

Project Design Phase

Proposed Solution

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| Date | 2 NOV 2025 |
| Team ID | NM2025TMID01550 |
| Project Name | Educational Organization |
| Maximum Marks | 2 Marks |

Solution Description:

The proposed solution is to develop an Educational Organization Management System using the ServiceNow platform. This digital system will automate and streamline all academic and administrative activities within an educational institution. It aims to centralize data, reduce manual effort, and ensure transparency in operations.

Through customized ServiceNow workflows, the system will manage student records, staff details, performance tracking, communication, and reporting — all in one unified portal. By implementing this solution, the organization will enhance productivity, decision-making, and the overall learning experience for both students and staff.

Proposed Solution Template:

| Parameter | Description |
|---------------|---|
| Project Title | Educational Organization using ServiceNow |
| Purpose | To automate and digitalize academic and administrative workflows within an educational institution. |
| Objective | To improve efficiency, data accuracy, and communication through a unified ServiceNow-based system. |
| Platform Used | ServiceNow — a workflow automation and service management platform. |
| System Name | Educational Organization Management System |

Overview:

A ServiceNow-based centralized system that integrates student management, staff management, and performance tracking into one platform. It helps automate workflows and ensures smooth communication among all users.

Key Features :

- Student Management: Admission, attendance, and result tracking.
- Staff Management: Faculty details, scheduling, and workload monitoring.
- Performance Module: Student and department progress tracking.
- Finance Module: Fee tracking and approval workflows.
- Communication & Alerts: Notifications for exams, payments, and results.
- Dashboard & Reports: Real-time analytics and performance summaries.

Technology Stack

- Frontend: Service Portal (HTML, CSS, JavaScript)
- Backend: ServiceNow Workflows, Flow Designer
- Database: ServiceNow Data Tables
- Security: Role-based Access Control & Encryption

Expected Outcomes

- Reduced manual processing and improved accuracy.
- Enhanced transparency and faster decision-making.
- Centralized management of data and activities.
- Real-time access to student and staff information.

Benefits

- Simplifies operations and increases productivity.

- Reduces paperwork and errors.
- Enhances communication between all stakeholders.
- Provides real-time monitoring and analytics.

Target Users

Students, Teachers, and Administrators.

Scope of Implementation

Can be implemented across various educational institutions to manage academic and administrative functions efficiently.