

Student Aid Application using Service Now Platform

P V R D Prasada Rao, V Kartheek Reddy, V Nandini, K Sri Sushma



Abstract: Student Aid System acts as an interface between the students and the management in an organization. The overall application is categorized into two categories. They are Complaint Portal and Stationary Ordering. The application permits the new person to enroll and listed person is permitted to login. Complaint gateway includes complaints concerning class room, transport and hostels. Stationary ordering is carried out by the user to order the accessories required by them. The users need to pay the amount based on the bill generated by the portal. Impressive advances, even breakthroughs, have been made during the last decades in understanding the relationship between knowledge and growth. The principal theme of this paper is therefore to shed lightweight on using recent advances i.e. service-now to be simple and interactable.

Keywords: interactable, knowledge, Service now.

I. INTRODUCTION

The draw of autonomy, benefit and opportunity lead numerous to select entrepreneurial interests. Just because there are plenty of opportunities do not mean that starting a profitable business is easy. Entrepreneurship is the pursuit of opportunity beyond resources controlled. High tech entrepreneurs rely on cloud platforms such as Service Now to develop new products. Service Now allows companies to manage processes and create custom applications using a single system of record framework - meaning every application and all data stored in the platform follows the same framework and basic structure [1]. Service Now is a SaaS platform offered by Service Now, Inc. and used by global corporations. Service Now platform comprises key product features such as

Service Management: [1] Offers features used by your IT Service Desk to manage ITIL processes such as Incident Management along with features like reporting and administration, which extend across other features as well.

IT Operations Management:[2]Supports to ensure consistency ,reliability and quality of service through ITOM services and infrastructure to execute the necessary tasks.

IT Business Management:[3]It includes applications such as Performance Analytics, Financial analysis and Management, Cost tracking, Configuration Management, and Application Portfolio Management.

Security: [4]It includes features and applications related to provide Security services and Operations by controlling Governance, Risk and Compliance (GRC).

Customer Service: It includes applications such as Customer Service Management, Facilities Service Automation and Application integration.

Human Resources: It contains the features of the HR Service automation and its applications.

Service Now Architecture: Servicenow architecture is a Multi-User Architecture which creates a single instance and serves for several customers.



Fig: 1.1 Service now Architecture

This paper describes the application named “Students aid system” using servicenow. The idea in designing the application is to resolve the complaints posed by the students and order the stationary from the departmental stores in an institution. The user can register as a new user by providing the basic information as detailed in the module description. The application takes the credentials of an existing user account, where the user will be redirected to the dashboard if the given inputs are valid and able to submit their complaints in particular domain or else will give an error message if the given inputs are invalid.

II. EXISTING SYSTEM

[5] An application will be engendered utilizing any of this programming languages like C, Java, Python, etc. the scholar avail portal is to boot associate degree application that needs many modules to be designed to engender a consummate user interface, but utilization of those programming languages could be a long method, instead of utilizing a package implement ameliorates potency and ends up in higher results. [6]The existing system act as a bridge between the users and the management to solve their problems within an organization by writing a manual letter.

On the other hand visiting the store for buying their needs requires more time and lots of efforts on the absence of all the connected sources.

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III. PROPOSED SYSTEM

[10]The student avail portal sanctions students to pose their complaints by filling their details in the form associated with their domain and inductively authorizing the stationary items through a network, this is achieved by utilizing an accommodation catalog.

This approach may be accepted by the institutions and firms. This approach is reliable and preserves the user time and costs.

IV. MODULE DESCRIPTION

A. Signup/Login

In this component, the user has to register as a new user by providing the basic details they are First Name, Last Name, and Email and by default the state field value is pending denotes that the user creation is in pending. Once the user submits the user registration form, the administrator needs to approve the user and an email will be set to the registered mail id of the user given at the time of registration. The email contains the username and one time password which is encrypted. By using the credentials given in the email, user needs to change his/her password. This is carried out by utilizing the user registration plugin.

B. Homepage

[7]Next to the Successful logon, the user might be redirected to the main page, which comprises of widgets. Widgets are reusable components that define the content in the portal page. The homepage consists of following widgets

Homepage Search: Add a search bar to a homepage to configure your own search spaces.

Announcements: Users can view all active announcements.

Icon Link: Link to any other item.

Report: [8] Displays the report in graph by using the performance analytics and reporting plugin

Connect Support: Connect Support allows IT Service Desk members to monitor customer chat queues and provide live support.

C. Requests and Approvals:

[9]The user will submit a request by submitting a form where all the field values are filled once the form loads. This is achieved by writing the on change client scripts and by using ui policy and ui actions in servicenow. The form contains respective complaints whose initial values are pending where the user need get approval from the complaint by validating his/her request. When the complaint manager approves and assigned to the particular department head and the field value will be set to approve otherwise it will be set to reject. If their request is rejected then a notification to their registration mail is sent to user. The user can monitor his/her requests and approvals from homepage.

D. Automating

[11] A progress provides a drag-and-drop interface for automating multi-step processes across the platform. Every progress consists of a sequence of activities, like generating records, notifying users of unfinished approvals, or running scripts. As soon as when the user submits the form, the request will be flooded to the complaint manager. Then the process of

approvals begins as stated in the request and approvals module. The complaint will be solved once after the respective worker approves and completes it.

E. Notify the users

To ease the tracking process by user instead to logon the portal and visits approvals section in the homepage, a notification is send to the user by using his/her registered mail. Notification will also be sent to the user when any department head or worker has rejected his/her approval saying that the complaint you posed is not valid.

F. Reports generation

The last step is to generate the report based on the number of records that belongs to each problem in the field complaint. The generated report is grouped by the fields complaint and complaint regarding. Display able is also generated with the columns like count of records and percentage of the records. To increase the interaction with the end user a live Chabot is also integrated to the application using service now.

G. Stationary

There are three main tasks in this component, they are selecting the required item, order the required amount of items and check the amount. This functionality is implemented by using the Service Catalog. Order the item if the user will have the comments wrote them at the comment section. It helps the users to order their needs without visiting the store directly.

V.FLOW DIAGRAM

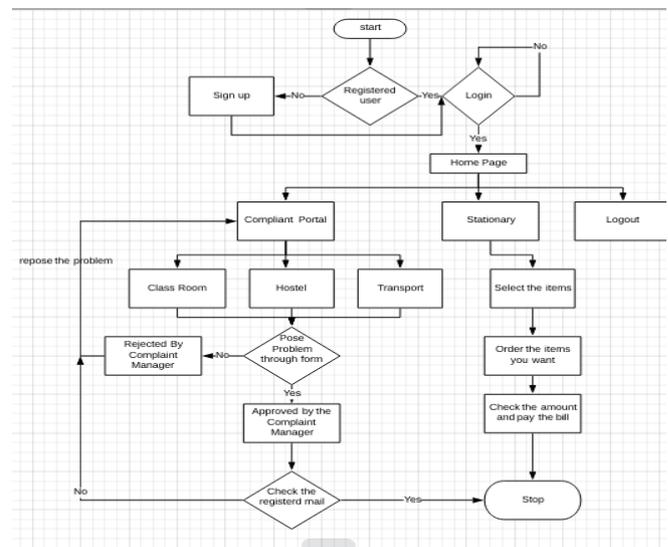


Fig: 5.1 Flow Chart

This flow chart gives detailed information about the implementation and its actions.

VI. RESULTS

The Login page for the portal is shown in Fig: 6.1 where the end user will logon to access the homepage

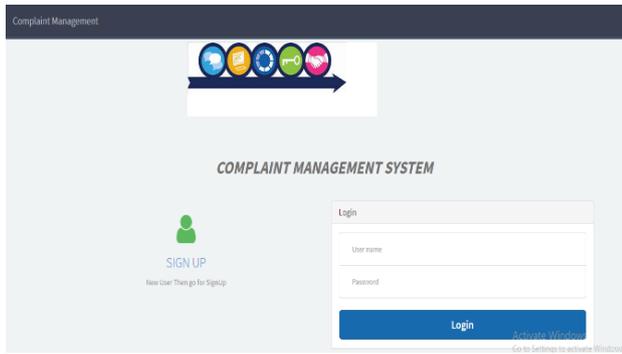


Fig: 6.1 Login

After Successful Login the end user can able to see the dashboard as shown in Fig: 6.2

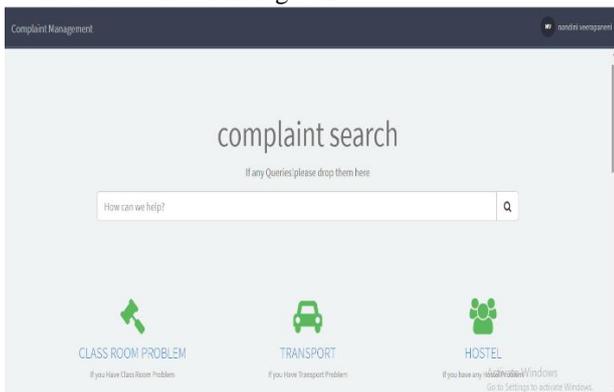


Fig: 6.2 Home page

[12]At Homepage, when you click the class room problem then the form is opened to submit the request

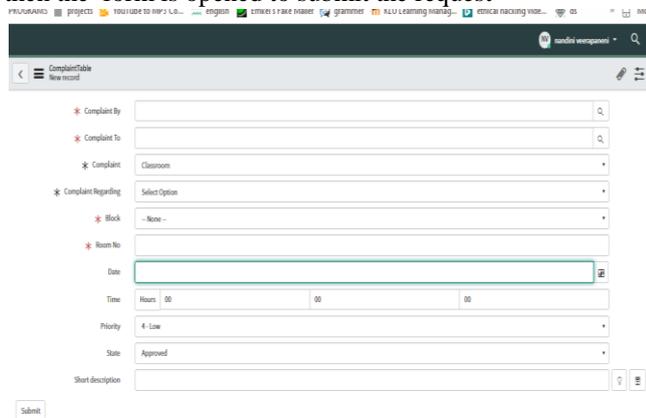


Fig: 6.3 Form for complaining their problem

Once after the form is submitted then the workflow is executed.

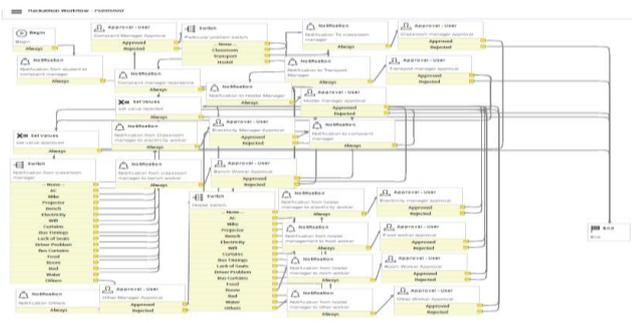


Fig: 6.4 Work flow

After workflow executed successfully then notification is sent to the student stating that his/her problem is solved.

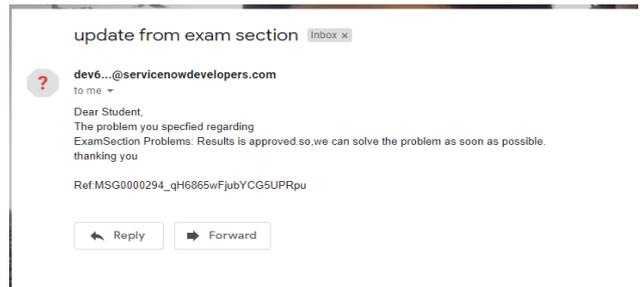


Fig: 6.5 Notifications Sent to the User

For User interactions connect support is used to connect the group of people for communication to send their queries.

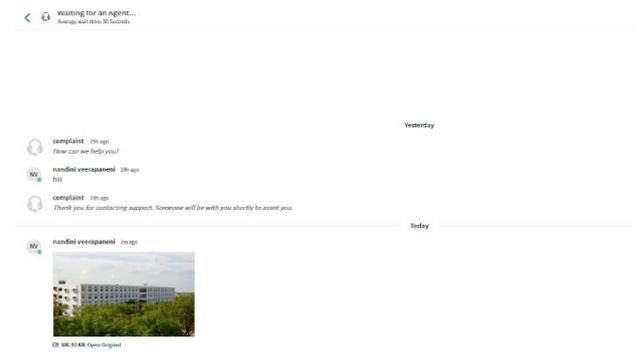


Fig: 6.6 Connect Support Interface

Report generated by the list of records that are submitted for solving their problems. The report is generated in the form of graphical representation. This Pie chart describes the percentage of the complaint regarding and complaint fields.

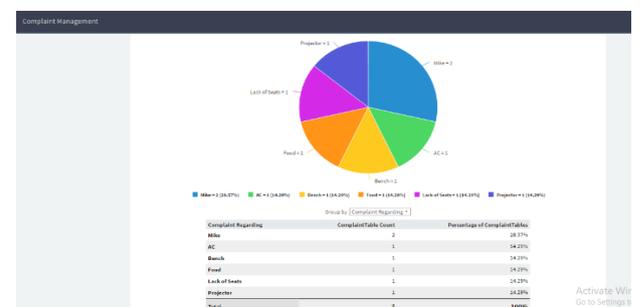


Fig 6.7: Generated report

The user can select the item and order the items based on their choice.

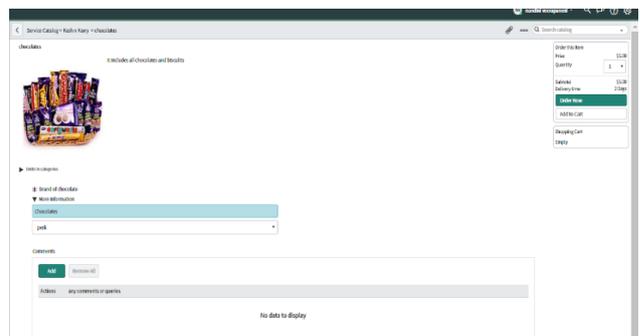


Fig 6.8: Stationary Catalog

After the ordering of the items by the user then the request id is generated and the email notification is sent to the registered mail.

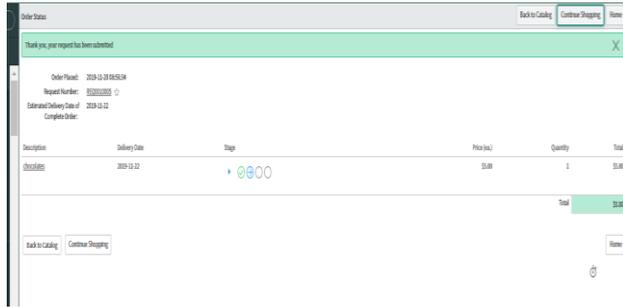


Fig: 6.9.Order Message

VII. CONCLUSION

[13] An application should be built in such a way that it consummates all the requisites designated by the client.[14] There is no rule that it should be built utilizing only the programming language there is an abundance of technology that is being evolved and Servicenow is one of them. Thus, utilizing this implement Student Avail Portal has acquired efficiency in every aspect.

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