

EDUCATIONAL ORGANIZATION USING SERVICE NOW

Submitted by

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In partial fulfilment for the award of the degree

BACHELOR OF ENGINEERING

in

COMPUTER SCIENCE AND ENGINEERING

NAAN MUDHALVAN LAB

ANNA UNIVERSITY REGIONAL CAMPUS MADURAI-625-019



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Supervised by

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BONAFIDE CERTIFICATE

This is to certify that the project report titled "**EDUCATIONAL ORGANIZATION USING SERVICE NOW**" is the Bonafide work of **VISHALINI B (910022104038)**, **RAJARATHINAM Y(910022104021)**, **SOMAESWARAN T (910022104029)** who carried out the project work under my supervision in the Naan Mudhalvan Lab.

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30/10/25

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HEAD OF THE DEPARTMENT**

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I extend my sincere thanks to all teaching and non-teaching staff of the Department of Computer Science and Engineering and my peers for their support and encouragement.

Finally, I thank my family and friends, whose encouragement and patience motivated me to complete this project successfully.

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ABSTRACT

The **Educational Organisation Management System** is a comprehensive digital platform developed using **ServiceNow** to streamline and automate the administrative processes within educational institutions. The system efficiently manages student and teacher data, automates admission workflows, and monitors student progress using customized tables and forms.

Through ServiceNow's low-code development capabilities, the project introduces three main modules — **Salesforce Table**, **Admission Table**, and **Student Progress Table** — interconnected through process flows and client scripts. Automation is achieved through client scripts that auto-populate fields, update pincode details, and calculate total marks, percentages, and results.

This project demonstrates how ServiceNow can be effectively adapted beyond IT service management to educational data management, ensuring efficiency, transparency, and accuracy in academic administration.

Problem Statement:

Educational institutions often rely on manual processes to handle admissions, student records, and academic performance data. These traditional methods are time-consuming, prone to human errors, and lead to difficulty in tracking progress and maintaining data consistency. The lack of centralized systems results in poor data visibility and inefficiencies in workflow management.

The **Educational Organisation Management System using ServiceNow** aims to overcome these challenges by digitizing and automating student admission, data management, and progress tracking through custom tables, dynamic forms, and client-side automation. This solution ensures a seamless and error-free administrative process for educational organizations.

Objectives:

The primary objective of this project is to design and develop an **automated educational management system** on the **ServiceNow platform** that enhances administrative efficiency within educational institutions.

Specific objectives include:

- To create and configure **Salesforce, Admission, and Student Progress** tables.
- To implement **client scripts** that automate field population and calculations.
- To develop **process flows** for admission tracking and progress monitoring.
- To simplify student data management through digital forms and dynamic layouts.
- To ensure data accuracy and reduce manual administrative effort.

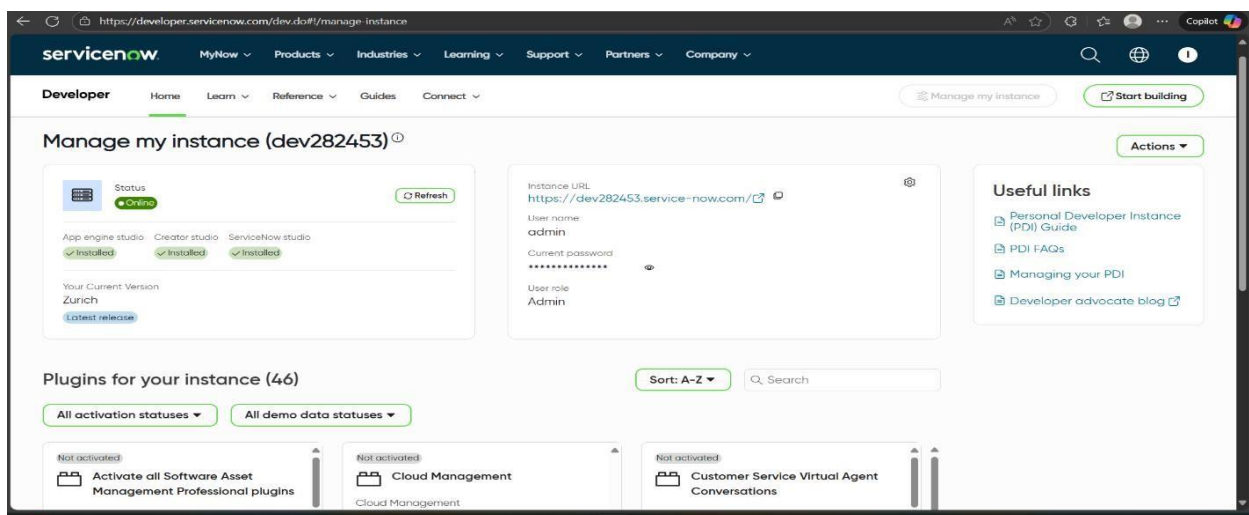
Skills:

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

Activity: Setup of ServiceNow Developer Instance

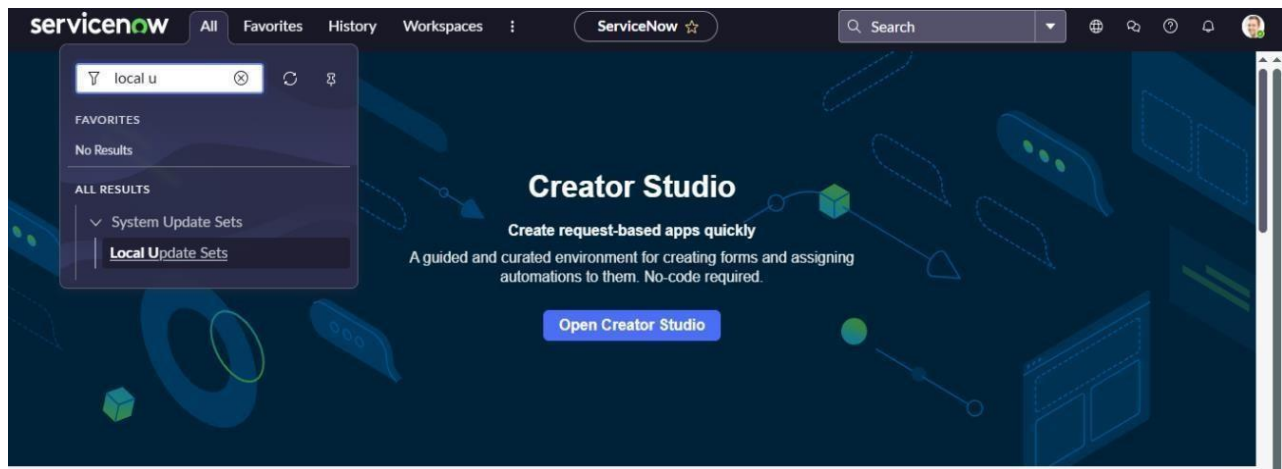
- Sign up at <https://developer.servicenow.com>.
- Navigate to **Personal Developer Instance Request Instance**.
- Fill in required details and submit the request.
- Log in with credentials received via email.
- Access your new instance and begin customization.



Milestone 2: Creation of New Update Set

Activity: Creation of New Update Set

- Go to All >> In the filter search for Local Update set > click on New > Educational Organization.



- Click on new

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Admission Table	u_admission_table	salesforce	false	2025-10-28 07:17:18
Clis by Number of Sources	sn_cmdb_ws_ms_cis_by_number_of_sources	(empty)	false	2025-08-07 13:27:32
Task Number Adapter Rule	sys_task_number_adapter_rule	Pattern Adapter Rule	false	2025-08-07 12:52:48
Number	sys_number	Application File	false	2025-08-07 12:33:44
Number Counter	sys_number_counter	(empty)	false	2025-08-07 12:33:44
Page Number Configuration	doc_page_number_config	Application File	false	2025-08-07 12:38:45
Serial Number	cmdb_serial_number	(empty)	false	2025-08-07 12:42:32
IANA Enterprise Number	iana_enterprise_numbers	(empty)	false	2025-08-07 12:50:13
Invalid Serial Number	dscy_invalid_serial	Application File	false	2025-08-07 12:56:49

- Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label

* Name

Extends table

Application

Create module ☒

Create mobile module ☒

Add module to menu

New menu name

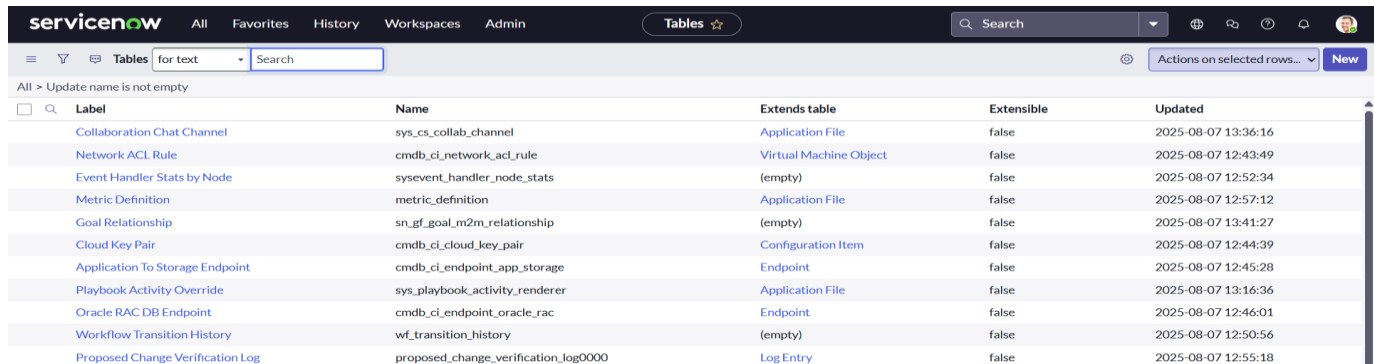
Columns

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table.

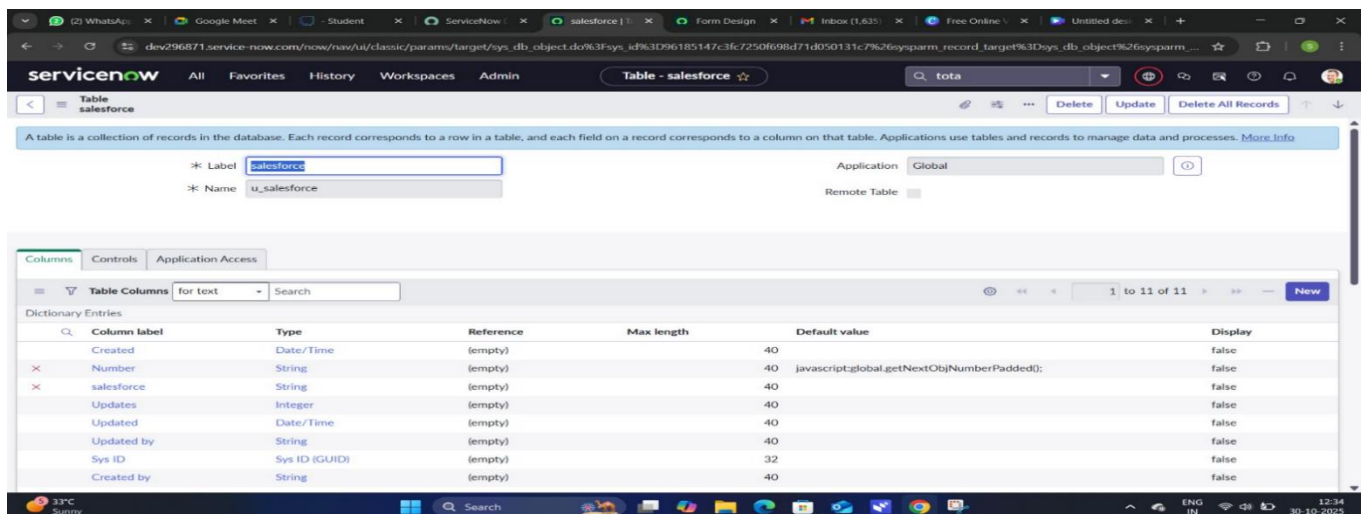
- All >> Tables.



Label	Name	Extends table	Extensible	Updated
Collaboration Chat Channel	sys_cs_collab_channel	Application File	false	2025-08-07 13:36:16
Network ACL Rule	cmdb_ci_network_acl_rule	Virtual Machine Object	false	2025-08-07 12:43:49
Event Handler Stats by Node	sysevent_handler_node_stats	(empty)	false	2025-08-07 12:52:34
Metric Definition	metric_definition	Application File	false	2025-08-07 12:57:12
Goal Relationship	sn_gf_goal_m2m_relationship	(empty)	false	2025-08-07 13:41:27
Cloud Key Pair	cmdb_ci_cloud_key_pair	Configuration Item	false	2025-08-07 12:44:39
Application To Storage Endpoint	cmdb_ci_endpoint_app_storage	Endpoint	false	2025-08-07 12:45:28
Playbook Activity Override	sys_playbook_activity_renderer	Application File	false	2025-08-07 13:16:36
Oracle RAC DB Endpoint	cmdb_ci_endpoint_oracle_rac	Endpoint	false	2025-08-07 12:46:01
Workflow Transition History	wf_transition_history	(empty)	false	2025-08-07 12:50:56
Proposed Change Verification Log	proposed_change_verification_log0000	Log Entry	false	2025-08-07 12:55:18

- Enter the Label as:

Name: Salesforce



A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Application:

* Name: Remote Table:

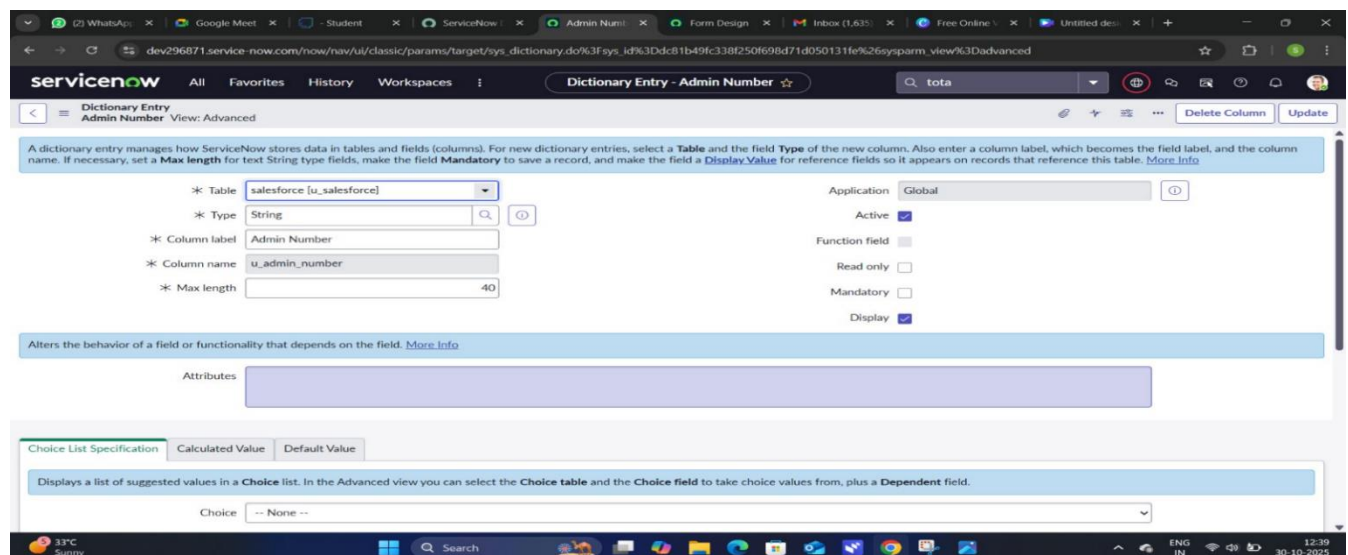
Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
salesforce	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false

- Admin Number:



A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table: Application:

* Type: Active: ☒

* Column label: Function field: ☐

* Column name: Read only: ☐

* Max length: Mandatory: ☐

Display: ☒

Attributes

Choice List Specification Calculated Value Default Value

Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent** field.

Choice:

- Grade Column:

servicenow All Favorites History Workspaces Admin Dictionary Entry - grade

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **table** and the **field type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table: Application:

* Type:

* Column label:

* Column name:

* Max length:

Active: ☒

Function field: ☐

Read only: ☐

Mandatory: ☐

Display: ☐

Choice List Specification Default Value

Displays a list of suggested values in a **Choice list**. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent field**.

Choice:

Related Links

[Show Table](#)
[Run Point Scan](#)
[Advanced view](#)

Activity 2: Creating Admission Table

- Create an Admission Table with Columns given.
- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

servicenow All Favorites History Workspaces Admin Table - Admission

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Application:

* Name:

Extends table:

Columns Controls Application Access

Table Columns for text Search 1 to 15 of 15

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
pincode	String	(empty)	40		false
area	String	(empty)	40		false
school	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
salesforce	String	(empty)	40		false
Updates	Integer	(empty)	40		false

- Create Fields as shown

The screenshot shows the 'Table Columns' configuration page for the 'salesforce' table in ServiceNow. The page displays a list of columns with their respective properties. The 'Number' column is highlighted with a red circle, indicating it is the focus of the configuration.

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
salesforce	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Admin Number	String	salesforce	40	select Get Next Padded Number in Dynamic...	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Grade	String	(empty)	40		false

- Create choice for Admin Status as:

The screenshot shows the 'Dictionary Entry - Admin status' configuration page in ServiceNow. The page displays the configuration for a new dictionary entry. The 'Table' is set to 'Admission Table [u_admission_table]', the 'Type' is 'Choice', the 'Column label' is 'Admin status', and the 'Column name' is 'u_admin_status'. The 'Application' is 'Global', and the 'Active' checkbox is checked. The 'Choice List Specification' tab is selected, showing a dropdown menu with 'None' as the choice.

Dictionary Entry - Admin status

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table: Admission Table [u_admission_table]

* Type: Choice

* Column label: Admin status

* Column name: u_admin_status

Application: Global

Active: ☒

Function field: ☐

Read only: ☐

Mandatory: ☐

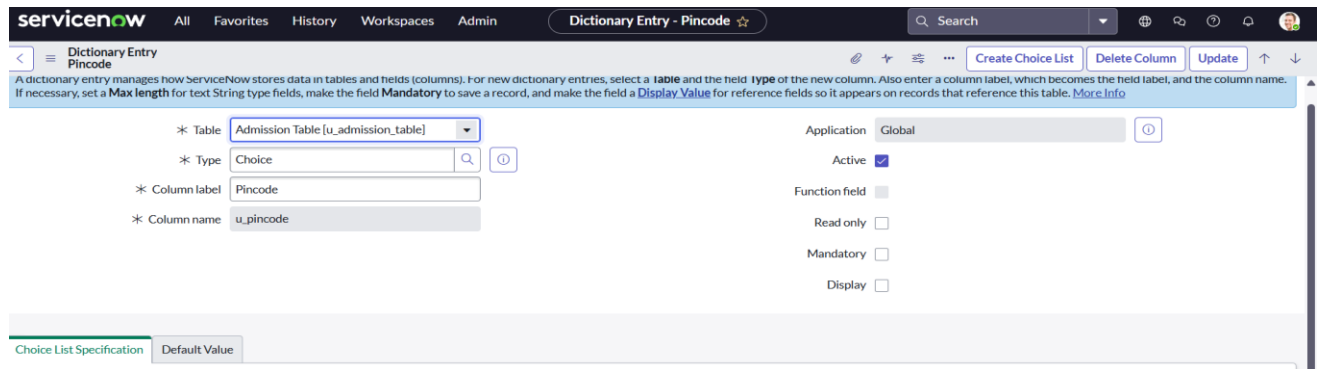
Display: ☐

Choice List Specification

Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent** field.

Choice: Dropdown with -- None --

- Create choice for Pincode :



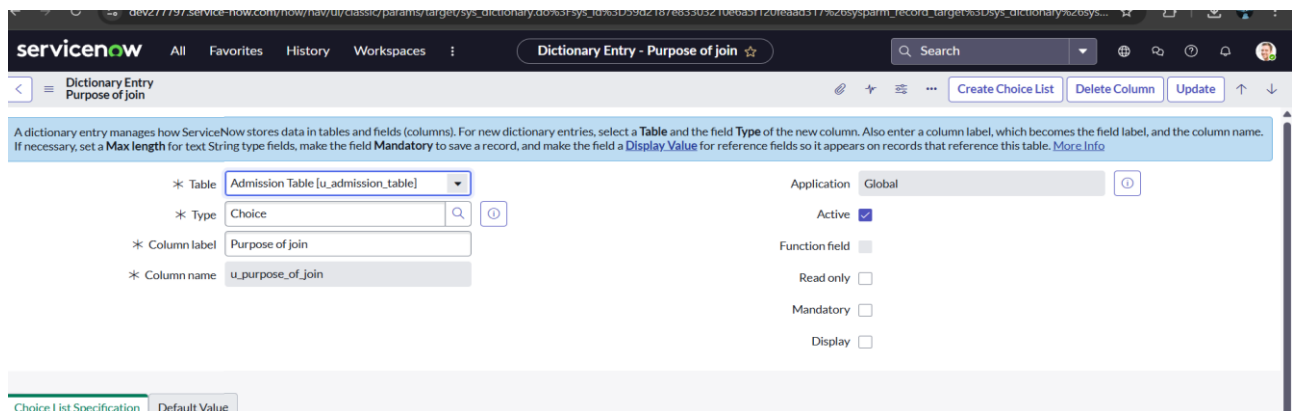
The screenshot shows the 'Dictionary Entry - Pincode' form in ServiceNow. The form is titled 'Dictionary Entry - Pincode' and has a search bar. Below the title, there is a description: 'A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)'.

The form fields are as follows:

- * Table: Admission Table [u_admission_table]
- * Type: Choice
- * Column label: Pincode
- * Column name: u_pincode
- Application: Global
- Active: ☒
- Function field: ☐
- Read only: ☐
- Mandatory: ☐
- Display: ☐

At the bottom, there are two tabs: 'Choice List Specification' and 'Default Value'.

- Create choice for Purpose of Join :



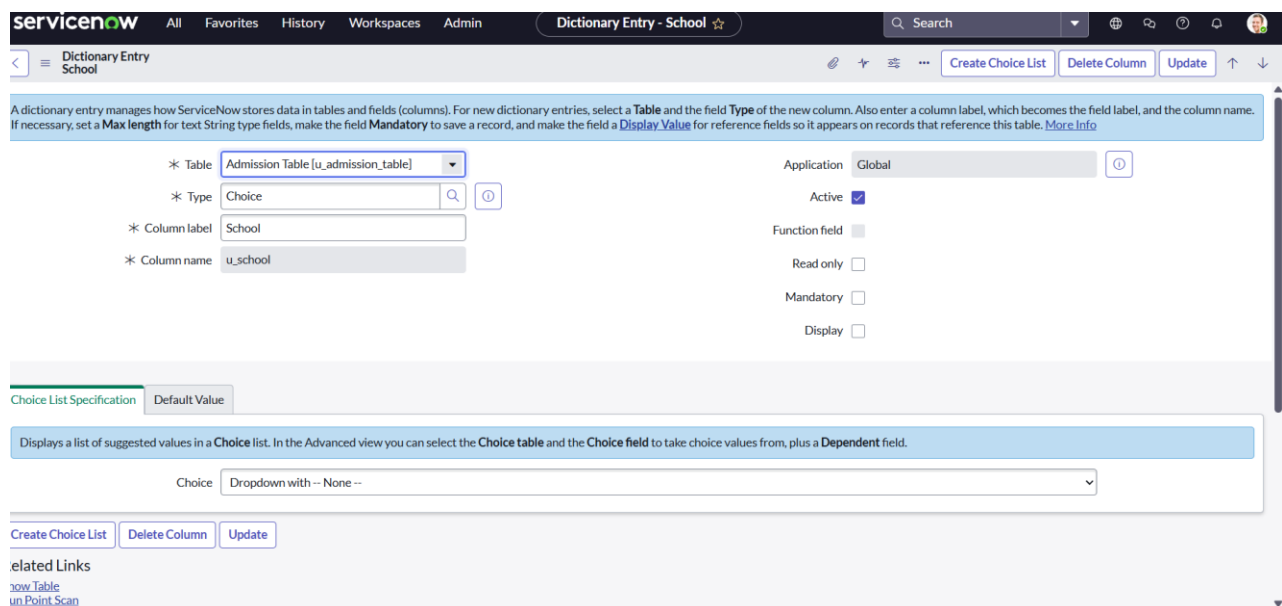
The screenshot shows the 'Dictionary Entry - Purpose of join' form in ServiceNow. The form is titled 'Dictionary Entry - Purpose of join' and has a search bar. Below the title, there is a description: 'A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)'.

The form fields are as follows:

- * Table: Admission Table [u_admission_table]
- * Type: Choice
- * Column label: Purpose of join
- * Column name: u_purpose_of_join
- Application: Global
- Active: ☒
- Function field: ☐
- Read only: ☐
- Mandatory: ☐
- Display: ☐

At the bottom, there are two tabs: 'Choice List Specification' and 'Default Value'.

- Create choice for School :



The screenshot shows the 'Dictionary Entry - School' form in ServiceNow. The form is titled 'Dictionary Entry - School' and has a search bar. Below the title, there is a description: 'A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)'.

The form fields are as follows:

- * Table: Admission Table [u_admission_table]
- * Type: Choice
- * Column label: School
- * Column name: u_school
- Application: Global
- Active: ☒
- Function field: ☐
- Read only: ☐
- Mandatory: ☐
- Display: ☐

At the bottom, there are two tabs: 'Choice List Specification' and 'Default Value'.

Below the tabs, there is a text box with the following text: 'Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice** table and the **Choice** field to take choice values from, plus a **Dependent** field.'

Below the text box, there is a dropdown menu with the following options: 'Choice', 'Dropdown with -- None --'.

At the bottom, there are three buttons: 'Create Choice List', 'Delete Column', and 'Update'.

Below the buttons, there is a section titled 'Related Links' with the following links: 'Now Table', 'un Point Scan'.

- Create choice for School Area:

A screenshot of the ServiceNow Dictionary Entry form for 'School Area'. The form is titled 'Dictionary Entry - School Area' and includes a search bar and navigation links. The main form area contains fields for 'Table' (Admission Table [u_admission_table]), 'Type' (Choice), 'Column label' (School Area), and 'Column name' (u_school_area). There are also checkboxes for 'Active', 'Function field', 'Read only', 'Mandatory', and 'Display'. The 'Application' is set to 'Global'. Below the form, there are tabs for 'Choice List Specification' and 'Default Value'.

Activity 3: Creating Student Progress Table:

- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Create Fields as shown:

A screenshot of the ServiceNow Table form for 'student process'. The form is titled 'Table student process' and includes a search bar and navigation links. The main form area contains fields for 'Label' (student process) and 'Name' (u_student_process). There are also checkboxes for 'Application' (Global) and 'Remote Table'. Below the form, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a table of 'Dictionary Entries'.

Column label	Type	Reference	Max length	Default value	Display
percentage	String	(empty)	40	40	false
Admin Number	String	salesforce	40	40	false
Updates	Integer	(empty)	40	40	false
total	String	(empty)	40	40	false
Updated by	String	(empty)	40	40	false
Sys ID	Sys ID (GUID)	(empty)	32	32	false
maths	String	(empty)	40	40	false
Created by	String	(empty)	40	40	false

Milestone 4: Form Layout

Activity: Configuring Table form for Student Progress Table:

- In the Student Progress Table Page , Click on Layout form.

Name	Type	Length	Active	
Telugu	String	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Maths	String	(empty)	40	false

- Click on Admission Number [+]

Available

- Admin Date
- Admin Number
- Admission Number [+]
- Admission Number.Father Cell
- Admission Number.Father Name
- Admission Number.Mother Cell
- Admission Number.Mother Name
- Admission Number.Student Name
- Admission Number.grade
- Class
- Created
- Created by
- English
- Hindi
- Maths
- Number

Selected

- Admission Number

Form view and section

View name: Default view

Section: Student Progress Table

Create new field

Name:

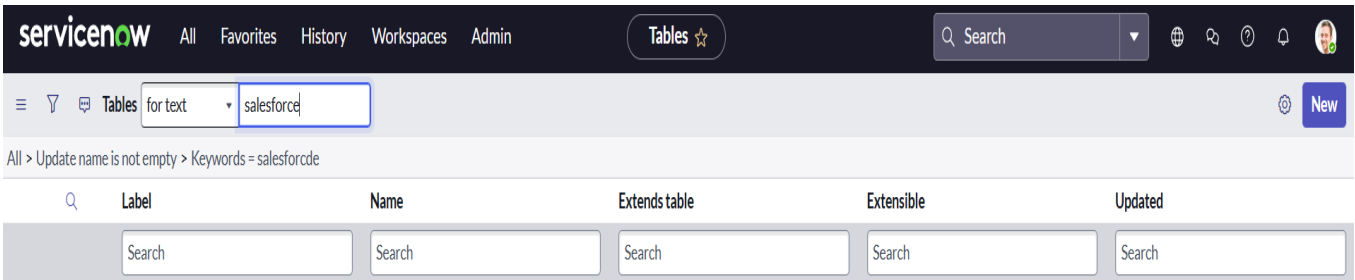
Type: String

Field length: Small (40)

- Select below Admission Number fields in Available side and send it to selected side as below >> save.

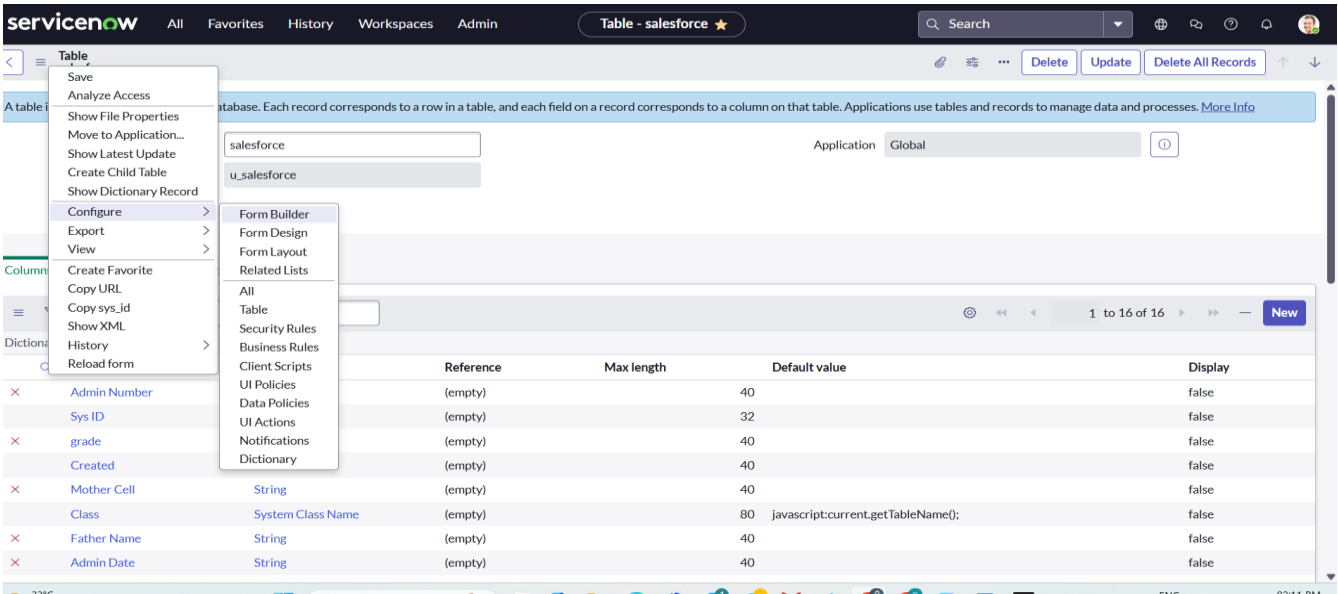
Milestone 5: Form Design

Activity 1: Creating Form Design for Salesforce Table



• All
>>

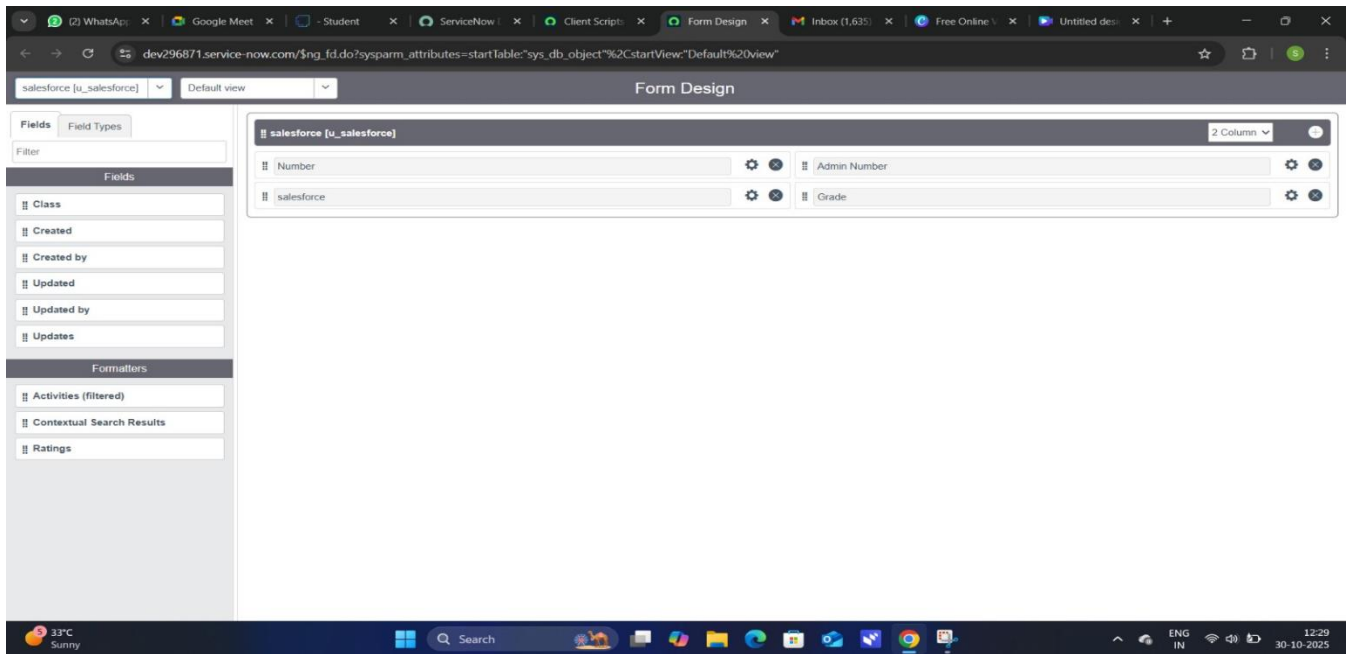
System Definition >> Tables.



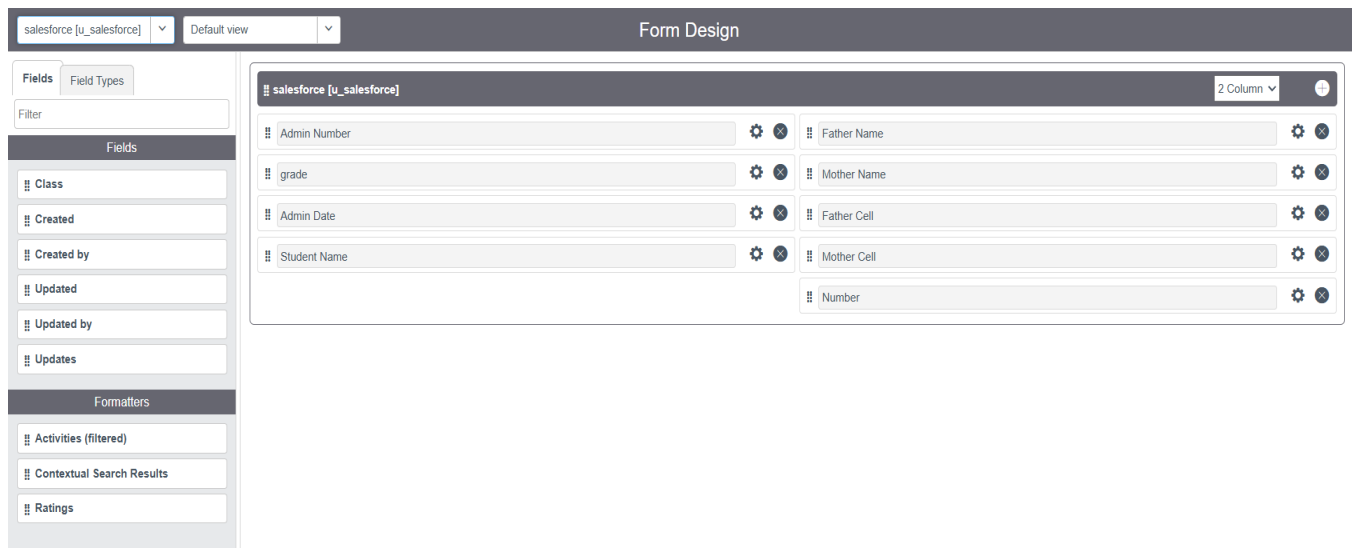
• In
Label

Search for Salesforce and open.

- Right Click on top Toggle >> Configure >> Form Design.



- In drop down select Salesforce(u_salesforce).



- Drag and drop the fields to the left side as below.>>Save.

Admission Table [u_admiss] Default view Form Design

Fields Field Types

Filter

Fields

- Admission Number
- Class
- Created
- Created by
- Number
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Process Flow
- Ratings

Admission Table [u_admission_table] 2 Column

Admin Number	Admin Date
Purpose of join	grade
Student Name	Fee
Father Name	Father Cell
Mother Name	Mother Cell
Admin status	

New Section 1 Column

Comments

School details 2 Column

School Area	School
-------------	--------

Address 2 Column

Pincode	Area
Mandal	City

Activity 2: Creating Form Design for Admission Table:

- Follow the same steps as Activity1, Configure the fields as below and >>Save.

Activity 3: Creating Form Design for Student progress Table

- Follow the same steps as Activity1, Configure the fields as below >>Save

servicenow All Favorites History Workspaces Admin Table - salesforce

Search

number

FAVORITES

No Results

ALL RESULTS

System Definition

Number Maintenance

Application Global

Columns Controls Application Access

Table Columns for text Search

1 to 16 of 16 New

Column label	Type	Reference	Max length	Default value	Display
Admin Number	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
grade	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Mother Cell	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Father Name	String	(empty)	40		false

Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

Student Progress Table [u_ Student Progress Table] Default view Form Design

Fields Field Types

Filter

Fields

- Admin Date
- Admin Number
- Class
- Created
- Created by
- Number
- Social
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Student Progress Table [u_student_progress_table] 1 Column

Admission Number

New Section 2 Column

Admission Number grade Admission Number.Father Name

Admission Number Student Name Admission Number.Mother Name

Admission Number.Father Cell Admission Number.Mother Cell

Student Progress 2 Column

Telugu Total

Hindi Percentage

English Result

Maths

Science

- All >> Number Maintenance >> New
- Fill the details >> Submit.

Milestone 7: Process Flow

Activity 1: Creating Process Flow for Admission Table

- All >> Process Flow>> New.
- Fill the Details as given Below.

The screenshot shows the 'Flow Formatter - New Record' form in ServiceNow. The form includes the following fields and options:

- Table:** Admission Table [u_admission_table]
- Name:** New
- Application:** Global
- Label:** New
- Order:** (empty field)
- Active:** ☒
- Condition:** Add Filter Condition | Add "OR" Clause
- Condition Details:** Admin status is New (with AND, OR, and X buttons)
- Description:** (Rich text editor with a toolbar showing Bold, Italic, Underline, Link, etc.)

The top navigation bar shows 'servicenow' and 'Flow Formatter - New Record'. The bottom right corner has a 'Submit' button.

- Right Click on toggle and click on the save .

- Replace the Name and Label as below and click on Insert on stay.

servicenow All Favorites History Workspaces Admin Flow Formatters

Flow Formatter In progress

* Table Admission Table [u_admission_table]

* Name In progress

Application Global

* Label In progress

Order

Active ☒

Condition Add Filter Condition Add "OR" Clause

Description

Update Delete

- Replace the Name and Label in order and click on Insert on stay.
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 8: Client Script

Activity 1: Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.
- Fill the Details as given.

servicenow All Favorites History Workspaces Admin Client Scripts

Client Script New record

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name Autopopulate

Table Admission Table [u_admission_table]

UI Type Desktop

Type -- None --

Application Global

Active ☒

Inherited ☐

Global ☒

Description

Messages

Script

- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
    var a = g_form.getReference('u_admission_number');
    g_form.setValue('u_admin_date',a.u_admin_date);
    g_form.setValue('u_father_cell',a.u_father_cell);
    g_form.setValue('u_mother_cell',a.u_mother_cell);
    g_form.setDisabled('u_admin_date',a.u_admin_date);
    g_form.setDisabled('u_grade',a.u_grade);
    g_form.setDisabled('u_student_name',a.u_student_name);
    g_form.setDisabled('u_father_name',a.u_father_name);
    g_form.setDisabled('u_mother_name',a.u_mother_name);
    g_form.setDisabled('u_father_cell',a.u_father_cell);
    g_form.setDisabled('u_mother_cell',a.u_mother_cell);
}
```

Activity 2: Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.

servicenow All Favorites History Workspaces Client Script - New Record Search

Client Script New record

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: Pincode update Application: Global

Table: Admission Table [u_admission_table] Active: ☒

UI Type: Desktop Inherited: ☐

Type: onChange Global: ☒

Field name: Pincode

Description:

Messages:

Script:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5     //Type appropriate comment here, and begin script below
6 }
7
8 }
```

- Write the Code as below, Enable Isolate script and >>Save.

```

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    var a = g_form.getValue('u_pincode');{

g_form.setValue('u_city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');
}
else if(a == '500081')
{
g_form.setValue('u_mandal', 'karmanghat');
g_form.setValue('u_city', 'karmanghat');
g_form.setValue('u_district', 'RangaReddy');
}
else if(a == '500079')
{
g_form.setValue('u_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
}

//Type appropriate comment here, and begin script below
}

```

Activity 3: Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.

```

function onLoad() {
    //Type appropriate comment here, and begin script below
    g_form.setDisabled('u_total',true);
    g_form.setDisabled('u_percentage',true);
    g_form.setDisabled('u_result',true);
}

```

servicenow All Favorites History Workspaces Client Script - New Record

Search

Client Script New record

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: disable field

Table: Student Progress Table [u_student_prog...

UI Type: Desktop

Type: onLoad

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6
7
8 }

```

Activity 4: Creating "Total Update" Client Scripts for Student progress Table

- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.

```

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }
  //Type appropriate comment here, and begin script below
  if (newValue){
    var a = parseInt(g_form.getValue('u_telugu'));
    var b = parseInt(g_form.getValue('u_hindi'));
    var c = parseInt(g_form.getValue('u_english'));
    var d = parseInt(g_form.getValue('u_maths'));
    var e = parseInt(g_form.getValue('u_science'));
    var f = parseInt(g_form.getValue('u_social'));
    var Total = parseInt(a+b+c+d+e+f);
    g_form.setValue('u_total', Total);
  }
}

```

servicenow All Favorites History Workspaces Client Script - New Record

Search

Client Script New record

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: total update

Table: Student Progress Table [u_student_prog...]

UI Type: All

Type: onChange

Field name: Social

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Submit

Activity 5: Creating "Result" Client Scripts for Student progress Table

- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
    if(newValue) {
        var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
        if(a >= 0 && a <= 59){
            g_form.setValue('u_result','Fail');
        } else if(a >= 60 && a <= 100) {
            g_form.setValue('u_result','Pass');
        } else {
            // Handle the case if a is out of range (optional)
            g_form.addErrorMessage('Percentage should be between 0 and 100.');
```

```
            g_form.clearValue('u_result');
```

```
        }
    }
}
```

servicenow All Favorites History Workspaces Admin Client Script - result

dev296871.servicenow.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D59c8d8d7c3b8f250f698d71d050131be%26sysparm_record_target%3Dsys_script_client%26sysp...

Client Script result

disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: result

Table: student process [u_student_process]

UI Type: All

Type: onChange

Field name: percentage

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Update Delete

Activity 6: Creating “Percentage” Client Scripts for Student progress Table.

- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
    if (isLoading || newValue === '') {  
        return;  
    }  
}
```

```
//Type appropriate comment here, and begin script below  
var Total = g_form.getValue('u_total');  
var Percentage = (Total/600)*100;  
g_form.setValue('u_percentage',Percentage+'%');  
}
```

The screenshot shows the ServiceNow interface for configuring a Client Script. The browser address bar shows the URL: `dev296871.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D8f3db897c3b8f250f698d71d05013178%26sysparm_record_target%3Dsys_script_client%26sysparm_record_target_sys_id%3D8f3db897c3b8f250f698d71d05013178`. The page title is "Client Script - percentage".

The configuration form includes the following fields:

- Name: percentage
- Table: student process [u_student_process]
- UI Type: All
- Type: onChange
- Field name: -- None --
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

Description and Messages fields are empty.

The Script editor shows the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2  
3     if (isLoading || newValue === '') {  
4  
5         return;  
6     }  
7  
8  
9  
10    //Type appropriate comment here, and begin script below  
11  
12    var Total = g_form.getValue('u_total');  
13  
14    var Percentage = (Total/600)*100;
```


Results:

servicenow

AllFavoritesHistoryWorkspaces

salesforce - Create SAL0001001

Search

<

≡

salesforce

New record

Submit

Admin Number

Father Name

grade

-- None --

▼

Mother Name

Admin Date

Father Cell

Mother Cell

Student Name

Number

SAL0001001

Submit

servicenow

AllFavoritesHistoryWorkspaces

Admission Table - Create SAL0001002

Search

<

≡

Admission Table

New record

Remove favorite for Admission Table - Create SAL0001002

Submit

Admin Number

Admin Date

Purpose of join

-- None --

▼

grade

-- None --

▼

Student Name

Fee

Father Name

Father Cell

Mother Name

Mother Cell

Admin status

-- None --

▼

New Section

School details

Address

Comments

Submit

servicenow All Favorites History Workspaces Student Progress Table - Create SAL0001004 Search

Student Progress Table New record

Admission Number

New Section Student Progress

Admission Number.grade -- None --

Admission Number.Father Name

Admission Number.Mother Name

Admission Number.Father Cell

Admission Number.Mother Cell

Submit

Conclusion:

The project **“Educational Organization Using ServiceNow”** successfully automates the core administrative operations of an educational institution, including admissions, student data management, and academic progress tracking. Using ServiceNow’s customization features such as tables, forms, process flows, and client scripts, the system provides a reliable and scalable platform for educational data automation. It minimizes manual errors, improves efficiency, and enhances transparency in academic administration. This project demonstrates the adaptability of the ServiceNow platform beyond IT service management, making it a valuable digital tool for modern educational organizations.