Service Now Project Report

Project Title: **Educational Organisation Using ServiceNow**

INTRODUCTION:

In 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 Overview:

- *This project focuses on the implementation of ServiceNow within an educational organization to enhance efficiency, transparency, and service delivery across departments. The main objective is to digitize and automate routine academic and administrative processes, enabling seamless communication and effective management of services for students, faculty, and staff.*
- *ServiceNow provides a unified platform that integrates various functions such as IT service management, human resources, facility management, and student support systems. Through this project, the organization aims to replace manual, paper-based workflows with smart automation tools, ensuring faster response times and improved service quality.*
- *The project also emphasizes data-driven decision-making by using real-time analytics and performance dashboards. This helps the institution monitor operations, identify areas for improvement, and deliver a superior user experience.*

PURPOSE:

The main purpose of implementing ServiceNow in an educational organization is to create a centralized, automated, and efficient digital environment that supports academic and administrative operations.

- *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.*

Ideation Phase:

1. Problem Identification

- *Delays in handling student and staff service requests.*
- *Lack of centralized communication and transparency.*
- *Inefficient manual workflows in IT, HR, and administrative operations.*
- *Difficulty in tracking performance and service quality.*

2. Goal Definition

- *Streamlining academic and administrative processes.*
- *Enhancing collaboration between departments.*
- *Improving service response times and user satisfaction.*

3. Idea Generation

- *Developing a self-service portal for student and staff support.*
- *Automating IT ticket management and HR service delivery.*
- *Integrating ServiceNow with learning management and ERP systems.*
- *Creating dashboards for real-time monitoring and reporting.*

4. Feasibility Analysis

Each idea is evaluated for technical feasibility, cost-effectiveness, and alignment with institutional goals. This helps prioritize which processes should be digitized first and ensures efficient resource utilization.

5. Conceptualization

Finally, a conceptual model or prototype is prepared to visualize how ServiceNow will function within the organization. This model outlines key modules, workflows, and integration points.

REQUIREMENTANALYSIS:

Customer Journey Map:

- *Admin logs into ServiceNow*
- *Navigates to Admission module*
- *Fills student data (with auto-filled fields)*
- *Views student performance*

- *Processes admission status using workflows*

Solution Requirements:

- *Custom tables: Salesforce, Admission, Student Progress*
- *Forms, views, and layouts configuration*
- *Automation using Client Scripts*
- *Admission lifecycle managed through workflow*

PROJECTPLANNING&SCHEDULING:

Timeline Plan

Week	*Activities*
Week 1	*Instance Setup & Update Set Creation*
Week 2	*Table &Field Design*
Week 3	*Form Layouts &Views*
Week 4	*Process Flow & Client Scripts*
Week 5	*Testing &Documentation*

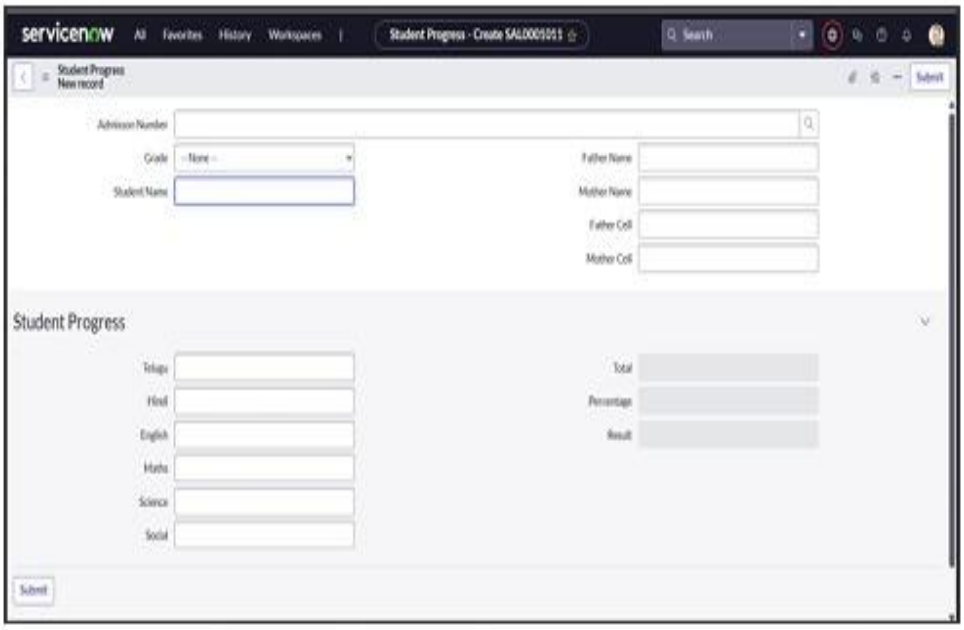
ADVANTAGES&DISADVANTAGES:

Advantages:

- *Cloud-based, on installation needed*
- *Easy for 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*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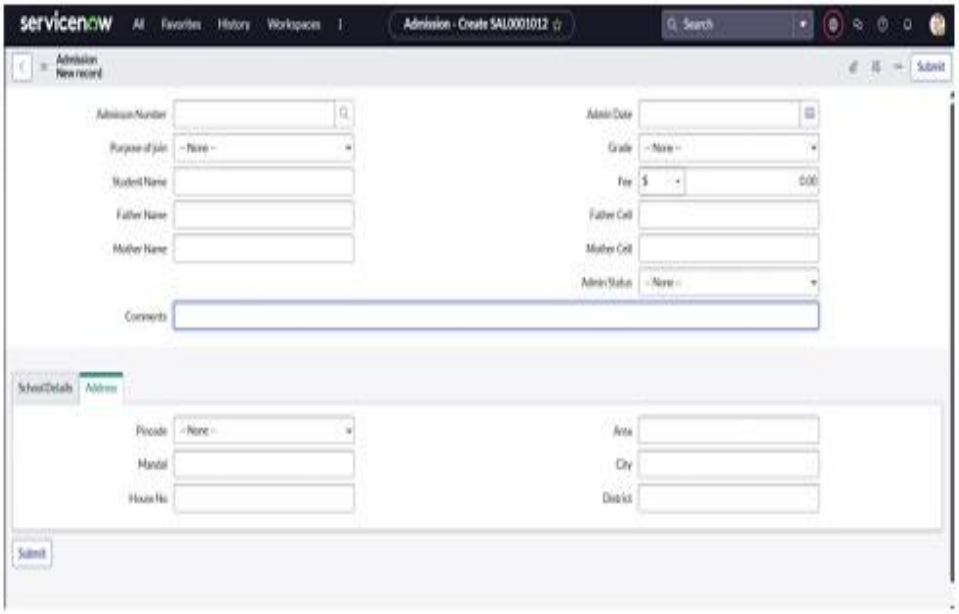
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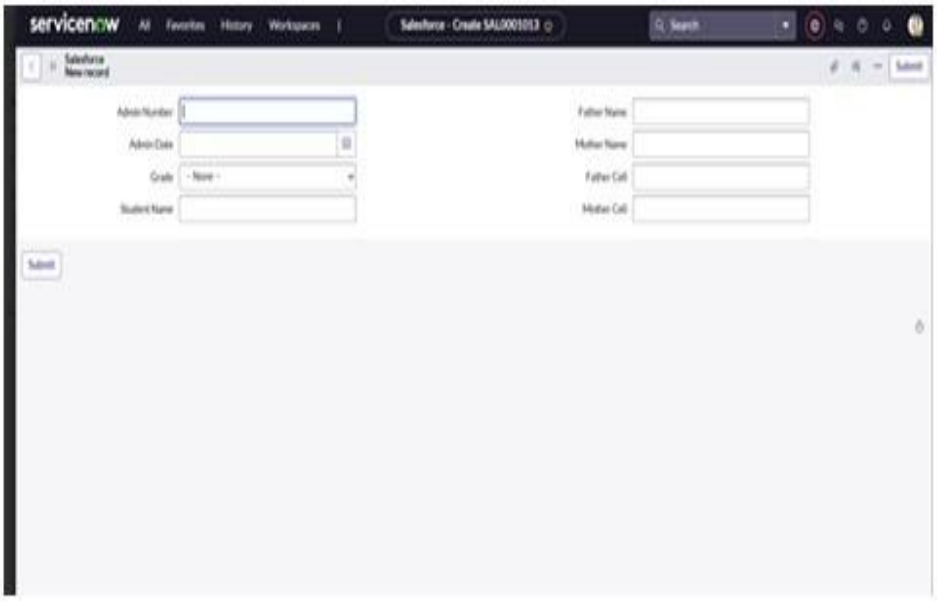
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Workspaces
Salesforce - Create SAL0001013
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Salesforce
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Admin Date
Grade
- None -
Student Name
Father Name
Mother Name
Father Cell
Mother Cell
Submit

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.

FUTURESCOPE:

- *Add modules for teacher and staff management*
- *Integrate notification system (email/SMS*
- *Real-time dashboard analytics*
- *Fee and library management integration*