Project Report: Educational Organisation Using ServiceNow

1. Title of the Project

Implementation of ServiceNow in an Educational Organisation for IT Service Management

2. Objective of the Project

The main objective of this project is to implement and demonstrate how ServiceNow can be used in an educational organisation to streamline IT services, automate workflows, improve service delivery, and enhance overall operational efficiency.

3. Introduction

Educational institutions, such as universities and colleges, handle a wide range of IT-related servicesranging from student support requests to infrastructure management. ServiceNow, a cloud-based ITSM platform, offers modules for incident management, request fulfillment, change management, and more, allowing institutions to digitize and centralize their service processes.

4. Problem Statement

Traditional IT support in educational institutions is often handled manuallyvia emails, phone calls, or spreadsheetsleading to inefficiencies, delays, and poor service tracking. This project solves these issues by introducing a centralized system using ServiceNow.

5. Tools & Technologies Used

- Platform: ServiceNow

- Modules: Incident Management, Service Catalog, Knowledge Base, User Administration

- Languages (if scripting used): JavaScript (for client/server scripts)

- Others: Flow Designer, Data Import via CSV, Role-based Access Control

6. System Design & Implementation

6.1 User Roles

- Student/Faculty: End user submitting service requests/incidents

- IT Support Staff: Resolves incidents and handles service requests

- Admin: Manages users, roles, permissions, and workflows

6.2 Key Features Implemented

1. Incident Management

   - Students and faculty raise issues (e.g., Wi-Fi not working, computer lab issues)

   - Auto-routing to appropriate support staff

   - SLAs and escalations defined

2. Service Catalog

   - Predefined services (e.g., request for new ID card, email account setup)

   - Custom forms for different requests

3. Knowledge Base

   - Self-help articles for common issues (e.g., password reset steps)

4. User Management

   - Roles and groups for access control

   - Assignment rules to map incidents to correct departments