Educational Organization Management using ServiceNow

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Team Members: 3

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Problem Statement :

Managing educational organization data (students, staff, courses, subjects, and activities) is complex and requires automation. Manual processes often lead to inefficiencies and errors. ServiceNow provides a platform to simplify and optimize these processes.

Objective :

To design and implement a ServiceNow-based solution that streamlines educational organization processes by setting up custom tables, forms, flows, and scripts.

Skills :

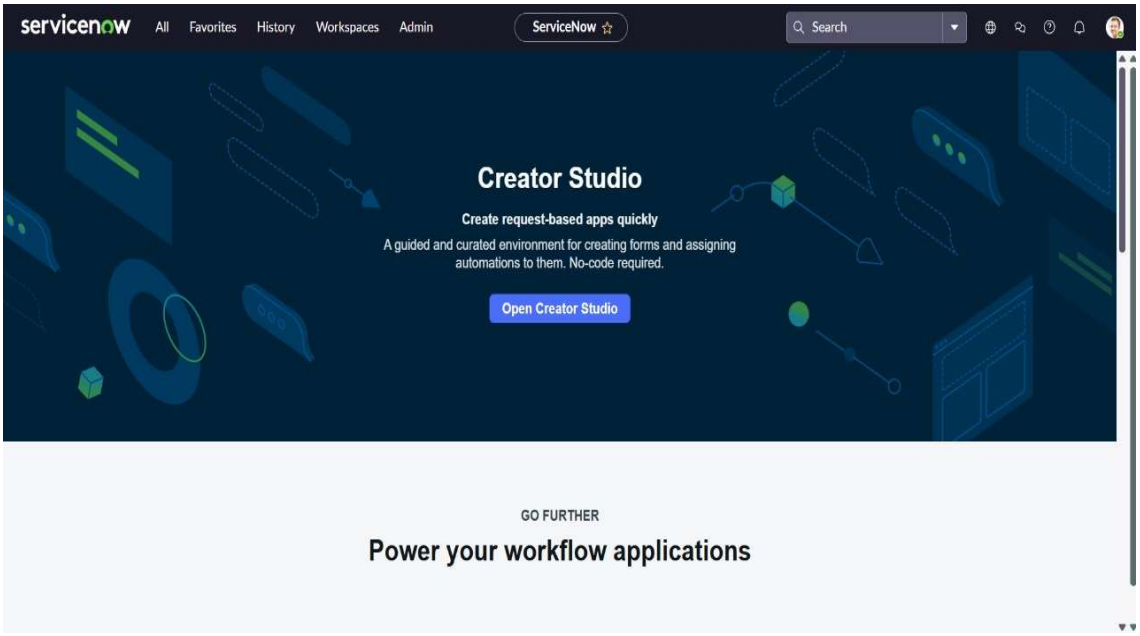
- ✓ ServiceNow Administration
- ✓ Table & Form Design
- ✓ Update Set Management
- ✓ Number Maintenance
- ✓ Process Automation using Flow Designer
- ✓ Client-side Scripting (Client Script)

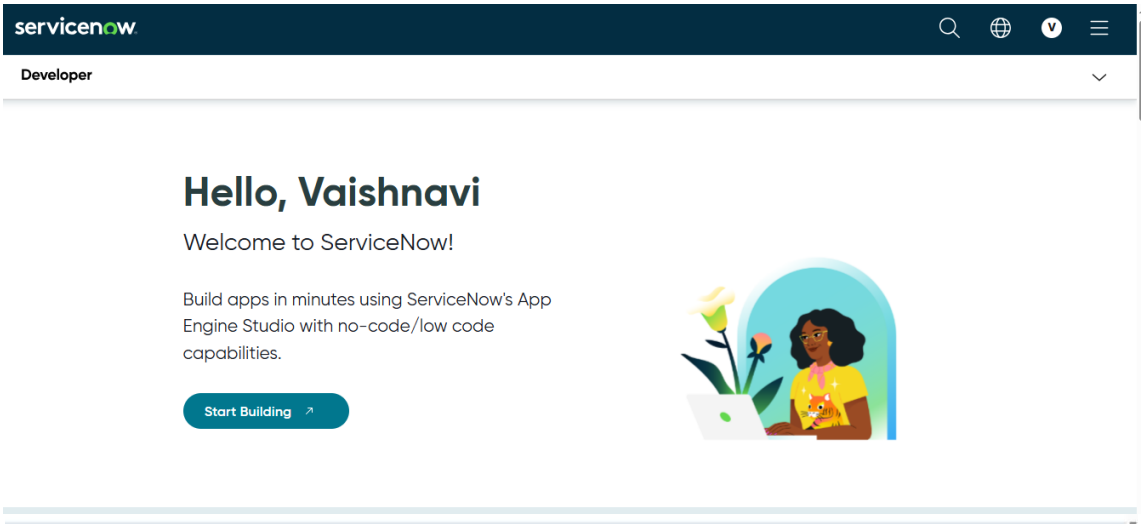
TASK INITIATION

Milestone 1 : Setup ServiceNow

Activity 1: Initial Setup

1. Login to ServiceNow Developer instance.
2. Configure basic settings for the educational organization.
3. [Insert Screenshot Here: ServiceNow Setup]





Milestone 2 : Create Update Set

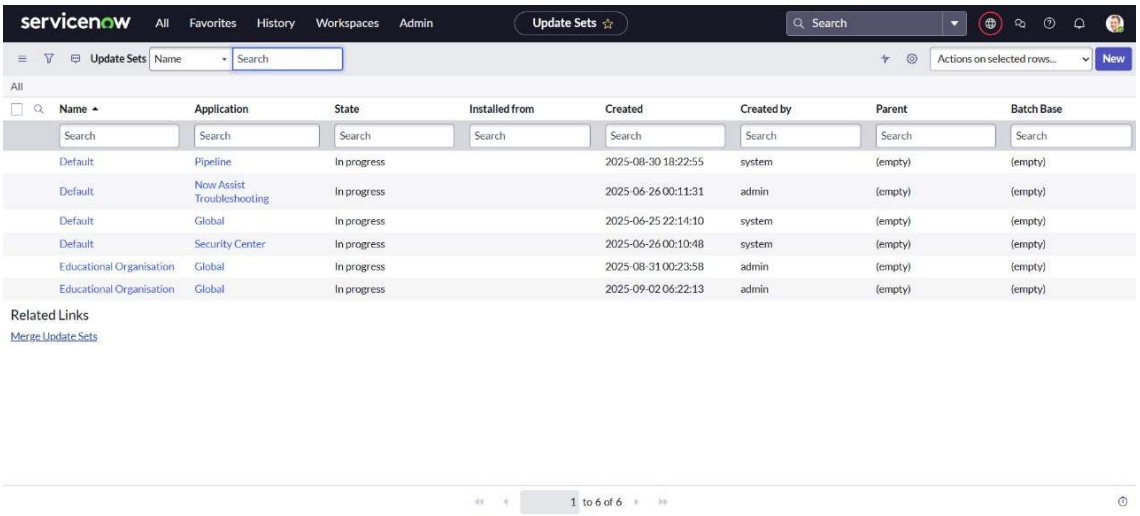
Activity 1: Update Set Creation

1. Navigate to System Update Sets > Local Update Sets.

2. Click New and enter name (e.g., Educational Org Customizations).

3. Set it as Current Update Set.

4. [Insert Screenshot Here: Create Update Set]



Milestone 3 : Create Table

Activity 1: Table Creation

1. Navigate to System Definition > Tables.

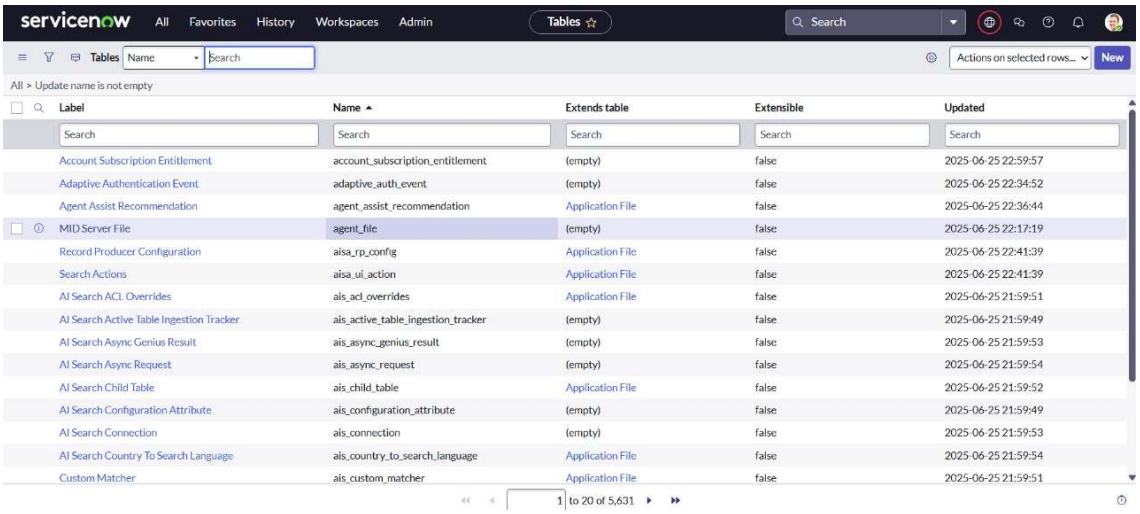
2. Click New and enter Table Label (e.g., Student Records).

3. Check Create Module & Create Mobile Module.

4. Add required columns (Student Name, Student ID, Course, Department, etc.).

5. Click Submit.

6. [Insert Screenshot Here: Create Table]



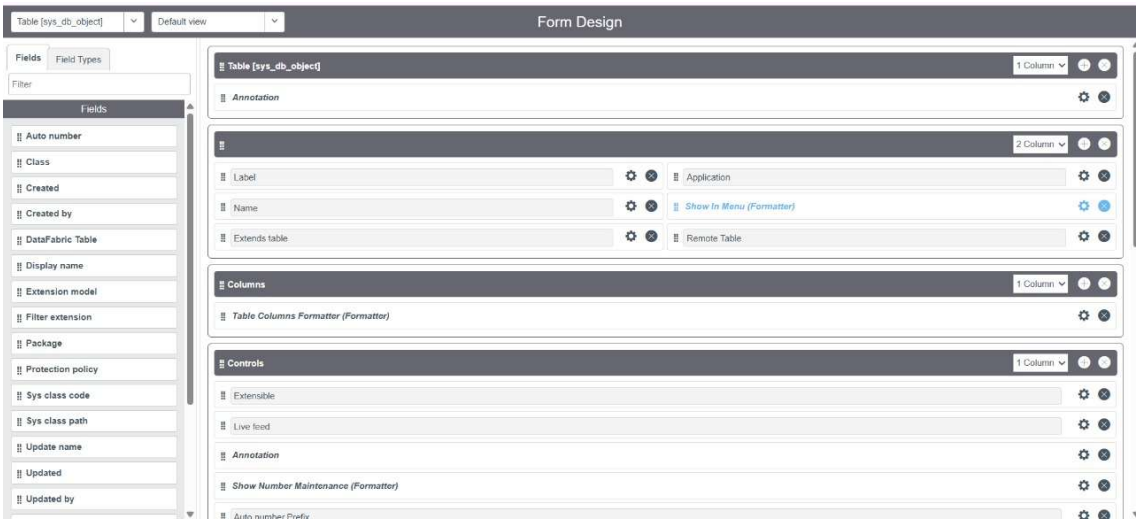
Activity 2: Customize Form Design

1. Navigate to the same table → Right-click form header → Configure → Form Design.

2. Use drag-and-drop fields for better UI.

3. Save and reload the form.

4. [Insert Screenshot Here: Form Design]



Milestone 5 : Number Maintenance

Activity 1: Configure Numbering

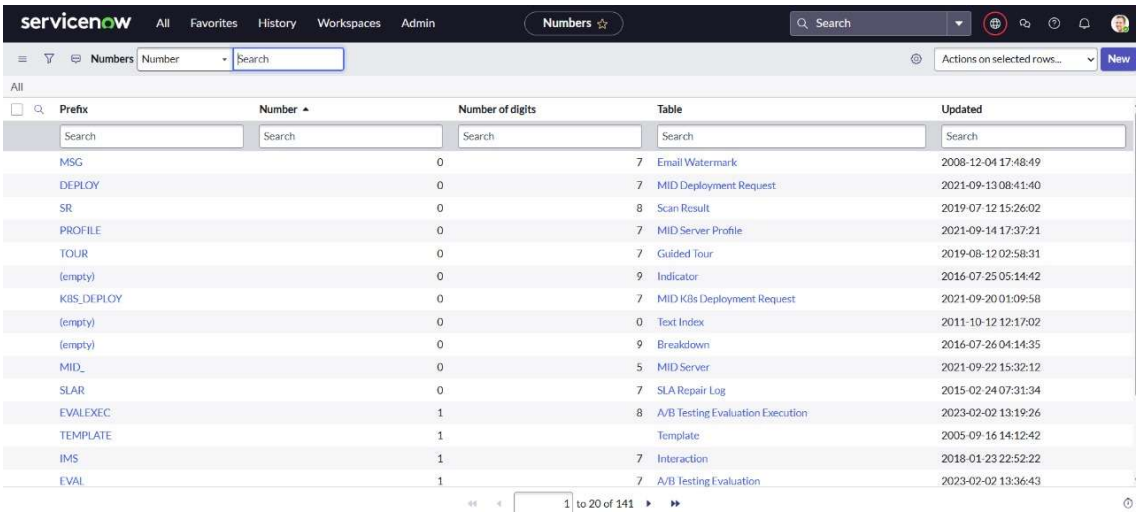
1. Go to System Definition > Number Maintenance.

2. Select the Student Records table.

3. Define prefix (e.g., STU for Student).

4. Save to auto-generate unique numbers for each new record.

5. [Insert Screenshot Here: Number Maintenance]



Milestone 6 : Process Flow

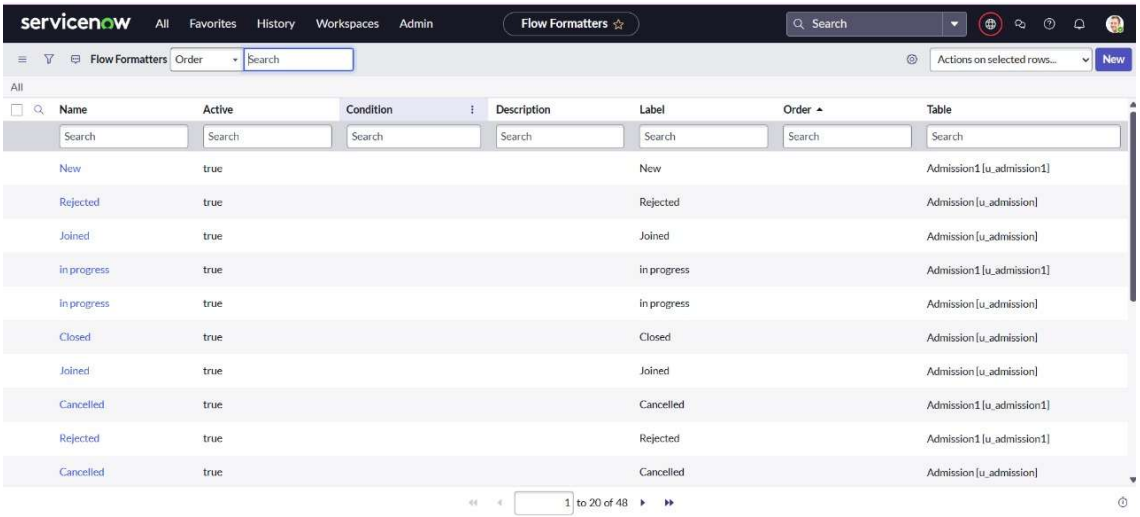
Activity 1: Flow Designer Setup

1. Navigate to Flow Designer.

2. Click New → Create Flow (e.g., Student Admission Flow).

3. Enter Flow Name and select Application as Global.

4. [Insert Screenshot Here: Flow Creation.



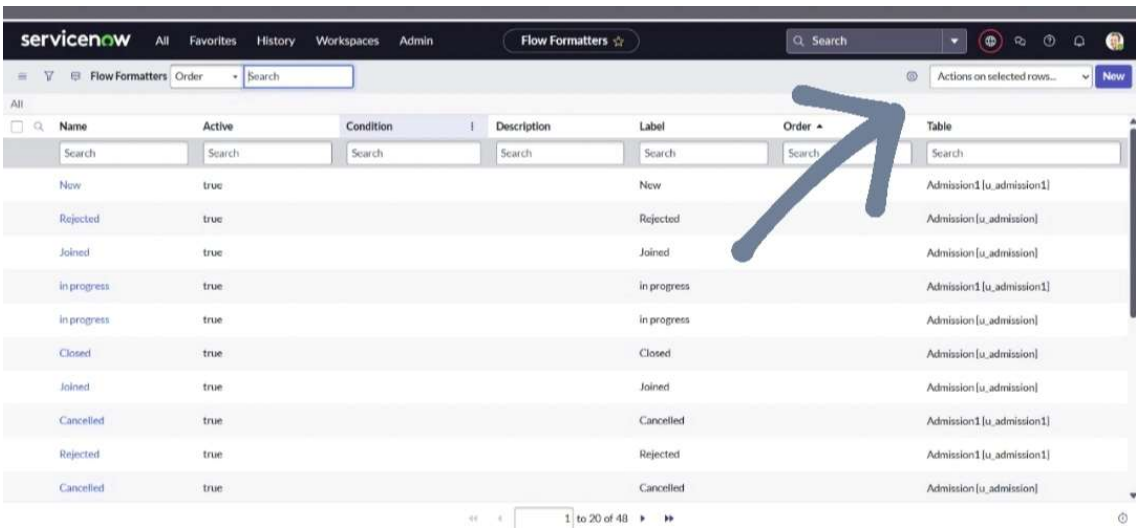
Activity 2: Add Trigger and Actions

1. Set Trigger: Record Inserted in Student Table.

2. Add Action: Send notification to admin when new student is added.

3. Add Action: Update status field to "Active".

4. [Insert Screenshot Here: Flow Designer Actions]



Milestone 7 : Client Script

Activity 1: Client-side Validation

1. Navigate to System Definition > Client Scripts.

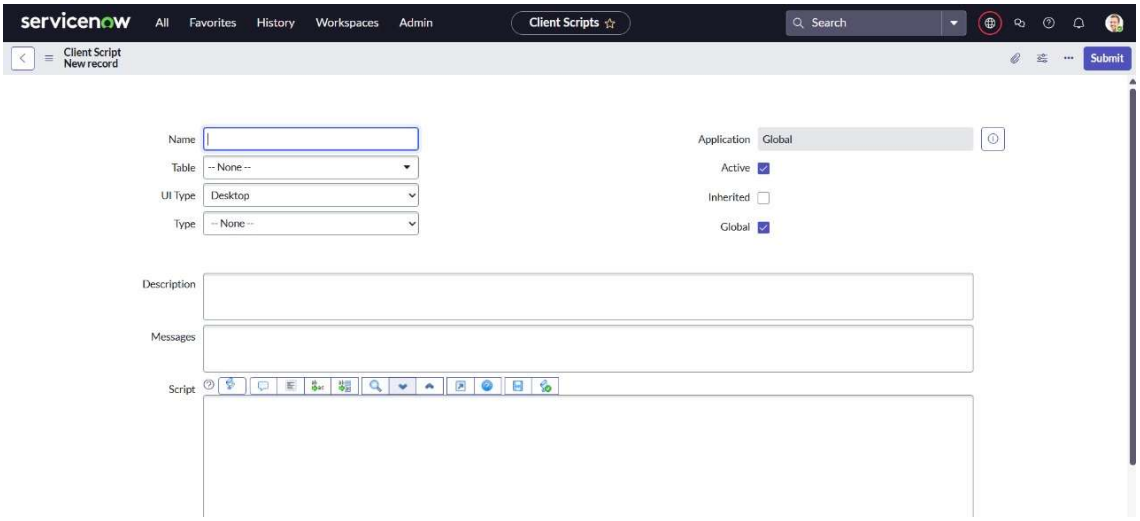
2. Click New and select Student Records table.

3. Choose script type (onChange, onLoad, onSubmit).

4. Example: Validate Student ID format on submission.

5. Save the script and test on the form.

6. [Insert Screenshot Here: Client Script]



Conclusion :

By implementing these steps in ServiceNow, the educational organization can effectively manage student and staff data, automate workflows, and ensure accuracy and efficiency in processes. The use of Update Sets, Tables, Forms, Process Flows, and Client Scripts allows smooth customization and adaptability for academic needs.