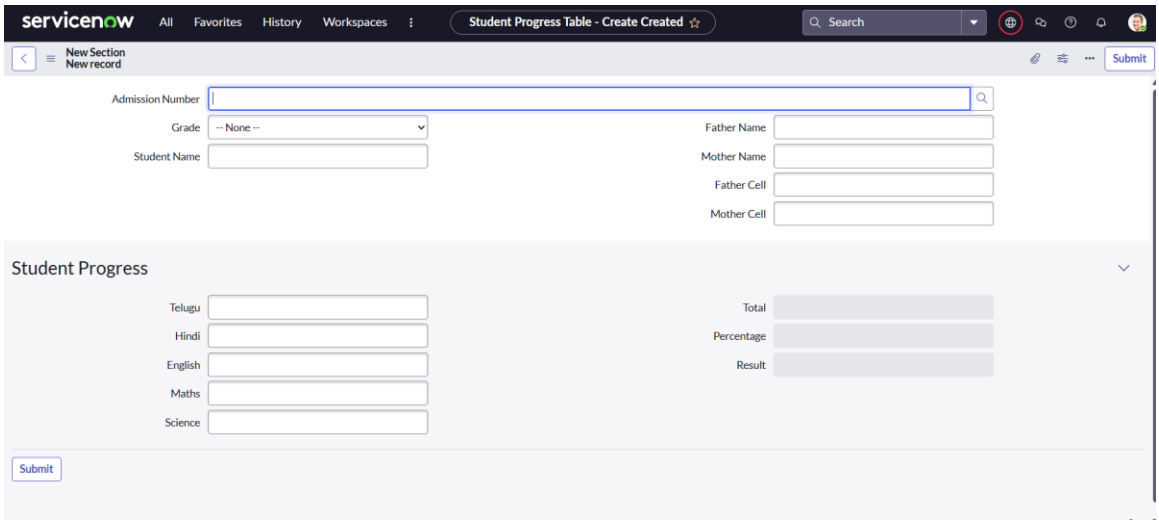
Submit

Admin Number SAL0001009
Admin Date
Grade -- None --
Student Name

Father Name
Mother Name
Father Cell
Mother Cell

Submit





Output screenshots are added manually to showcase the final working system.

8. ADVANTAGES & DISADVANTAGES

Advantages:
- Low-code implementation
- Faster development
- Built-in workflows

Disadvantages:
- Limited offline capabilities
- Platform-specific customizations required

9. CONCLUSION

This project effectively automates the student admission workflow using ServiceNow. It demonstrates how low-code platforms can replace manual processes with streamlined, digital operations.

10. FUTURE SCOPE

The system can be extended to include SMS/Email notifications, parent dashboards, fee tracking integration, and data analytics dashboards.

11. APPENDIX

GitHub & Project Demo Link: GitHub - Educational-Organisation-Management-System