Online Registration and E-Certificate Process using Servicenow

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Abstract: Samyak is a National Level Techno Management Fest in our University, where in previous edition of samyak the registration and certification process was completely offline. Due to this process there are many issues faced by the Event Management. There is a requirement of many people/students for making an entry of students into campus and enrolling them into fest by registration process. During registrations our students may have a chance of committing mistakes in their process which may effect in their certificates. Unable to manage huge participants crowd, as the process was completely offline. Another main issue was many participants were unable to collect their hardcopy of certificate. We came with solution that making the registration process completely digitalized (online) and certificate will be sent to their mail.

Keywords: Registration, Event, Certificate, Participant,Accomodation,Live chat,Order food, Management

I. INTRODUCTION

Online registration and E-certificate is a cloud-based software that is developed with ServiceNow platform support. ServiceNow is a software platform for IT Management (ITSM). This helps you to simplify the IT Business Management (ITBM). A cloud-based system is built on the basis of ITIL guidelines. It offers the versatility, energy and efficiency to achieve the goals of emergency management and crisis management.

ServiceNow works better for the people in creating the applications. Turn old, manual workflows into modern digital workflows to make it easy for employees and customers to get what they need. ServiceNow is the smart and intuitive working cloud system. The NOW Network of ServiceNow is ubiquitous (existing or at the same time being all over the place). It applies much as a cloud-based PaaS to ServiceNow. The biggest advantage is that there are no connections to a local resource, and that it can quickly scale through several networks.

Revised Manuscript Received on December 30, 2019.
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The proposed system involves users to register for the events. Using credentials to access the application the existing user is asked to login and a new user may sign up with general information such as first name, last name, email.

The user will be routed to the homepage after signing in. The Homepage consists of registration, event venue, order food, accommodation and live chat. Registration has two categories student of the Organization and other Organization students. Event venue contains the list of venues of different events on the day of fest. We have included Online food order to make it easy for the participants while they are taking part in the event which includes delivery options. For participants from different locations we have included online accommodation registration so that it makes their stay comfortable. Live chat is all about getting in touch with the management during the registration process.

II. EXISTING SYSTEM

An application can be created using any of the current programming languages such as C, Java, Python, etc. The Online Registration & E-Certificate is an application that requires several modules to be built on to create a complete user interface. However use of these programming languages is a time-consuming process, rather than using a software tool improves efficiency and leads to better results.

In the existing system the Registration process was completely manual which involves a lot of human work. A huge number of volunteers are required to complete registration and certification process. Many mistakes were done by volunteers during billing process. Unable to manage huge participants crowd as the process was completely offline. Many participants were unable to collect their hardcopy of certificate.

III. PROPOSED SYSTEM

The participant can register from their place using the link provided. The participant can choose any event of his or her interest to take part on the day of event. The user will be able to see the total amount they need to pay at the end of the registration process. Once the Registration process is done the participant will receive an email regarding all the events he or she has registered which they need to keep safe for future reference. All the venue details will be updated accordingly so there won't be any issue for the participant like were he or she need to go. No ambiguity regarding the certificate, as we are going to generate an E-certificate to all the participants who come and take an active part in the event. This application may be accepted by colleges and organizations. This program is reliable and user understandable.

Retrieval Number: B6812129219/2019©BEIESP
DOI: 10.35940/ijitee.B6812.129219
Journal Website: www.ijitee.org

4807

Published By:
Blue Eyes Intelligence Engineering
& Sciences Publication

IV. MODULE DESCRIPTION

Login/Signup:

Every user who wants to access the application must first register in this module then submit a request to the administrator. If the approved person receives his or her credentials with a randomly generated password in his registered e-mail then the client must login and reset his or her password later. The client does not have access to the database if the request is rejected by the administrator. This is done through a client account plugin.

Homepage:

After the user is routed to the homepage after successful authentication, we have Registration, Event venue, Order Food, Accommodation.[1]A user need to pick the Registration module first in order to get registered for the event. They will be redirected to the respective module. Unless the user gets registers for the event the other modules won't be accessible to the user. Upon completion of the job, the user can log out of the application. This is done using the stock theme on the service portal page.[2]By using the stock theme, a status bar will appear at the top of the application to allow the user to navigate to the homepage from any page with in the application.

Registration:

This module includes two categories: Student of respective organization and Student of other organization.. Now the user's function is to register for the event, based on their interest. The method of registration is achieved by filling out the relevant form for the event, the form consists of Personal Details and Event Details ID, Name, University ID, Contact Number, E-mail, Technical Events, Non-Technical Events. Once the user chooses the events of his or her interest will be able to see the amount payable, when the user successfully gets registered for the event will receive an E-mail regarding the list of events he or she has registered for, which they need to keep safe for future reference.

Event venue:

On the day of event the user need to know where the event he or she has registered for is taking place. In order to make it handy for the user we have included this module in which the user need to login to the application and pick the Event venue module which will be provided with the venue details of all the events. This list will be in the form of an online excel were the user can only read the list but cannot make any modification only the admin can make the modifications to the list and update the venue details if at all there is any change in the venue of any event.

Order Food:

This module let's the user order food within the organization. In this the user can add the items into his cart and finally checkout by entering the delivery details. The price for each item is displayed near the item. The order is approved quickly if the amount is less than or equal to the amount that is mentioned in the workflow. If the amount is greater than the amount mentioned in the workflow then it would take sometime for the order approval from the admin. We have a workflow designed for the service catalog if the event is triggered then it will sent a confirmation mail that the order is placed successfully to the registered mail.
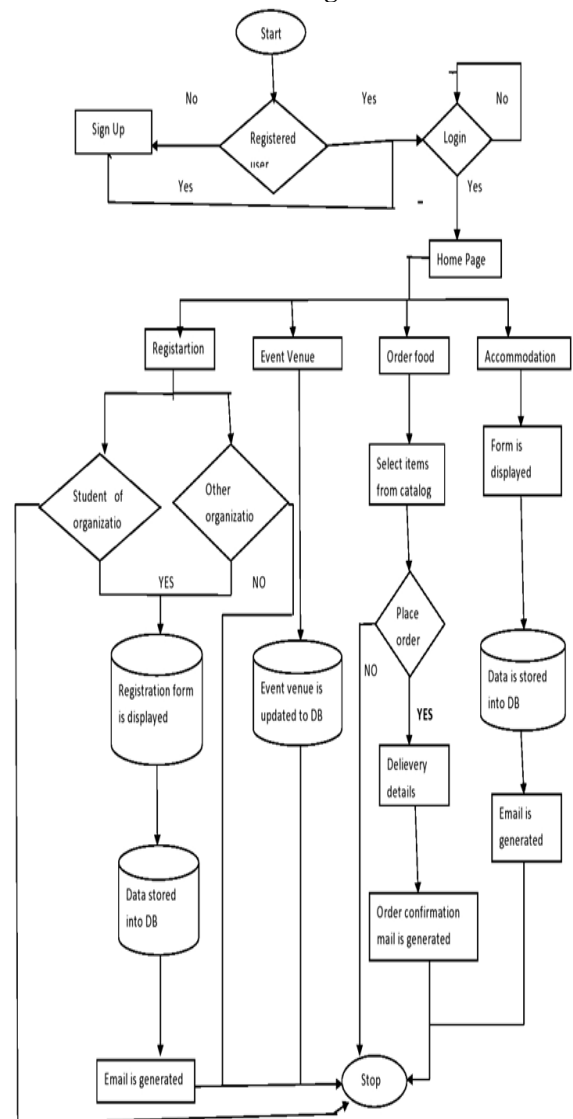
Accommodation:

As we have participants from different locations we would like to make their stay comfortable so we have included this module. The user need to pick the accommodation module from the homepage, then user will be redirected to the respective module in which the user need to fill the relevant details in the form which contains Name, Gender, Hostel, Room No, No of days, Amount payable. This entire module depends on the gender field, once the user enters the gender the details like Hostel, Room No, and amount payable will be automatically displayed which are read-only by the user.

Live Chat:

The Live Chat helps the user when he or she has any queries during the registration process, who can always communicate with the management via live chat. Connect support, Connect support and integration plugins were used. In all the above mentioned modules the user can access the Registration & Accommodation form, view the list of event venue, order food only when the user is assigned with those roles. Unauthorized users cannot access the application unless they were assigned to the required roles. All the registered users can be included as a group and then the role can be assigned to them at the same time instead of assigning role to each user every single time.

FlowDesign:

Retrieval Number: B6812129219/2019©BEIESP
DOI: 10.35940/ijitee.B6812.129219
Journal Website: www.ijitee.org

4808

Published By:
Blue Eyes Intelligence Engineering
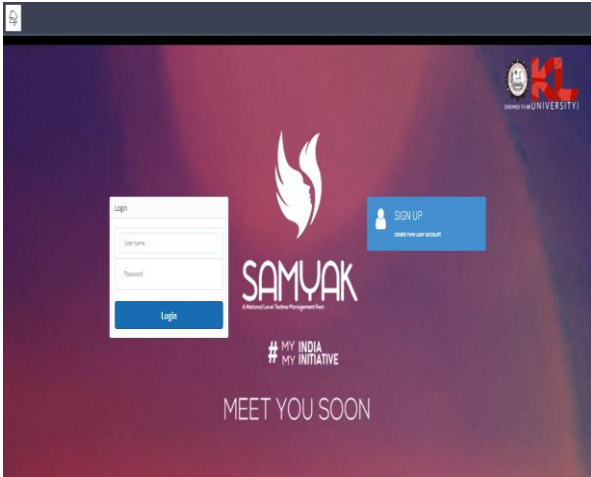*& Sciences Publication*

V. RESULTS:

Fig.1 Login/Signup

This module helps the user to access the application by signing up. Once the user signs up the login with the credentials.
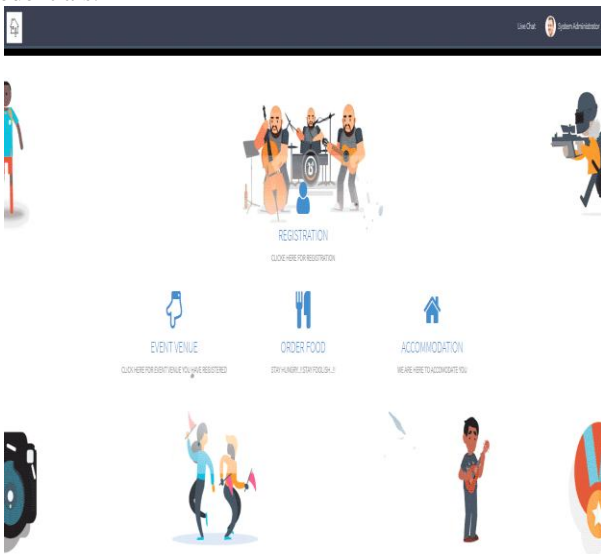

Fig.2 Homepage

The Homepage conatins all the modules that the user can access.
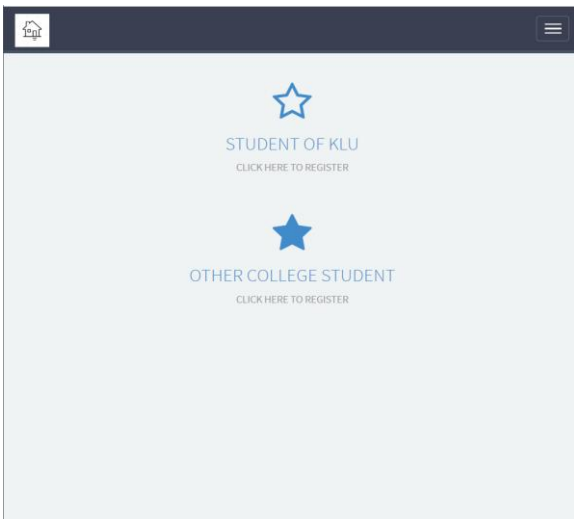

Fig.3 Registration

In this module, the user will be redirect to this page which contains two categories Student of Organization and Student of other college.
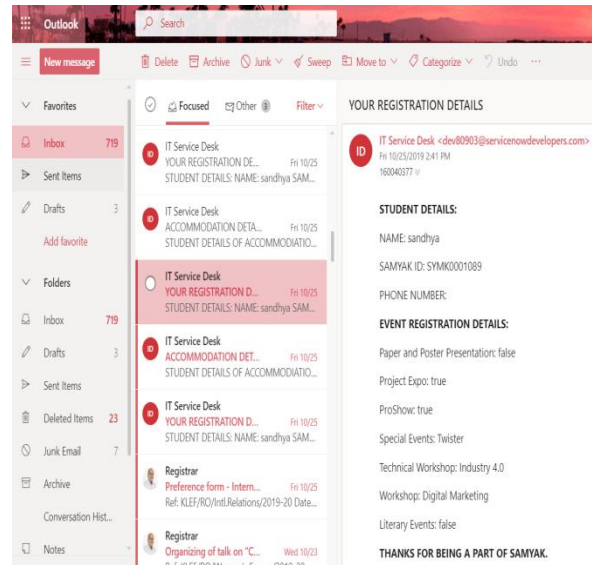

Fig.4 Registration confirmation mail

	Event Name	Event Venue
1	Event Name	Event Venue
2	What's In the Box Special Event	C423
3	Proshow	Play Ground
4	Mock CID Special Event	C221
5	Cultural Events	OAT
6	Digital Marketing Workshop	C525
7	Amazon Webservices Tech Workshop	R202
8	Foundation Analysis Tech Workshop	R105
9	Hot Wheels Gaming	C411
10	Jenga Gaming	C410
11	Paper and Poster Presentation	E101 TO E110
12	Literary Events Workshop	C225
13	Industry 4.0 Tech Workshop	R101
14	IOT Workshop	C325
15	Blur Gaming	C409
16	Minute to Win It Special Event	C421
17	Blockchain Tech Worksop	R103
18	Social Media Analysis Workshop	R201
19	AI Workshop	C625
20	Augmented Reality Tech Workshop	R102
21	Sixth Sense Robotics Tech Workshop	R104
22	Angry Birds Gaming	C309
23	Treasure Hunt Special Event	Indoor Stadium
24	Project Expo	C101 & C102
25	Mega Bubble Challenge Special Event	C422

Fig.5 Event Venue

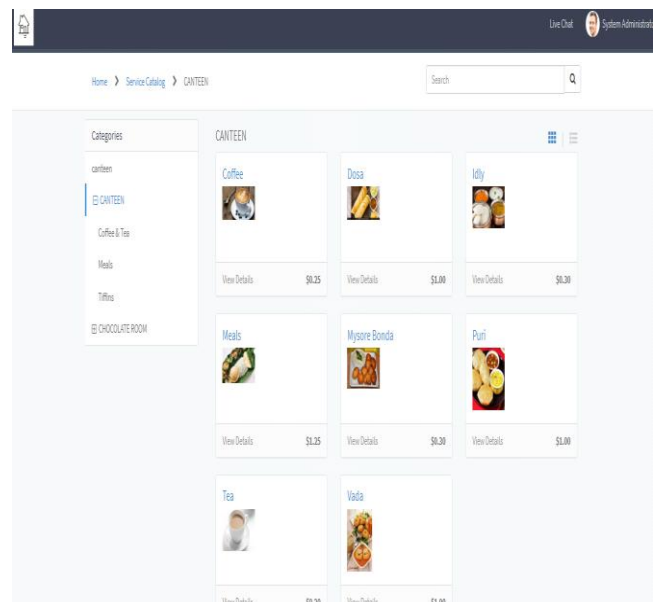This module helps user to find the details of the event venue without any ambuiguity.

Fig.6 Order Food

In Order Food module, the user can add items into the cart and finally checkout by entering the delivery details.
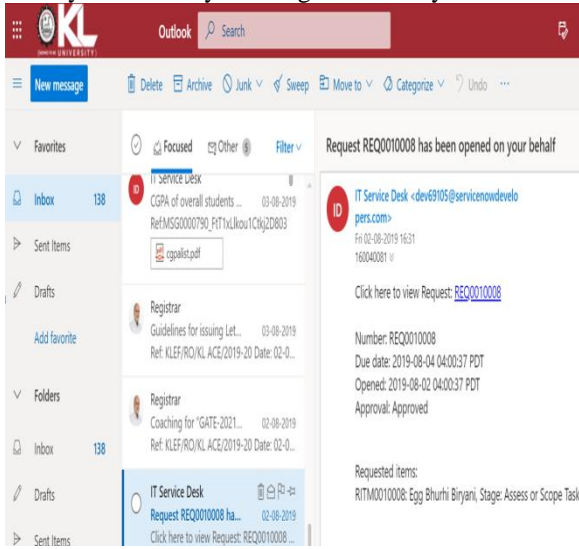

Fig.7 Order confirmation mail

Fig.8 Accommodation

This module is helpful for the user to book their stay before hand. In this the gender field plays an important role where all the other fields depends on it.
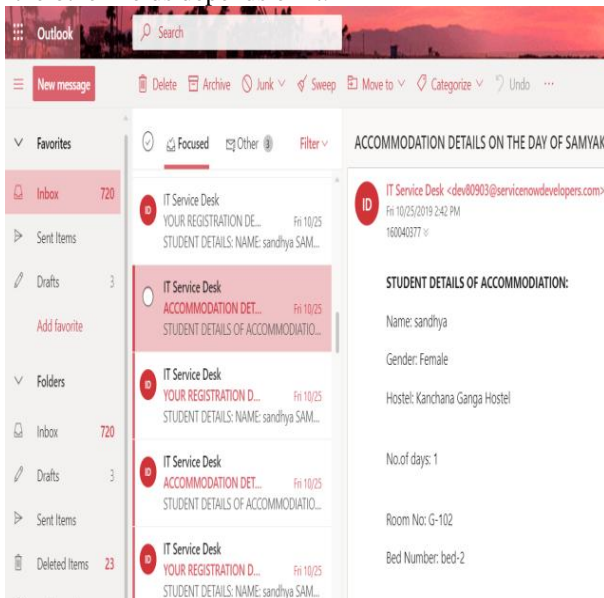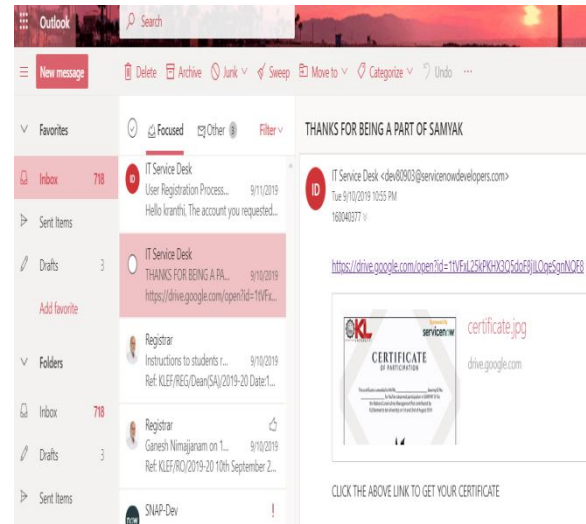

Fig.9 Accommodation confirmation mail

Fig.10 E-Certificate

VI.   CONCLUSION & FUTURE SCOPE:

In the world, were we are looking forward for things to happen in no time the only way that's possible is through technology, as we know the technology is evolving each day and making life easy for us. ServiceNow as a cloud-based platform which is reliable for the users to develop applications in less time and provide most effective output. Thus, using this platform Online Registration & E-certification application has turned out to be most effective and user understandable. This application can be used by any organization for their event registration. In the future, we would like to implement the payment gateway and make sure the E-Certificate is generated with the participant's name.

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Mr. Chandra Sekhar Maganty is working as Assistant Professor in department of CSE in Koneru Lakshmaiah University. His research area is IOT and Network Security. He has published several papers in area of Network Security and IOT. He is having around 12 years of experience in teaching Area of interest in subjects are Network Security, Enterprise Programming, Web Technologies, OOPS through java, etc

MVVN Jyothsna currently pursuing B.Tech in Computer Science and Engineering at K L University. I always pay keen interest in taking part at different events which gives me the courage to expose myself. I enjoy learning about new technologies that would enhance my career.

M Sandhyarani currently pursuing B.Tech in Computer Science and Engineering at K L University. I adore solving problems and mathematics stays as my all time favourite subject. I also love to take part in different events.

K Kranthi Mahesh currently pursuing B.Tech in Electronics and Communication Engineering at K L University. I always take the privilege to take part in social events and other activities which helps me grow through my career. Coming to my hobbies to play cricket and chess.

B Sai Satish currently pursuing B.Tech in Electronics and Communication Engineering at K L University. I enjoy learning about Networks and solving problems these are two of my favourite subjects. My hobby is palying cricket and volley ball.