

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. The form is titled 'Student Progress New record'. It contains several input fields: 'Admission Number' (with a search icon), 'Grade' (a dropdown menu currently showing '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. Below these is a section titled 'Student Progress' which includes a list of subjects: 'Telugu', 'Hindi', 'English', 'Maths', 'Science', and 'Social', each with an associated input field. To the right of this list are fields for 'Total', 'Percentage', and 'Result'. A 'Submit' button is located at the bottom left of the form.

This screenshot shows the 'Admission - Create SAL0001012' form. The form is titled 'Admission New record'. It contains several input fields: 'Admission Number' (with a search icon), 'Admission Date', 'Purpose of join' (a dropdown menu currently showing '-- None --'), 'Grade' (a dropdown menu currently showing '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', 'Mother Cell', 'Admission Status' (a dropdown menu currently showing '-- None --'), and a 'Comments' text area. Below these is a section titled 'School Details' with a sub-section 'Address' containing fields for 'Pincode' (dropdown, '-- None --'), 'Mandal', 'House No.', 'Area', 'City', and 'District'. A 'Submit' button is located at the bottom left of the form.

This screenshot shows the 'Salesforce - Create SAL0001013' form. The form is titled 'Salesforce New record'. It contains several input fields: 'Admin Number', 'Admin Date', 'Grade' (a dropdown menu currently 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.

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.