# Educational Organisation Using ServiceNow
# NAAN MUDALVAN PROJECT

## TEAM ID:

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## ST.JOSEPH'S COLLEGE (ARTS & SCIENCE)

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# INTRODUCTION

Educational organizations manage a wide range of academic, administrative, and support activities.
Often, these processes are handled manually or through disconnected systems, causing inefficiencies.
Common challenges include delayed responses, miscommunication, and lack of process transparency.
Digital transformation is essential to streamline operations and improve user experience.

This project, **"Educational Organization Using ServiceNow,"** aims to modernize institutional workflows.
ServiceNow is a powerful cloud-based platform known for workflow automation and application development.
It offers an ideal solution for managing services across departments in a centralized way.

The system will support various functions such as:

- Student inquiry and support services
- Faculty and staff service requests
- IT ticketing and incident resolution
- Facility management and maintenance tracking

Features like self-service portals, automated workflows, and real-time reporting will be included.
ServiceNow enables better communication, faster response times, and reduced manual work.
Role-based access and secure data handling ensure compliance and data privacy.

The platform's low-code tools allow easy customization for different institutional needs.
Dashboards and analytics provide insights to improve decision-making and planning.
This digital approach enhances operational efficiency and educational quality.

Ultimately, the project demonstrates how ServiceNow can transform educational environments.
It shows the value of using enterprise platforms beyond IT to solve real-world problems in education.

# ABSTRACT

Educational institutions face numerous challenges in managing their administrative, academic, and support services. Traditional methods, such as manual processes and fragmented systems, often result in inefficiencies, delays, and lack of visibility across departments. To address these issues, this project proposes the use of **ServiceNow**, a cloud-based enterprise platform, to streamline and automate key workflows within an educational organization.

The project focuses on developing a centralized system using ServiceNow that supports student services, faculty requests, IT support, facility management, and more. Key features include self-service portals, automated approval workflows, knowledge management, and real-time reporting. By digitizing routine operations and integrating various functions into a single platform, the system enhances efficiency, transparency, and user satisfaction.

This solution not only reduces manual effort and response time but also provides data-driven insights for better decision-making. Scalable and customizable, it can be adapted to different types and sizes of educational institutions. The project demonstrates how ServiceNow's capabilities can extend beyond IT service management to transform educational environments through smart automation and digital innovation.

# PROBLEM STATEMENT

Managing administrative, academic, and support operations in educational organizations is often a complex and time-consuming process. Many institutions still depend on traditional methods such as paper forms, emails, spreadsheets, or disconnected legacy systems to handle internal requests and workflows. These outdated approaches lead to several challenges:

- Lack of centralized and real-time tracking of student, staff, and departmental requests.
- Difficulty in managing and automating routine services such as IT support, facility maintenance, or student inquiries.
- Limited visibility into workflow statuses and task ownership across departments.
- High chances of human errors, delays, and miscommunication due to manual processes.
- Inability to generate accurate reports or insights for strategic planning and decision-making.

As a result, educational institutions face inefficiencies that affect service delivery, staff productivity, and student satisfaction. This highlights the need for a scalable, automated, and user-friendly system to streamline operations and improve institutional efficiency

# SOLUTION

The proposed solution is to build an **Educational Process Management System** on the **ServiceNow platform**. ServiceNow, being a powerful low-code/no-code platform, offers all the tools necessary to create structured, automated workflows without requiring extensive programming expertise.

The solution involves:

- **Creating custom tables** to store data such as student records, staff details, service requests, and academic operations.
- **Defining relationships** between entities (e.g., students and services, departments and requests) for better data organization and tracking.
- **Configuring related lists** so that all requests, tasks, or incidents related to a student or department can be viewed in one centralized location.
- **Implementing business rules and flows** to automate approvals, route tasks, validate inputs, and ensure consistent data handling across the system.
- **Generating reports and dashboards** to provide insights into service performance, request volumes, and turnaround times.
- **Using update sets** to manage, version, and migrate customizations between development and production environments efficiently.

By leveraging ServiceNow's capabilities, the system aims to reduce manual work, streamline communication between departments, improve service delivery, and support data-driven decision-making across the educational organization.

# PRACTICAL USE

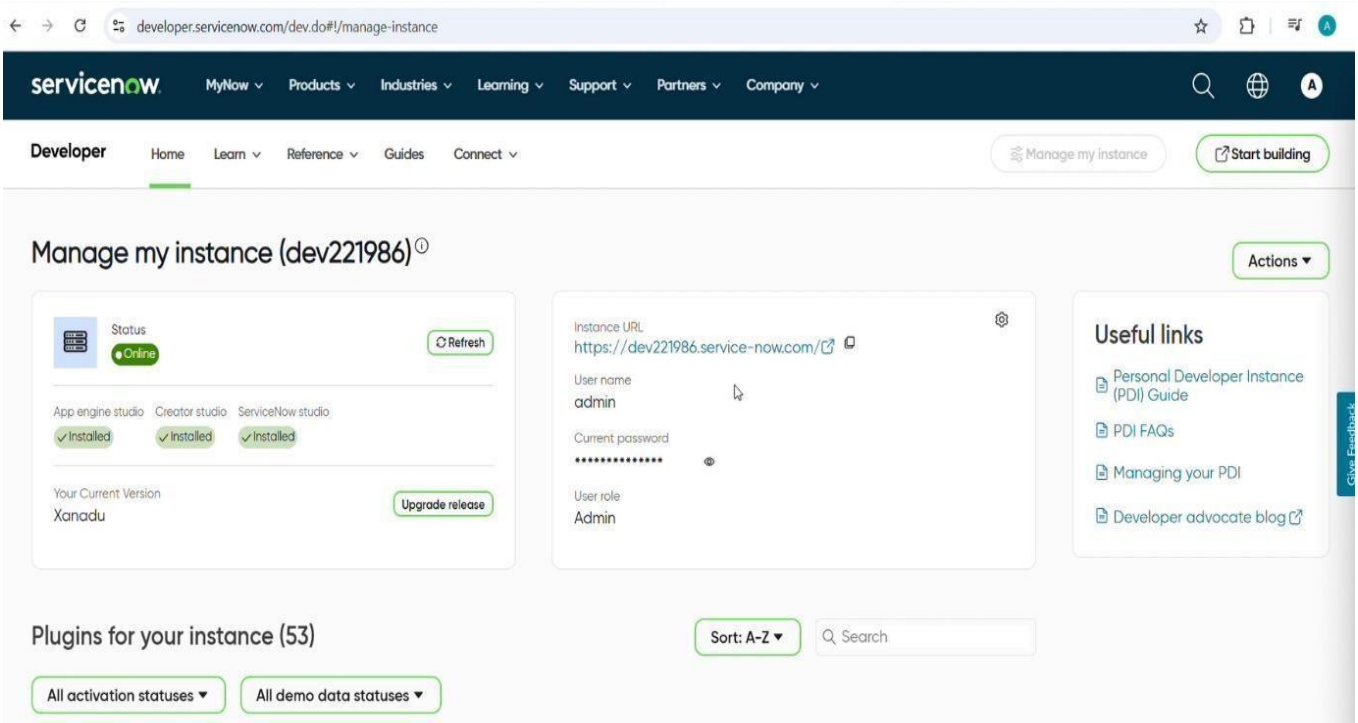
The Educational Process Management System built on ServiceNow helps institutions streamline and automate their administrative and academic workflows in a structured manner. It simplifies request handling, reduces errors from manual processes, and provides real-time visibility into operations. Educational organizations can use it to manage student services, staff requests, IT support, and facility maintenance efficiently, while generating reports to support data-driven decisions. Beyond educational institutions, this system can be adapted for other organizational environments requiring centralized workflow management, demonstrating ServiceNow’s versatility in addressing practical,on-ITchallenges.

# KNOWLEDGE GAINED

- Learned how to set up and configure a ServiceNow developer instance for educational process management.
- Understood the role of update sets in tracking and migrating customizations across environments.
- Gained practical experience in creating custom tables and fields to manage student, staff, and request data.
- Learned how to define relationships between tables for effective linked data management.
- Practiced configuring related lists to improve navigation and visibility of associated records.
- Understood how to implement business rules and workflows to automate approvals and validations.
- Gained insights into data modeling and database design concepts within ServiceNow.
- Learned how to design reports and dashboards for real-time monitoring of service requests and workflows.
- Understood how ServiceNow’s platform can be extended beyond IT to streamline educational administration.
- Improved overall skills in workflow automation, low-code development, and enterprise application design.

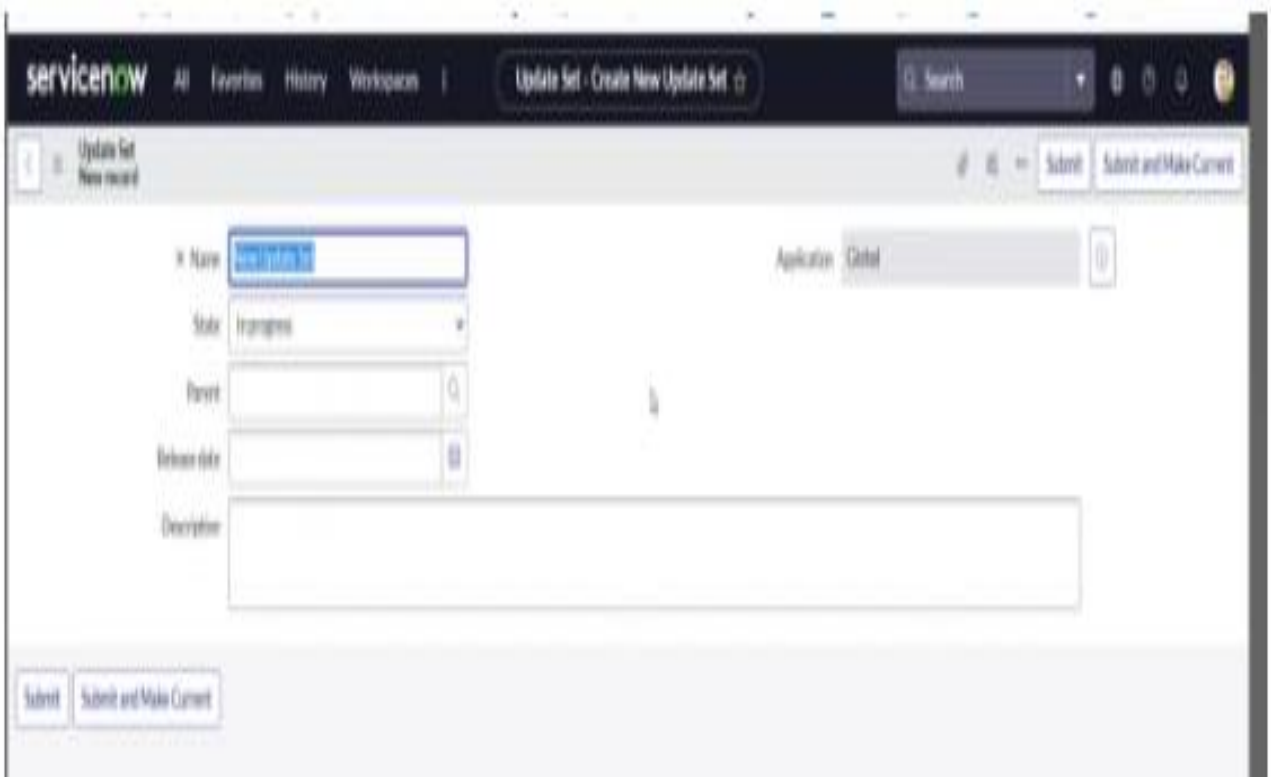
# MILESTONE 1: SETTING UP THE SERVICE NOW INSTANCE

- Go to the official ServiceNow Developer portal: https://developer.servicenow.com and create a developer account.
- After signing in, open the Personal Developer Instance section from the dashboard.
- Select Request Instance to generate a fresh ServiceNow environment for development.
- Provide the necessary details (like version selection) and confirm your request.
- Wait for the confirmation email containing your instance URL and login credentials.
- Use the credentials to log in to your newly created ServiceNow instance.
- Once inside, explore the interface and begin working on the platform.



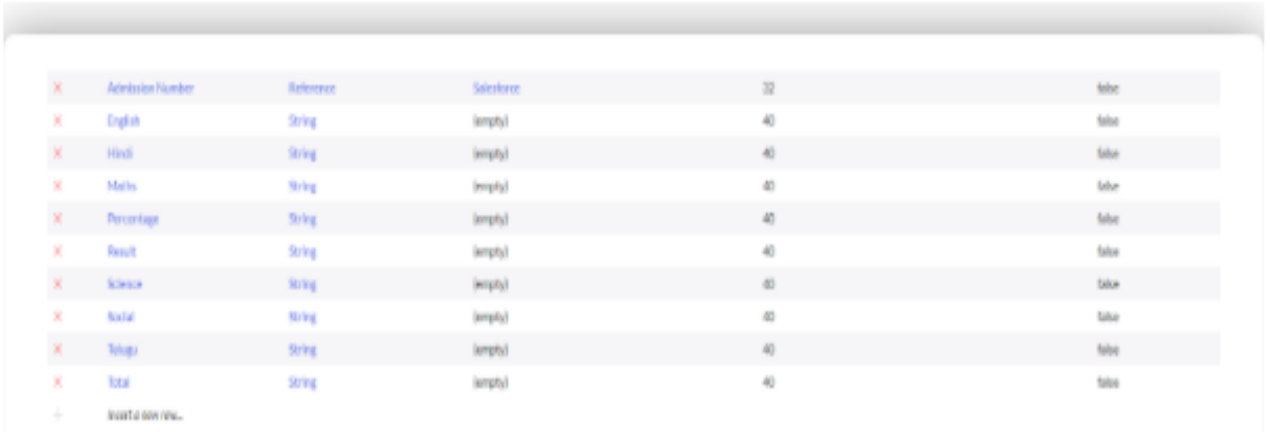
# MILSTONE 2: CREATION OF NEW UPDATE SET

- All >> Tables, Click on new
- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.
- Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .
- For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.
- Click on controls >> Enable Extensible.



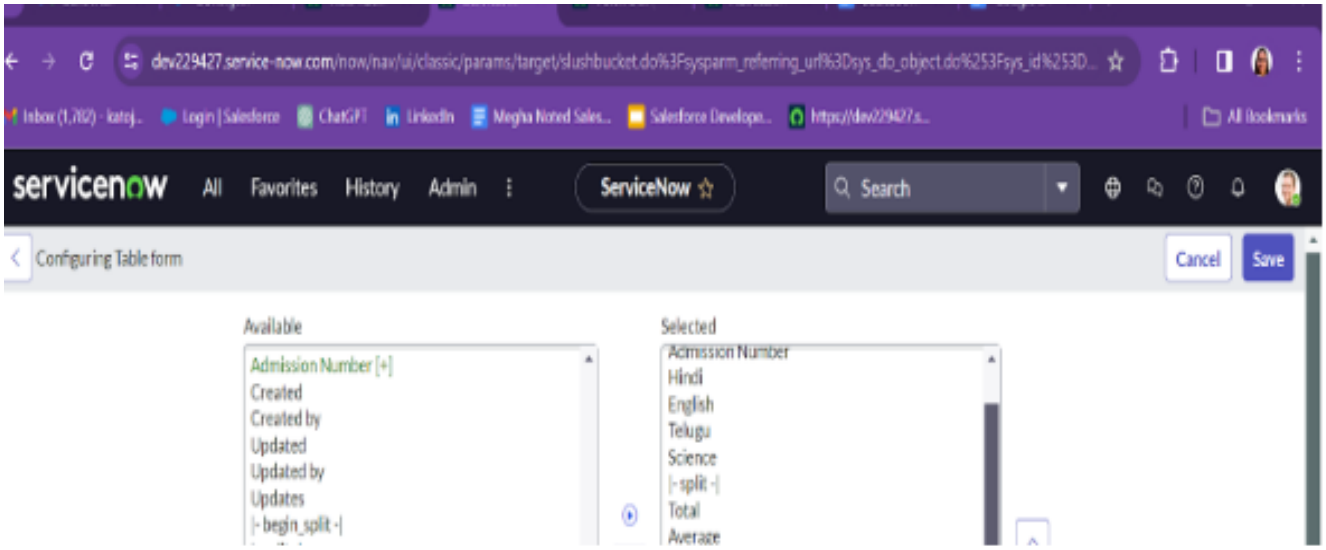
# MILSTONE 3: CREATION OF STUDENT PROGRESS TABLE

- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Create Fields as shown:



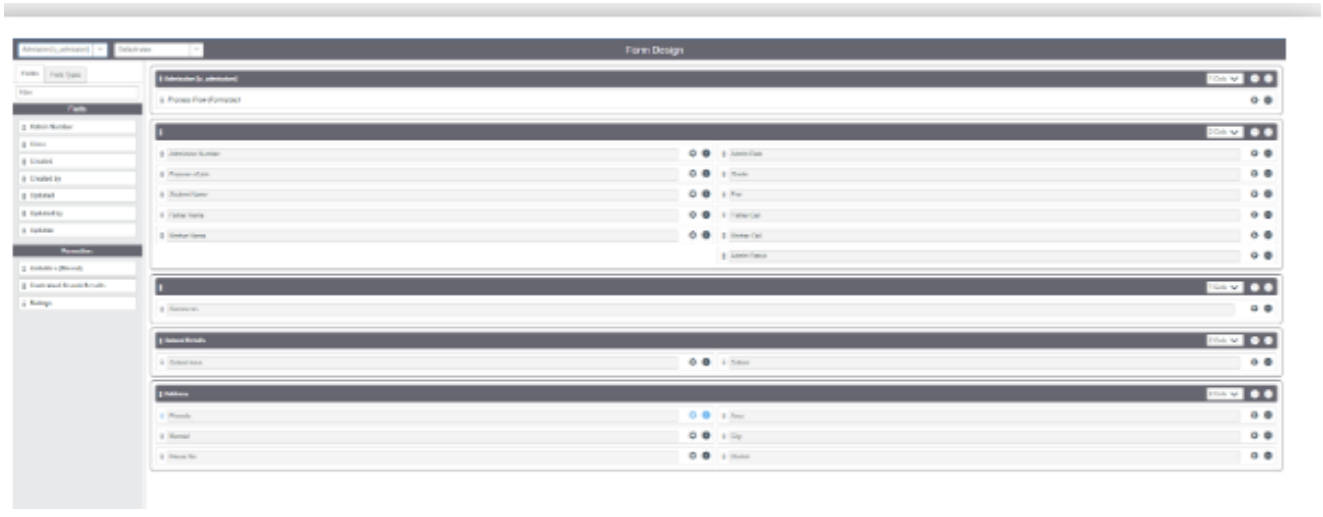
# Configuring Table form for Student Progress Table:

- In the Student Progress Table Page, Click on Layout form .
- Click on Admission Number [+] .
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



# MILSTONE 4: CREATION OF FORM DESIGN

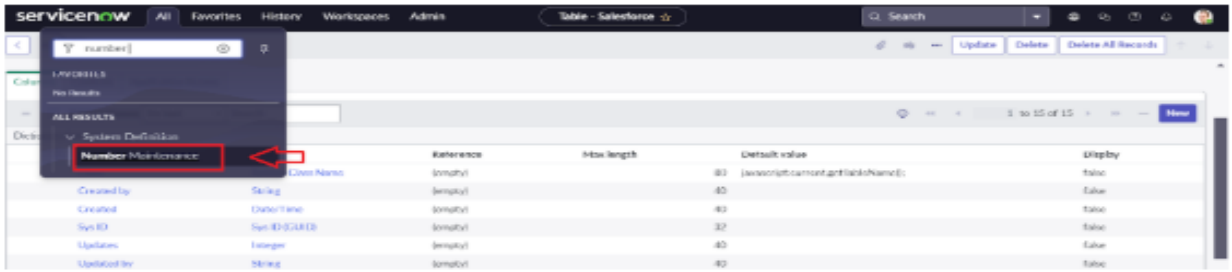
- All >> System Definition >> Tables .
- In Label Search for Salesforce and open .
- Right Click on top Toggle >> Configure >> Form Design.
- In drop down select Salesforce(u_salesforce).
- Drag and drop the fields to the left side as below.and save

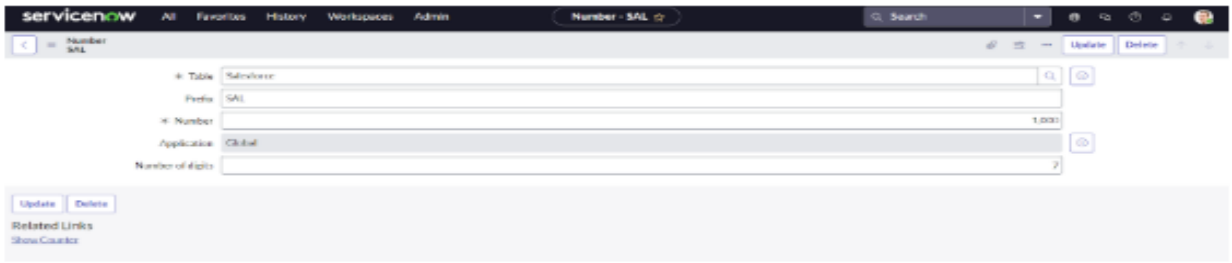

Form Design

# MILSTONE 5: CREATING NUMBER MAINTENANCE FOR ADMIN NUMBER

- All >> Number Maintenance >> New

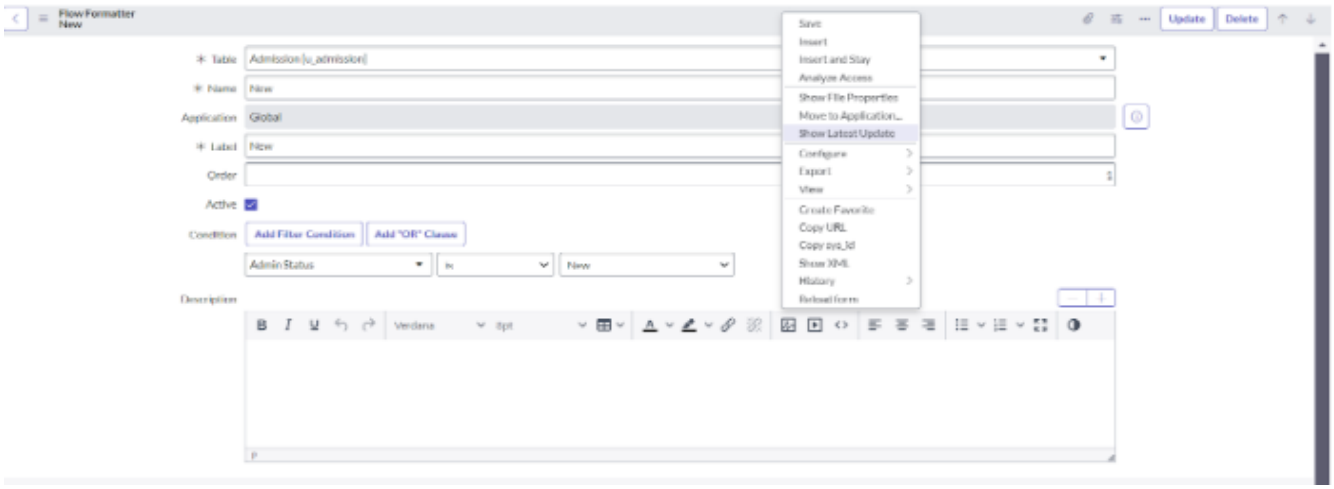



- Fill the details >> Submit.

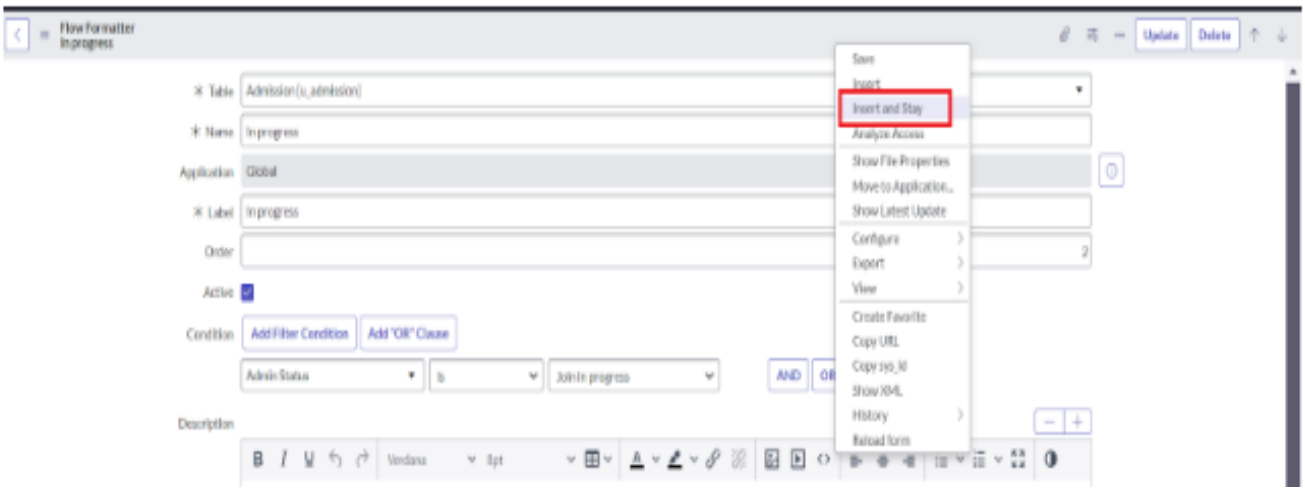


## MILSTONE 6:CREATING PROCESS FLOW FOR ADMISSION TABLE

- All >> Process Flow>> New.
- Fill the Details as given Below



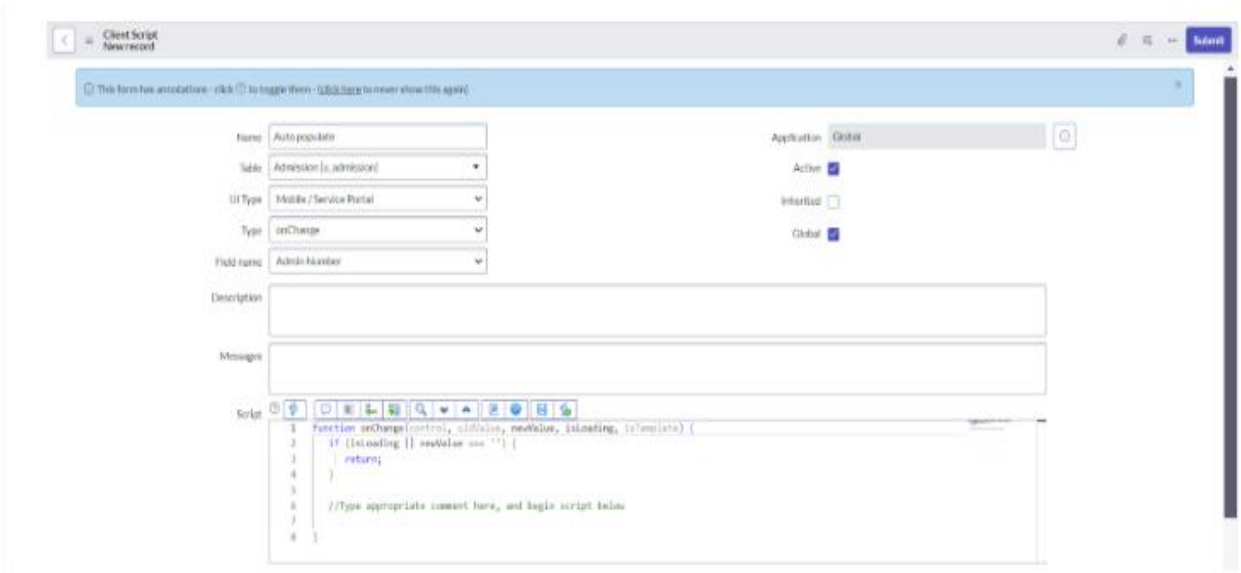
- Right Click on toggle and click on the save .
- Replace the Name and Label as below and click on Insert on stay.



- Replace the Name and Label in order and click on Insert on stay. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

## MILSTONE 7: CREATING “AUTO POPULATE” CLIENT SCRIPTS FOR ADMISSION TABLE

- All >> Client Scripts >> New.
- Fill the Details as given.




- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }


  //Type appropriate comment here, and begin script below
  var a = g_form.getReference('u_admission_number');
  g_form.setValue('u_admin_date',a.u_admin_date);
  g_form.setValue('u_grade',a.u_grade);
  g_form.setValue('u_student_name',a.u_student_name);
  g_form.setValue('u_father_name',a.u_father_name);
  g_form.setValue('u_mother_name',a.u_mother_name);
  g_form.setValue('u_father_cell',a.u_father_cell);
```

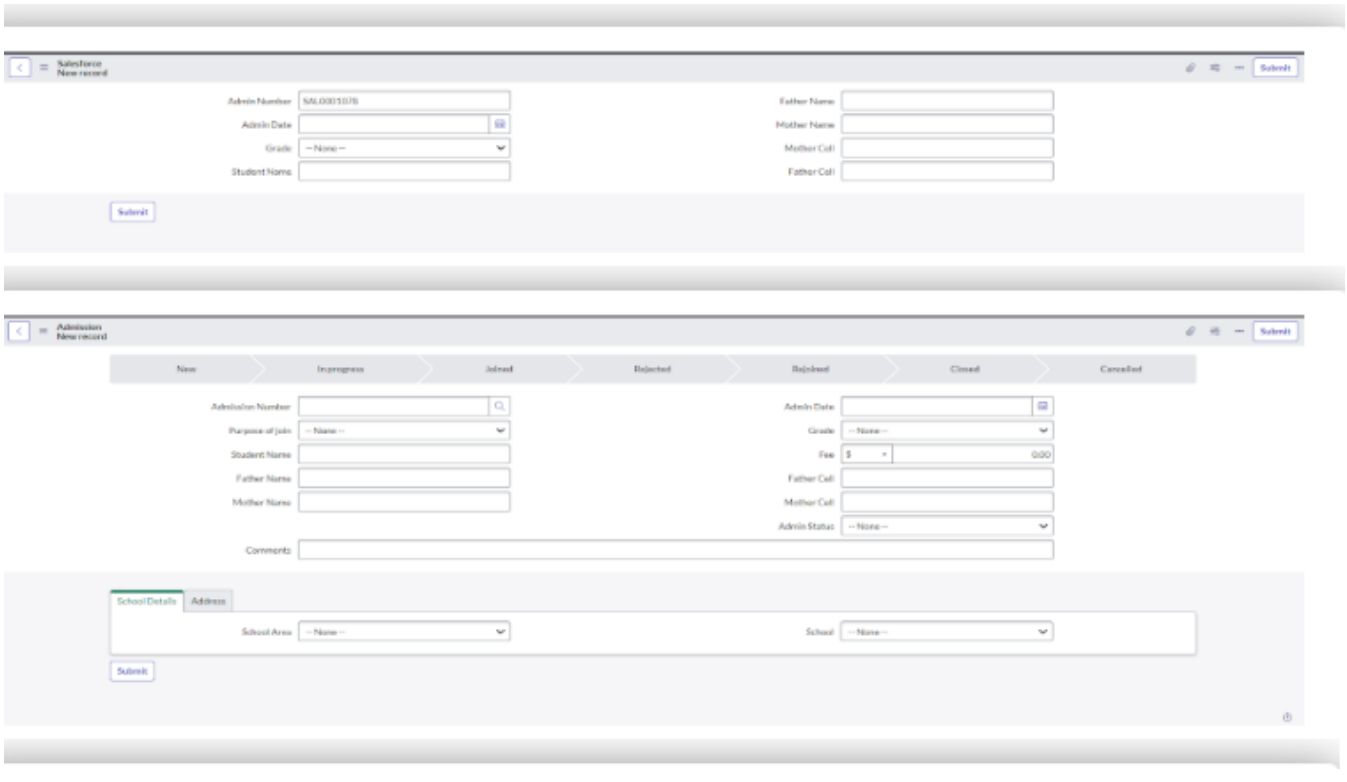
```
    g_form.setValue('u_mother_cell',a.u_mother_cell);



    g_form.setDisabled('u_admin_date',a.u_admin_date);
    g_form.setDisabled('u_grade',a.u_grade);
    g_form.setDisabled('u_student_name',a.u_student_name);
    g_form.setDisabled('u_father_name',a.u_father_name);
    g_form.setDisabled('u_mother_name',a.u_mother_name);
    g_form.setDisabled('u_father_cell',a.u_father_cell);
    g_form.setDisabled('u_mother_cell',a.u_mother_cell);
}
```

**Note**: Make sure the Field names should be the same as you created .

# RESULT:



# CONCLUTION

The Educational Management System developed on Service Now showcases how the platform can be used beyond IT to solve real-world educational challenges. It streamlines various academic and administrative workflows in a centralized, automated environment. Custom tables were created to store student, staff, and request data in a structured format. Relationships between tables allow easy tracking and management of linked records. Features like mandatory fields, auto-numbering, and related lists improve data accuracy and usability. Business rules and workflows automate routine tasks and ensure process consistency. Dashboards and reports provide real-time insights for better decision-making. The system reduces manual effort, improves service delivery, and enhances communication across departments.

It also supports scalability and customization for different types of educational institutions. The project strengthened skills in table design, form creation, automation, and low-code development. It demonstrated how Service Now can be adapted for non-IT domains like education. Using Service Now improved overall efficiency and visibility in daily operations.Students and staff benefit from faster service, transparency, and self-service options. The project highlights the practical application of digital tools in modern education. Overall, it is a flexible, user-friendly, and future-ready solution for educational organizations.