An Entrepreneurship Application Using Servicenow

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Abstract: Entrepreneurship indeed can describe as the ability, to establish organize and manage a business venture along with any of its risks for profit. Impressive advances, even breakthroughs, have been made during the last decades in understanding the relationship between knowledge and growth on one hand, and entrepreneurship and growth on the other. The main objective of this paper is hence to shed light on using recent advances such as service-now in effective utilization of resources to be a success entrepreneur.

Index Terms: Entrepreneurs, knowledge, innovation, Service now.

1. INTRODUCTION

The draw of autonomy, benefit and opportunity lead numerous to select entrepreneurial interests. Just because there are plenty of opportunities does 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. ServiceNow 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]. ServiceNow is a SaaS platform offered by ServiceNow, Inc. and used by global corporations. ServiceNow platform comprises key product features such as Service Management: 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: Includes applications such as Discovery, Service Mapping, Event Management, Orchestration and Cloud Management. IT Business Management: It includes applications such as Performance Analytics, Financial Management, Project Portfolio Management, Demand Management, Resource Management. Security: It includes features and applications related to Security Operations and Governance, Risk and Compliance (GRC). Customer Service: It includes applications such as Customer Service Management, Field Service Management and Knowledge Management. Human Resources: It includes the HR Service Management application This paper describes the application named “Issue of no due certificate” using ServiceNow. The idea in designing the application is to issue the certificate saying the student has no fine or due in any department of the institution. 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 the request for issue of certificate or else will give an error message if the given inputs are invalid.

Fig:1 Login

The paper details about the implementation of one organization and can be incorporated with all other colleges and institutions, so that it will be platform for all colleges to apply for no due certificate and in turn towards Entrepreneurship.

2. MODULE DESCRIPTION

2.1 LOGIN

In this module, the user has to register as a new user by providing the basic information such as First Name, Last Name, 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 need to change his/her password. This is done by using the user registration plugin.

2.2 Homepage

After Successful login, the user will be redirected to the homepage as shown in Fig:2, which comprises of widgets. Widgets are reusable components that define the content in the portal page. The homepage consists of following widgets [2]

1. Typeahead Search: Predictive search feature that shows words as users type.
2. Announcements: Users can view all active announcements.
3. Icon Link: Link to any other item.
4. Data table from instance definition: Display a filtered list on your portal using the data table from instance definition widget.

![Fig:2 Homepage](image)

2.3 Requests and Approvals
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-load client scripts and by using glide ajax calls in ServiceNow. The form contains respective departments whose initial values are pending where the user needs to get approval from the respective department head by validating his/her accounts. When the department head approves the field value will be set to No Due in the corresponding department. The user can monitor his/her requests and approvals from homepage as shown in Fig:3.

![Fig:3 Requests and Approval section](image)

2.4 Design Form
On click event of Apply here widget will redirect the user to the request form as shown Fig:4 below has two sections namely Student details and Departments section.

![Fig:4 Form](image)

2.5 Workflow
A Workflow automates multi-step processes that occur between any combination of people and systems. As soon as the user submits the form, the request will be flooded to the department heads. Then the process of approvals begins as stated in 2.3 module. The Certificate will be issued once after being approved all the departments and will not be issued even at least one department not approved.

2.6 Notification
To ease the tracking process by user instead to logon the portal and visits approvals section in the homepage, a notification is sent to the user by using his/her registered mail id. Notification will also be sent to the user when any department has rejected his/her approval saying that you have due in the department kindly do the payment process to proceed further.

2.7 Approve Certificate
The last step is to issue the no due certificate once the request is approved by all departments. To ensure all the departments approved a field state of application is used. Initially when the user submits the form the state of application value is by default applied and will be set to approved once all departments approved and to be rejected if any one of the
departments does not approve his request. As soon as the state of application field value is set to approved then an UI action will be visible and on click event of UI action a pdf will be generated i.e. no due certificate. To increase the interaction with the end user a virtual chatbot is also integrated to the application using service now.

3. FLOW CHART

The above flowchart illustrates the flow of the process as it starts with the user login and then directs to the homepage where the user can able to apply form and can see the pending user requests and approvals. In similar way the corresponding departments heads will logon to the portal and have the user requests, if the request is approved then no due certificate pdf is generated as shown in the Fig:7 else notification is send to the user if the request got rejected by any one of the department.

4. RESULTS

Once after the form is submitted, we can see an entry under request section and in approved section when approved all departments, as shown in Fig:6

![Fig:6 Entry in Requested and Approved section](image)

Once approved by all the department in-charge a printed pdf will be generated contains user details to ensure that a user can apply for his no due certificate field values are auto populated once the form loads and list of the departments having field value as No Due as shown in Fig:7. This auto generated pdf behavior can be achieved in scripting UI action

![Fig:7 Auto Generated Pdf](image)

5. CONCLUSION

By adapting the platforms one can easily create the custom application which laid path to effective utilization of resources and overcome entrepreneur problems which boosts economic growth. As an instance, how an entrepreneur idea i.e. “issue of no due certificate application” is implemented using service
now tool as the tool offers wide and distinct range of features and is demonstrated by developing the application described in the paper.

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REFERENCES


