

# Educational Organisation Using ServiceNow

## Project Overview

The project titled "**Educational Organisation Using ServiceNow**" is designed to automate and streamline the administrative workflows of educational institutions. Built on the ServiceNow platform, it facilitates student admissions, academic progress tracking, and smart form-based workflows using no-code/low-code configurations.

## Purpose

To minimize manual intervention in educational data handling and build a centralized digital system for managing student records, tracking performance, and enhancing administrative efficiency.

## Problem Statement

Manual tracking of student admissions and academic progress is time-consuming and error-prone. There is a need for a centralized digital platform to manage these operations efficiently.

## User & Need Summary (Empathy Map)

- **Users:** School Admins, Admission Coordinators
- **Needs:** Quick data access, automated workflows
- **Pains:** Time delays, repetitive data entry
- **Gains:** Real-time dashboards, auto-calculated results, form-level automation

## Key Design Highlights

- Use the existing cloud platform – ServiceNow
- Leverage personal developer instance
- Design scalable custom tables and relationships
- Use client scripts for automation
- Implement dynamic defaults, choices, and workflow logic

## Customer Journey Map

1. Admin logs into ServiceNow
2. Navigates to the Admissions module
3. Fills student data
4. Views student performance
5. Processes admission status using workflows

## Solution Features

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

## Technology Stack

Component	Technology
Platform	ServiceNow Personal Developer Instance
Scripting Language	JavaScript (Client Scripts)
Database	ServiceNow Tables
Workflow UI	ServiceNow Flow Designer

## Development Schedule

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

## Testing & Performance Metrics

- Field-level automation responds within 1 second
- Client script triggers execute and validate properly
- Record creation/update latency is less than 1 second

## Output Screenshots

The screenshot shows the 'Salesforce - Create SAL0001001' form in the Servicenow interface. The form is titled 'Salesforce New record'. It contains several input fields: 'Admin Number' (pre-filled with 'SAL0001001'), 'Admin Date' (calendar icon), 'Grade' (dropdown menu showing '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. A 'Submit' button is located at the bottom left of the form area. The background is a light gray with a subtle grid pattern. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The bottom status bar shows the temperature '32°C', weather 'Light rain', and the time '06:35 PM 01-07-2025'.

Fig1:salesforce table

The screenshot shows the 'Admission - Create SAL0001002' form in the Servicenow interface. The form is titled 'Admission New record'. It contains several input fields: 'Admission Number' (pre-filled with 'SAL0001001'), 'Purpose Of Join' (dropdown menu showing '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Admin Date' (calendar icon), 'Grade' (dropdown menu showing '-- None --'), 'Fee' (pre-filled with '\$ 0.00'), 'Father Cell', 'Mother Cell', 'Admin Status' (dropdown menu showing '-- None --'), and 'Comments'. A 'Submit' button is located at the bottom left of the form area. The background is a light gray with a subtle grid pattern. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The bottom status bar shows the temperature '32°C', weather 'Light rain', and the time '06:37 PM 01-07-2025'.

Fig2:Admission table

ServiceNow Developers

Create SAL0001003 | Student Progress

dev308643.service-now.com/now/nav/ui/classic/params/target/u\_student\_progress.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Du\_student\_progress%26sysparm\_checked\_items%3D%26...

Student Progress - Create SAL0001003

Search

Student Progress New record

Lookup using list

Submit

Admission Number SAL0001001

New Section Student Progress

Subject	Score
Telugu	
Hindi	
English	
Maths	
Science	
Social	

Submit

Total

Percentage

Result

32°C Light rain

Search web &...

ENG IN

06:38 PM 01-07-2025

Fig2:Student Progress table

## ✓ Advantages

- Cloud-based, no installation needed
- Easy form and 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

## ✦ 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.

## 🌐 Future Scope

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

## 👤 Team Member

### **Kummetha Niveditha**

- ServiceNow Developer
- [LinkedIn](#)
- [GitHub](#)

## ✂ Instructions for Executing and Uploading the Update Set in ServiceNow

### **Step 1: Download the Update Set**

- Download the Update Set from the repository named "**Educational Organisation**".

### **Step 2: Log into Your Personal Developer Instance**

- Go to your ServiceNow PDI (Personal Developer Instance).

### **Step 3: Upload the Update Set**

- Navigate to: System Update Sets → Retrieved Update Sets
- Click "**Import Update Set from XML**"
- Upload the .xml file you downloaded in Step 1

### ✂ **Step 4: Review and Commit the Update Set**

- Open the uploaded Update Set
- Click **Preview Update Set**
- Review any conflicts or warnings
- Click **Commit** to apply it

### ✓ **Step 5: Verify the Update**

- Go to System Update Sets → Local Update Sets
- Check for "Educational Organisation" listed as applied

### **Step 6: Access the Tables**

Search for the following in the **ServiceNow** navigator:

1. **Salesforce**
2. **Admissions**
3. **Student Progress**

You are now ready to view, modify(personalize), and extend the project.