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

\square 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

\Box 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

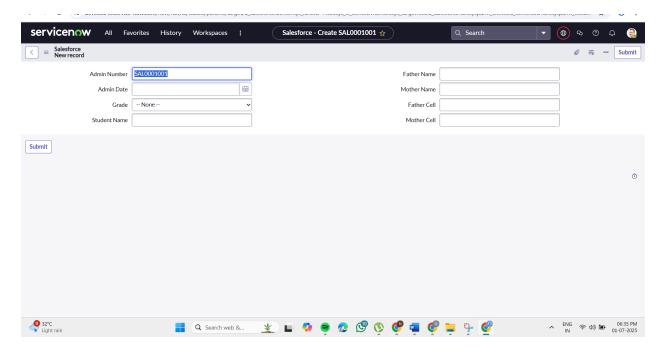


Fig1:salesforce table

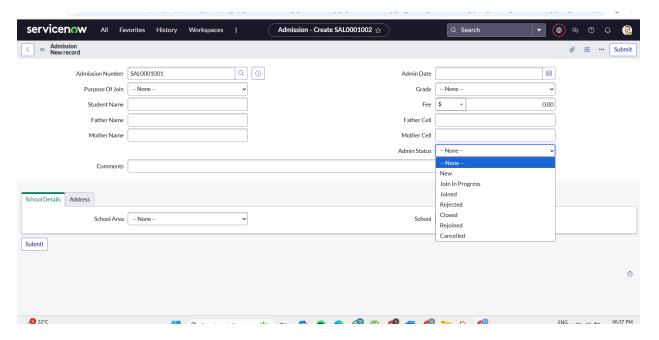


Fig2:Admission table

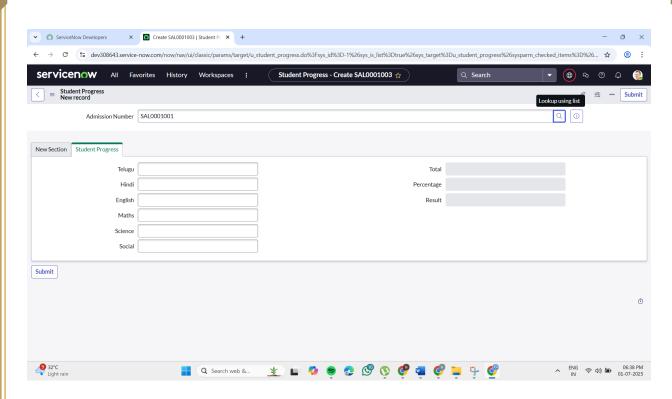


Fig2:Student Progress table

□ 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.

\square 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

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- ServiceNow Developer
- <u>LinkedIn</u>
- 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

- $\bullet \quad \text{Go to System Update Sets} \ \rightarrow \ Local \ Update \ Sets \\$
- 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.