

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:

To 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.

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Student Progress - New record

Admission Number	Grade	Father Name
<input type="text"/>	<input type="text"/> - None -	<input type="text"/>
Student Name	Mother Name	Father Cell
<input type="text"/>	<input type="text"/>	<input type="text"/>
	Mother Cell	<input type="text"/>

Student Progress

Urdu	Total
<input type="text"/>	<input type="text"/>
Hindi	Percentage
<input type="text"/>	<input type="text"/>
English	Result
<input type="text"/>	<input type="text"/>
Maths	
<input type="text"/>	
Science	
<input type="text"/>	
Social	
<input type="text"/>	

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Admission - New record

Admission Number	Admin Date
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Purpose of join	Grade
<input type="text"/> - None -	<input type="text"/> - None -
Student Name	Fee
<input type="text"/>	\$ <input type="text"/> 00
Father Name	Father Cell
<input type="text"/>	<input type="text"/>
Mother Name	Mother Cell
<input type="text"/>	<input type="text"/>
Comments	Admin Status
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School Details

Pincode	Area
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Postal	City
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House No	District
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Salesforce - New record

Admission Number	Father Name
<input type="text"/>	<input type="text"/>
Admission Date	Mother Name
<input type="text"/>	<input type="text"/>
Grade	Father Cell
- None -	<input type="text"/>
Student Name	Mother Cell
<input type="text"/>	<input type="text"/>

