

## **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

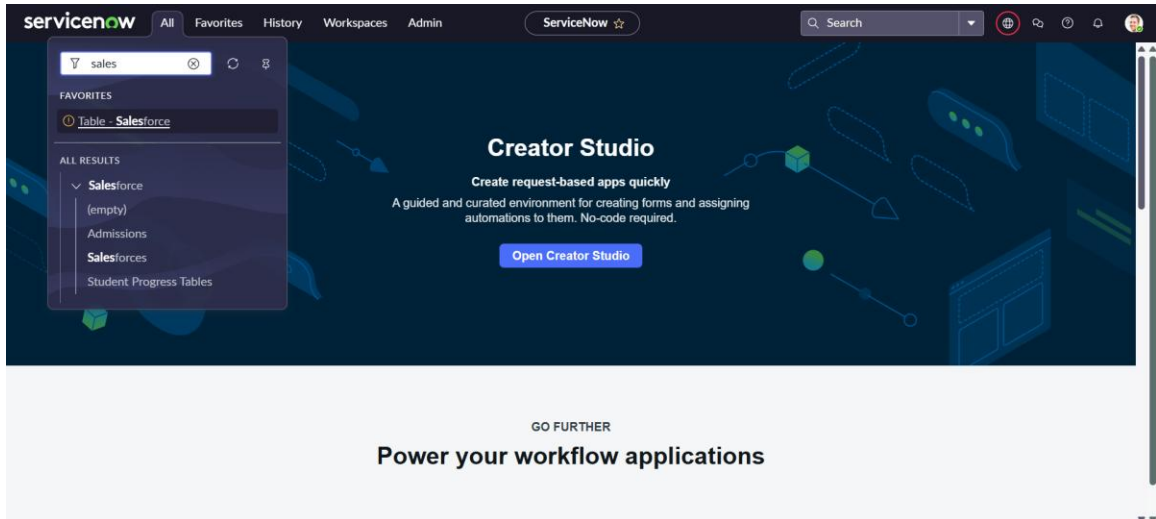
## **6. FUNCTIONAL AND PERFORMANCE TESTING**

### **6.1 Performance Testing**

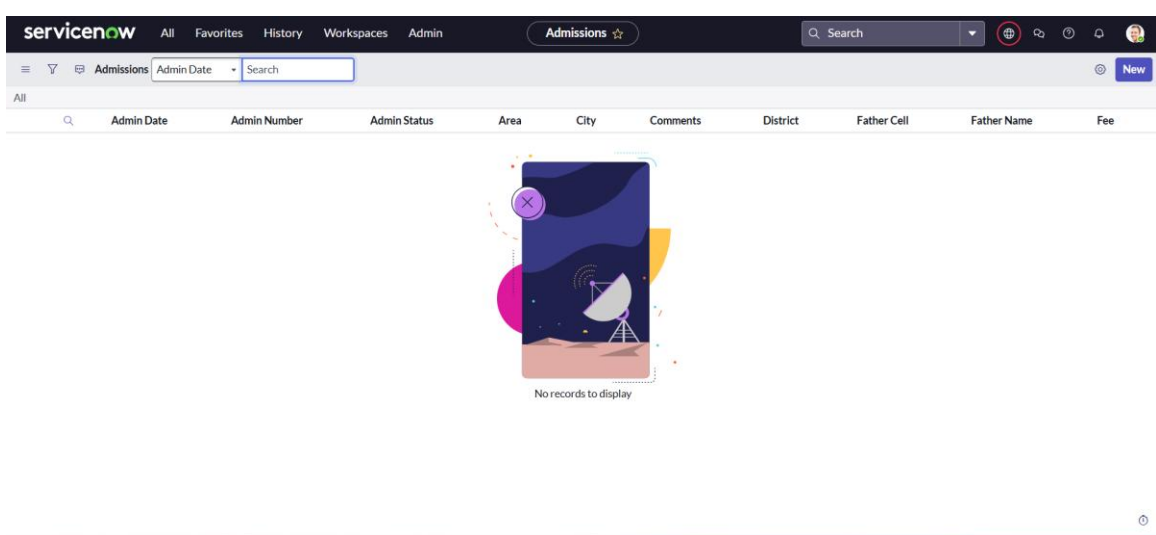
Basic form load and submission times were tested. All operations performed smoothly under normal usage. No performance issues encountered.

## 7. RESULTS

### 7.1 Output Screenshots



The screenshot shows the ServiceNow Creator Studio interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'ServiceNow'. A search bar on the right contains the text 'Search'. On the left, a search dropdown is open for the term 'sales'. It shows 'FAVORITES' with 'Table - Salesforce' and 'ALL RESULTS' with a list: 'Salesforce (empty)', 'Admissions', 'Salesforces', and 'Student Progress Tables'. The main content area is titled 'Creator Studio' with the subtitle 'Create request-based apps quickly' and a description: 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' Below this is a button 'Open Creator Studio'. At the bottom, a section titled 'GO FURTHER' says 'Power your workflow applications'.



The screenshot shows the ServiceNow Admissions table view. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Admissions'. A search bar on the right contains the text 'Search'. Below the navigation bar, there is a table header with columns: 'Admin Date', 'Admin Number', 'Admin Status', 'Area', 'City', 'Comments', 'District', 'Father Cell', 'Father Name', and 'Fee'. The table body is empty, displaying a large graphic with the text 'No records to display'.

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Admission [u.admission]

New record

Submit

Admin Number

SA10001000

Admin Date

Purpose of join

-- None --

Grade

-- None --

Student Name

Fee

\$

0.00

Father Name

Father Cell

Mother Name

Mother Cell

Admin Status

-- None --

Comments

School Details

Address

School Area

-- None --

School

-- None --

Submit

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▼

Salesforces

Admin Date

Search

New

All	Admin Date	Admin Number	Father Cell	Father Name	Grade	Mother Cell	Mother Name	Student Name
<div><div></div><div>No records to display</div></div>								

servicenow

All

Favorites

History

Workspaces

Admin

Salesforce - New Record

Search

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Salesforce

New record

Submit

Admin Number

SA10001000

Admin Date

Grade

-- None --

Student Name

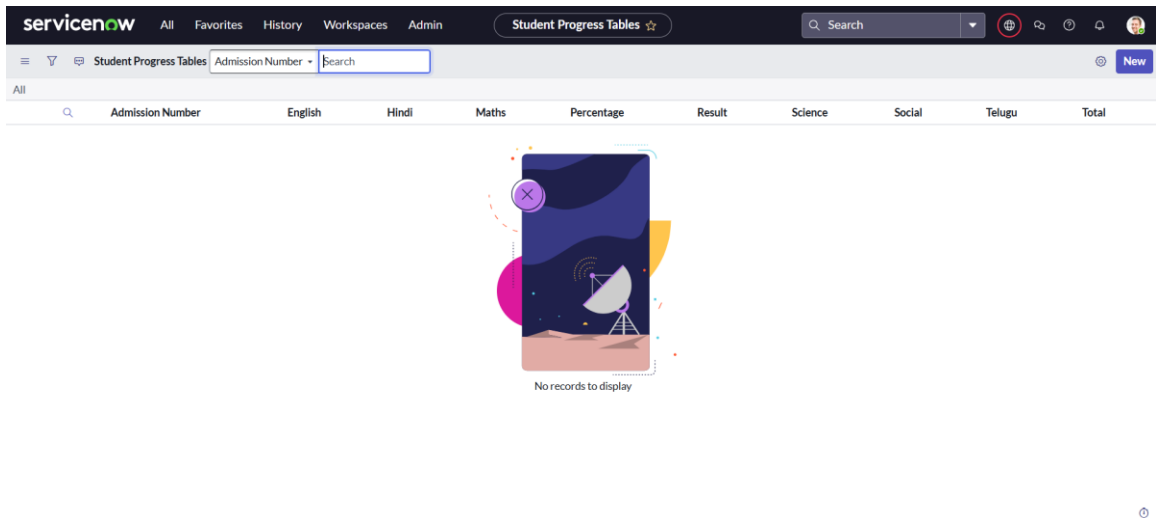
Father Name

Mother Name

Father Cell

Mother Cell

Submit



**servicenow** All Favorites History Workspaces Admin Student Progress Table - Create Created

New Section New record

Admission Number

Grade

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

**Student Progress**

Telugu

Hindi

English

Maths

Science

Total

Percentage

Result

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](#)