

## **THE NEEDS TO IMPLEMENTS SERVICENOW CLOUD IN EDUCATION**

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### **Abstract:**

ServiceNow is a cross-platform cloud based database architecture use to connect the various departments in centralized database structure to managing and optimizing data through single cloud computing server through Configuration Management Database i.e. CMDB. Now days in education field ServiceNow play an important roles to achieve a better system flow using a Configuration Management Database. ServiceNow is a ticketing tools that processes and catalogs customer service requests. The user can raise requests that deal with incidents, changes, problems, and other services using tools like ServiceNow. ServiceNow cloud not implementing in the education sector as compared to the other enterprises as well as corporate sector.

**Keywords:** ServiceNow, CMDB, Leveraging.

### **Introduction:**

The ServiceNow business model is based on providing products using SaaS cloud computing software. It involves setting up systems to define, manage, automate and structure services for companies. ServiceNow users can find the software useful within security, operations, customer service, HR and other industries. With the cloud computing students are able to interact, do the assignments as they are on single computer. This process not only is efficient but also saves time and improves the quality in students. ServiceNow cloud has benefitted the colleges, institutes and schools. From the cloud service providers, the customer takes complete ownership of managing applications, operating systems, software, databases, etc. in the cloud. For example – Rackspace, Digital ocean, etc. The ServiceNow Service Automation Platform is a highly configurable, approachable, and extensible cloud platform built on an enterprise-grade architecture and infrastructure. All ServiceNow applications are built on this single platform, including custom applications created by ServiceNow customers and partners. ServiceNow is built using Java and Tomcat web server running on Linux as well as Windows. Although to develop new modules and applications in ServiceNow the JavaScript knowledge is sufficient. ServiceNow operates data centres in North America (Canada is the default location, with additional centres in the United States), South East Asia (South Korea and Singapore), Europe (Germany, Switzerland,

The Netherlands, Ireland), U.K. (England and Wales), Japan, Australia, and Brazil.

### **Why need ServiceNow in Education?**

As higher education IT leaders seek to overcome challenges to digital transformation within their institutions, they are also being tasked with improving student, faculty and staff experiences. To do that at scale, university IT departments must be able to meet their needs quickly, be agile in how they operate, and develop new software and tools to support a modern digital experience. According to an EDUCAUSE QuickPoll, higher education institutions are thinking more about digital transformation now than they were in 2022. In a 2022 survey of higher education institution IT leaders, 13% of respondents were currently engaged in digital transformation, while 32% were in the process of developing a digital transformation strategy. In the 2022 QuickPoll, 44% were currently engaged in digital transformation and another 27% were in the process of developing a strategy.

To spur digital transformation, higher education institutions increasingly are turning to tools from ServiceNow, not just for functions such as IT service management (ITSM) but also for a service-oriented IT model that enables IT teams to advance their universities' digital strategies and missions. ServiceNow's platform can serve as a modern operational backbone for universities seeking to transform how they interact with students and staff.

### **How Colleges and Universities Are Leveraging ServiceNow?**

As higher education student and staff experiences with companies have grown more digital and personal during the pandemic, their expectations for how they should interact with their institutions have changed. IT teams must become strategic partners to other university departments, students, faculty and staff members as they seek to streamline operations across the entire campus. Organizations need standard processes, shared data, shared applications and shared technologies to thrive in this environment. Higher education institutions must avoid having multiple applications that perform the same function. Sharing data is essential to transformation, he says, and ServiceNow enables that for agencies via a shared data repository. To focus on that kind of work, universities can leverage ServiceNow to simplify and optimize IT operations by merging core operational functions into a single platform. The platform enables standardized processes and allows data sharing to leverage shared applications. This empowers IT teams to work in a service-oriented fashion, operating not as a cost centre but as an integral element of the delivery of modern, mobile-friendly services that students and staff can access whenever they need to. ServiceNow tools allow an IT team to function more like a business than a technology provider, able to forecast demand and focus on the delivery of core services.

Good organizations and organizations that have a modern operational environment have services that provide value back to the business. ServiceNow gives students a single access point for all university services, quickly giving them the information they need. This implementation has reduced change-related incidents by more than 70%. It also has created a single record for each student; displaying each interaction a student has with administrative offices in one location and helping the university deliver on its commitment to student success. Colleges that have multiple campuses can benefit from a cloud-based ITSM, as well. Having a single source of information across all buildings, cities, and even sometimes, countries, means that everyone is on the same page and tasks that require multiple

stakeholders won't have to bounce around from location to location and risk getting lost. **How to improve performance using ServiceNow to helping modernize the Education?**

1) Better Communication:

Many colleges and universities struggle with a reliable means of communication between departments, faculty, or locations. With ServiceNow you can have everyone on the same wavelength. With improved communication, you can see benefits such as:

- Improved incident or case tracking
- Effective tools to any and all departments on campus
- Getting improved metrics and reporting to learn how you can better streamline services
- More accurate reporting and metrics
- The ability to create a knowledge base for any and all documentation
- Another recent evolution in the ServiceNow sphere has been the rise of chatbots. Organizations both large and small are eager to have an automated, but still personable, way to answer simple questions, raise and review tickets, and even schedule meetings between multiple users - all without having to open up everyone's calendars.

2) Faster Resolutions:

Reporting issues, service outages, and incidents has never been quicker with ServiceNow. The Self Service Catalogue capabilities mean that users don't have to send emails or make phone calls to see what the status is on a project. Instead, they can review the m all in one place. Give users the ability to search for information via a knowledge base without having to submit a request. Manage and track open requests, or submit new ones all in one location Request or order services, or suggest services not currently available.

3) A Centralised Data Handling:

A centralized source of information helps different campuses stay in sync. In the case of any college with different departments, each campus had different systems for their financial aid processes. If a student were to call any of the campuses, they would likely receive a completely different answer at one than the other. The

colleges didn't document calls either, meaning that there was no record of a conversation if a student needed assistance or guidance. Implementing ServiceNow gave the college system a single contact centre between all of the campuses that can manage requests, generating tickets in ServiceNow. The improvements have created unison between the different locations and have improved trust in the community.

#### 4) Operational scheduling:

Schedule daily operations on college system while maintaining close-ended database for analysing data easily and getting proper outcome.

### **Impact of ServiceNow the new standard in education**

Delivering great experiences while building resiliency. Education institutions are at an inflection point. An industry already challenged by an eight year decrease in enrolments, deep cuts in funding, and ongoing questions about the return on tuition investment is now facing new pressures in the wake of COVID-19. While the pandemic forced institutions to quickly pivot to a border online learning environment, which caused great disruption, it also illuminated the need for engaging, secure, and seamless experiences both online and on campus. Now, education institutions are working to develop, a more resilient and responsive framework to deliver on their mission of student success.

Service Now works with higher education institution to:

1. Deliver great experience for students
2. Automate manual and organizational processes.
3. Project against threats and facilitate compliance.
4. Attract and retain students and faculty.

### **Benefits to use ServiceNow in Education**

1. Deliver great experience for students  
While many students interaction how moved to digital formats that doesn't guarantee a seamless experience the tools, and processes for students are often spread across multiple platforms incoming students may apply register for classes order book, and supplies, schedule academic advising, and stay up to date on their grades-all on different website.
2. Automate manual and organizational process

In any educational institution, many separate internal departments work together to ensure the success of each student, this web of support requires countless processes often resulting in siloes, delays, and errors. And, most workflows are still manual and paper -based. Creating better environment tom serve students is possible. Automating the most common processes and integrating multiple systems enables faculty and staff to serve students in more meaningful ways that can result in reduced cost, better students' outcomes, and increased employee satisfaction and retention.

#### 3. Protect against threats and facilitate compliance

Cybersecurity, compliance, and data protection are critical priorities for education institutions. The threats range from stolen research findings to compromised networks - all of which can damage stakeholders trust and put accreditation at risk. These tools also helps institutions secure the campus both online and offline and enable real-time reporting and compliance alerts.

#### 4. Attract and retain students and faculty

As so many academic experiences move online, it's crucial to highlight students and faculty's lifecycle events in new and creative ways. Better experiences can have to powerful effect on student retention and faculty; education institution must explore unique ways to create engaging connection that add value. With the new platform, educational institutions can optimize manual and organizational processes to reduce frustration around transitions, these milestones, with digital workflows that automate experiences for faculty, like onboarding, moving towards tenure, and offboarding.

### **Limitations of ServiceNow in Education**

- 1) If centralized database architecture fails entire system collapse down.
- 2) There are some processes that have many steps to completed i.e. Time consuming task
- 3) Sometimes limited user access the ServiceNow application for read and write data. For that pay some extra amount.
- 4) ServiceNow areas not identified in details processing, missing some steps to completing task.
- 5) Educational institution needs some extra

support to maintaining security and privacy.

### **Conclusion**

ServiceNow in education is a revolutionary change. According to report issued by centre for integrative research in computer and learning sciences states that the next level uses of ServiceNow cloud in education not yet invented. So the people working on ServiceNow should let the educators and education policy makers know about this in depth. Although there are several cons of using ServiceNow in educational sector, our features are ServiceNow so the educational system should start exposing their students to this sort of technology which started using a bit of ServiceNow. The impact of ServiceNow will be seen first in the higher education levels and gradually increase to

the higher education. The ultimate impact of ServiceNow in education will only decide by the time. The main aim of ServiceNow is to make work of an educator easier but not replace them.

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