

Service Now Project Documentation

Introduction

- **Project Title:** Educational Organisation Using ServiceNow
- **Team Members:**
 - i. Gunigari Rupasree Reddy ----- Backend Configuration lead
 - ii. Omkaram Manjunath Raju ---- Form & UI Designer
 - iii. Shaik Hifza ----- Process flow & client script developer
 - iv. Chintalapuli Lakhumaiah ---- Reporting and design tester

Project Overview

- **Purpose:** To develop a robust Educational Management System using ServiceNow to manage admissions, student progress, and institutional data with automated workflows and form configurations.
- **Features:**
 - Online admission form with approval workflow
 - Student and teacher data management
 - Academic progress tracking dashboard
 - Notifications for task status and approvals
 - Role-based access control for admins, teachers, and students

Architecture

- **Frontend:**
 - Developed using HTML, CSS, and JavaScript
 - UI built through ServiceNow UI Pages and Catalog Items
- **Backend:**
 - Business logic implemented via ServiceNow Script Includes, Business Rules, and Flow Designer
- **Database:**
 - Tables created using the Table module in ServiceNow
 - Data stored in platform-native schema with relationships and references

Setup Instructions

➤ Prerequisites:

- ServiceNow Developer Account
- Personal Developer Instance (PDI)
- Basic knowledge of ServiceNow Studio

➤ Installation Steps:

Step 1: Sign in at <https://developer.servicenow.com>

Step 2: Request and activate your Personal Developer Instance

Step 3: Create Update Set → Tables → Forms → Process Flows

Step 4: Deploy Client Scripts for automation

Folder Structure (Logical in Studio)

EducationalOrganisation/

```
├── Tables/
│   ├── x_edu_student
│   ├── x_edu_teacher
│   ├── x_edu_admission
│   └── x_edu_progress
├── UI Pages/
│   ├── admission_form
│   └── student_dashboard
├── Script Includes/
│   └── AdmissionWorkflowUtils
├── Client Scripts/
│   └── validate_form.js
└── Styles/
    └── styles.css
```

Running the Application

To run the application:

- Login to your ServiceNow PDI
- Navigate to the created application

- Use the left navigation pane to open modules such as:
 - Admission Form
 - Student Records
 - Progress Dashboard
- Perform form submissions and automation testing

API Documentation

- GET /api/x_edu_org/students
- Response:

```
✓ {
✓   "student_id": "STU108",
✓   "name": "S.Hifza",
✓   "department": "Artificial Intelligence & Data Science"
✓ }
```

Authentication

- Role-based access is implemented using admin, teacher, and student roles, managed through ServiceNow Access Control Rules (ACRs).

User Interface

- Designed with HTML, CSS, and JavaScript using ServiceNow UI Pages for a clean and responsive layout.
- Includes dashboards, admission forms, student profiles, and result tracking interfaces.
- Role-based access displays relevant modules for admin, teacher, and student users.

Testing

- Manual testing was done through the ServiceNow form submission interface.
- Validations verified via onChange and onLoad client scripts.
- Fields were tested for automation, data flow, and visual updates.

Screenshots or Demo

servicenow All Favorites History Workspaces : Student Progress - Create SAL0001011 ★

Student Progress New record

Admission Number	<input type="text"/>	Father Name	<input type="text"/>
Grade	-- None --	Mother Name	<input type="text"/>
Student Name	<input type="text"/>	Father Cell	<input type="text"/>
		Mother Cell	<input type="text"/>

Student Progress

Telugu	<input type="text"/>	Total	<input type="text"/>
Hindi	<input type="text"/>	Percentage	<input type="text"/>
English	<input type="text"/>	Result	<input type="text"/>
Maths	<input type="text"/>		
Science	<input type="text"/>		
Social	<input type="text"/>		

servicenow All Favorites History Workspaces : Admission - Create SAL0001012 ★

Admission New record

Admission Number	<input type="text"/>	Admin Date	<input type="text"/>
Purpose of join	-- None --	Grade	-- None --
Student Name	<input type="text"/>	Fee	\$ 0.00
Father Name	<input type="text"/>	Father Cell	<input type="text"/>
Mother Name	<input type="text"/>	Mother Cell	<input type="text"/>
Comments	<input type="text"/>		

School Details **Address**

Pincode	-- None --	Area	<input type="text"/>
Mandal	<input type="text"/>	City	<input type="text"/>
House No	<input type="text"/>	District	<input type="text"/>

servicenow All Favorites History Workspaces : Salesforce - Create SAL0001013 ★

Salesforce New record

Admin Number	<input type="text"/>	Father Name	<input type="text"/>
Admin Date	<input type="text"/>	Mother Name	<input type="text"/>
Grade	-- None --	Father Cell	<input type="text"/>
Student Name	<input type="text"/>	Mother Cell	<input type="text"/>

Known Issues

- Form layout may vary slightly on different devices.
- Client Scripts dependent on exact field naming — ensure accuracy.

Future Enhancements

- Add role-based user dashboards
- Integrate notifications (email/SMS) for admission status
- Extend to manage teacher data and fee structure
- Add reporting dashboards using ServiceNow Performance Analytics