

Educational Organization Using ServiceNow

Date	28 October 2025
Team ID	NM2025TMID07589
Project Name	Educational Organization Using ServiceNow
Maximum Marks	5 Marks

This project aims to improve how educational organizations manage their administrative and academic tasks using the ServiceNow platform. It helps institutions handle requests, track student and staff activities, and automate common processes in a centralized system. By reducing manual work and improving collaboration, ServiceNow supports faster communication and better transparency across departments.

Step 1: Team Gathering, Collaboration and Problem Selection

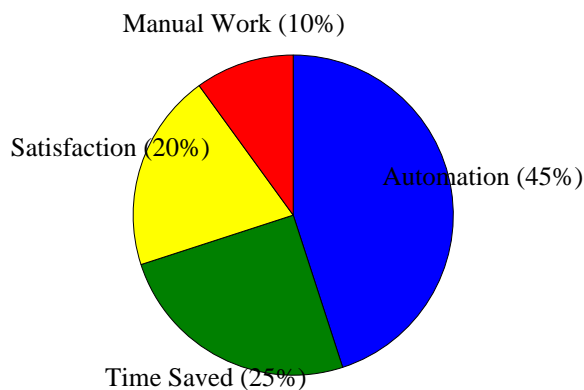
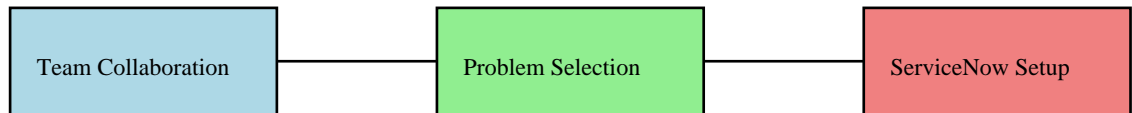
The project begins with team collaboration and brainstorming sessions to identify key challenges in educational management. Team members discuss daily issues such as tracking attendance, managing fees, and responding to student requests. After analyzing multiple problem areas, the team selected the statement: *'Lack of a centralized management system for handling educational tasks and requests.'*

Step 2: Educational Organization

In this stage, the educational structure is designed for ServiceNow integration. The proposed system connects all departments—administration, staff, and students—through one platform. Features include student attendance management, staff requests, fee tracking, and academic performance monitoring. Dashboards help administrators view real-time data and generate reports easily, ensuring efficiency and transparency.

Step 3: Implementation and Analysis

The ServiceNow implementation includes workflow automation, knowledge management, and request tracking modules. When a request is submitted by a user, it automatically routes to the respective department. The workflow tracks progress, sends updates, and stores completed data in the system. This automated approach reduces manual effort, saves time, and provides better service quality for students and staff.



Conclusion

In conclusion, implementing ServiceNow in educational institutions brings a structured, automated, and user-friendly system. It minimizes workload for staff, speeds up responses, and increases satisfaction for students. By automating manual tasks, ServiceNow creates a smarter educational environment focused on productivity and learning outcomes.