

Educational Organisation Using ServiceNow

Introduction

► **Project Title:** Educational Organisation Using ServiceNow

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)

Educational Organisation/

- 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": "-----"  
✓     "name": "S.Hemasree",  
✓     "department": "Electrical and Electronics "  
✓ }
```

Authentication

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

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

This screenshot shows the 'Student Progress - Create SAL0001011' form in ServiceNow. The top section contains fields for 'Admission Number' (dropdown), 'Grade' (dropdown), 'Student Name' (text input), and contact information for 'Father' and 'Mother' (name and cell phone number). Below this is a 'Student Progress' section with fields for subjects (Telugu, Hindi, English, Maths, Science, Social) and summary statistics (Total, Percentage, Result). A 'Submit' button is at the bottom.

This screenshot shows the 'Admission - Create SAL0001012' form in ServiceNow. It includes fields for 'Admission Number' (dropdown), 'Purpose of join' (dropdown), 'Student Name' (text input), and contact information for 'Father' and 'Mother' (name and cell phone number). There is also a 'Comments' text area and a 'School Details' section with fields for 'Pincode' (dropdown), 'Mandal' (text input), 'House No' (text input), and location details (Area, City, District). A 'Submit' button is at the bottom.

This screenshot shows the 'Salesforce - Create SAL0001013' form in ServiceNow. It has fields for 'Admin Number' (text input), 'Admin Date' (date input), 'Grade' (dropdown), 'Student Name' (text input), and contact information for 'Father' and 'Mother' (name and cell phone number). A 'Submit' button is at the bottom.

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

Conclusion

The Educational Organisation Using ServiceNow project demonstrates how ServiceNow can digitize and simplify the management of student records. It provides an error-free, fast, and user-friendly system for educational institutions.