

# Service Now Project Documentation

## Introduction:

*The Educational Organization Management System today's rapidly evolving educational landscape, technology plays a vital role in improving operational efficiency, communication, and service delivery. Our educational organization has adopted ServiceNow, a powerful cloud-based platform, to streamline processes, enhance collaboration, and provide better support for students, faculty, and administrative staff. By implementing ServiceNow, we aim to transform traditional workflows into automated, efficient, and transparent systems. The platform enables us to manage IT services, student requests, human resources, and campus operations through a unified digital interface. This not only reduces manual effort but also ensures faster response times, improved service quality, and data-driven decision-making.*

***Project Title: Educational Organisation Using ServiceNow***

## ***Team Members:***

***Team Leader: POOJA R***

***Team member: SREE DHANUSHA M***

***Team member: SUBITHA R***

***Team member: VALLI S***

## PROJECT OVERVIEW:

*This project focuses on the implementation of ServiceNow within an educational organization to enhance efficiency, transparency, and service delivery across departments. the implementation of ServiceNow transforms the organization into a digitally empowered educational ecosystem, promoting collaboration, operational excellence, and continuous innovation in academic and administrative functions.*

## **PURPOSE:**

*Streamline workflows and reduce manual tasks.*

*Improve communication between students, faculty, and staff.*

*Enhance service delivery through automation and self-service options.*

*Provide better visibility into operations for informed decision-making.*

*Foster a collaborative, technology-driven learning environment.*

## **FEATURES:**

*1. Service Management System – Automates IT, HR, and facility service requests for quicker resolutions.*

*2. Self-Service Portal – Allows students and staff to easily log requests, access information, and track progress.*

*3. Knowledge Base – Provides a centralized repository of guides, FAQs, and solutions to common issues.*

*4. Workflow Automation – Digitizes manual processes such as admissions, attendance tracking, and approvals.*

*5. Incident and Problem Management – Helps identify, track, and resolve issues efficiently.*

## **ARCHITECTURE:**

### **Frontend:**

- *Developed using HTML, CSS, and JavaScript*
- *UI built through ServiceNow UI Pages and Catalog Items*

### **Backend:**

- *Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer*

### **Database:**

- *Tables created using the Table module in ServiceNow and Data stored in platform-native schema with relationships and reference*

## Setup Instructions:

### Prerequisites:

*ServiceNow Developer Account or Personal Developer Instance (PDI) or Basic knowledge of ServiceNow Studio.*

### Installation Steps:

*Step 1: Sign in at <https://developer.servicenow.com>*

*Step 2: Request and activate your Personal Developer Instance*

*Step 3: Create Update Set → Tables → Forms → Process Flows Step 4: Deploy Client Scripts for automation.*

## Running the Application:

### Run the application:

- *Log into your ServiceNow PDI*
- *Navigate to the created application.*

## Authentication:

• *Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACLs).*

## Testing:

- *Manual testing was done through the ServiceNow form submission interface.*
- *Validations verified via on Change and on Load client scripts.*
- *Fields were tested for automation, data flow, and visual updates.*

**servicenow** All Favorites History Workspaces | Student Progress - Create SAL0001011

Student Progress  
New record

Admission Number

Grade

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

**Student Progress**

Traps

Hind

English

Hatha

Science

Social

Total

Percentage

Result

Submit

**servicenow** All Favorites History Workspaces | Admission - Create SAL0001012

Admission  
New record

Admission Number

Purpose of job

Student Name

Father Name

Mother Name

Comments

Admission Date

Grade

Fee \$

Father Cell

Mother Cell

Admission Status

**School Details** **Address**

Pincode

Mandal

House No

Area

City

District

Submit

**servicenow** All Favorites History Workspaces | Salesforce - Create SAL0001013

Salesforce  
New record

Admission Number

Admission Date

Grade

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Submit

