

SMARTINTERNZ NAAN MUDHALVAN PROJECT

~~Project Title~~ Educational Organisation Using ServiceNow

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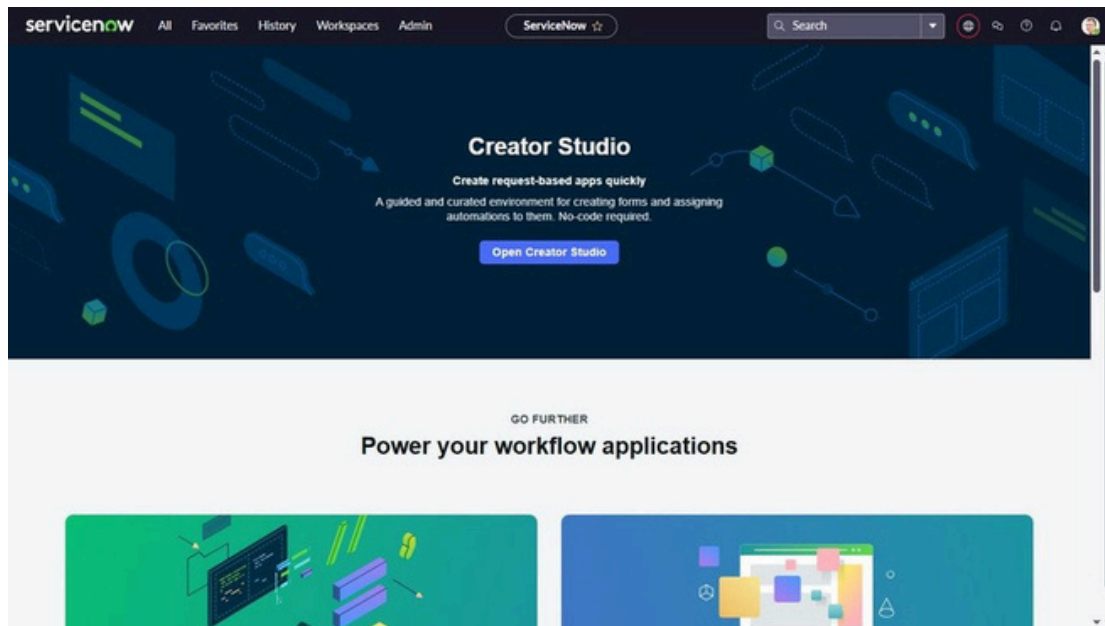
~~Problem Statement~~ Educational Organisation Using ServiceNow

Category: ServiceNow System Administrator

TASK INSTRUCTION WITH OUTPUT:

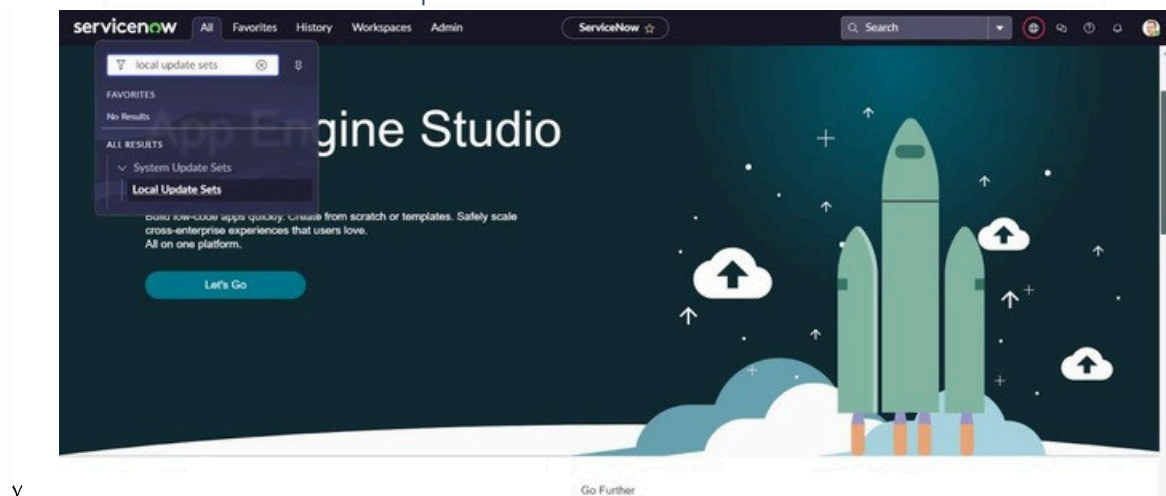
1-Setting up ServiceNow Instance

1. Sign up on the [ServiceNow Developer site](#) and log in.
2. Go to Personal Developer Instance.
3. Click Request Instance and fill in the details.
4. Check your email for instance credentials.
5. Log in to your new ServiceNow instance.

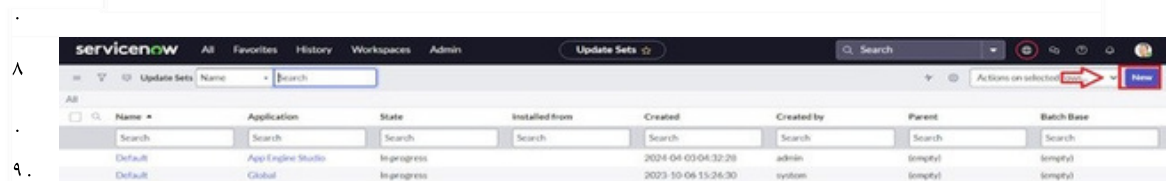


6. Creating a Update Set

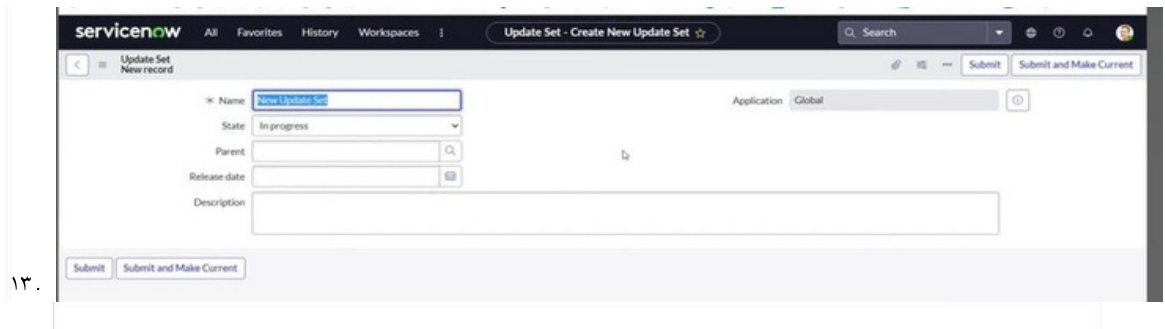
a. Click on All >> Local update sets .



a. Click on new



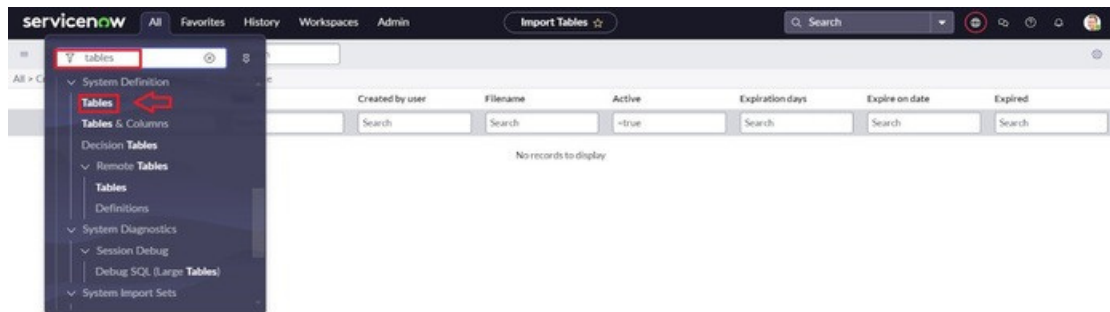
12. 3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



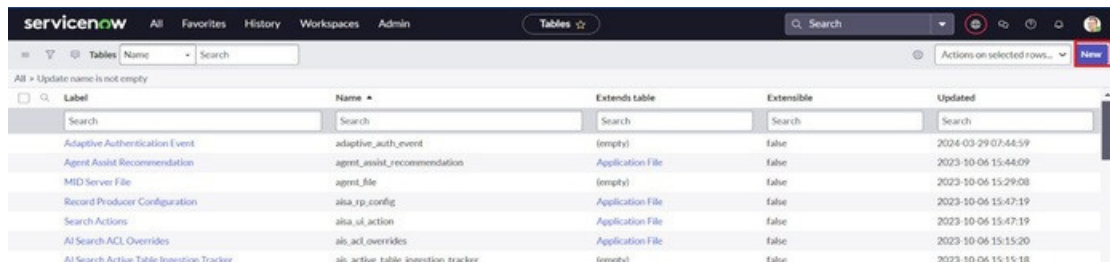
3- Creating a Table

Creating Salesforce Table.

- All >> Tables.



- Click on new



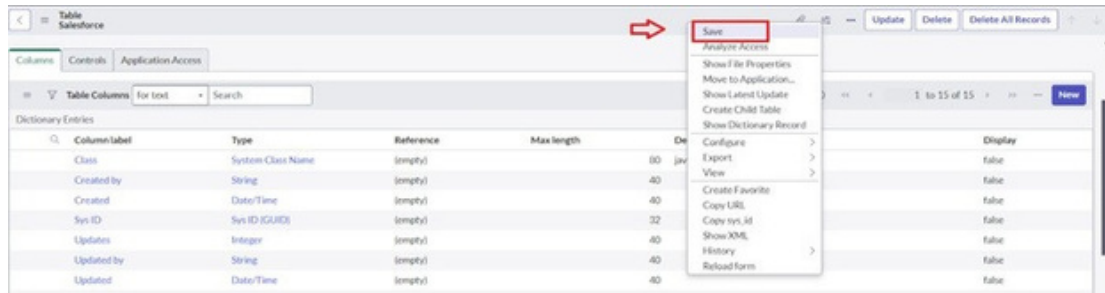
- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

- Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

X

Column label	Type	Reference	Max length
Admin Date	Date	(empty)	40
Admin Number	String	(empty)	40
Father Cell	String	(empty)	40
Father Name	String	(empty)	40
Grade	Choice	(empty)	40
Mother Cell	String	(empty)	40
Mother Name	String	(empty)	40
Student Name	String	(empty)	40

- For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.



- Click on controls >> Enable Extensible.



- Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .



- Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.

servicenow All Favorites History Workspaces Admin Dictionary Entry - Grade

Dictionary Entry Grade

Access Controls Choices (13) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Prngt	Prngt	en	1	false	2024-04-02 02:10:36
Nursory	Nursory	en	2	false	2024-04-02 02:10:40
UNG	UNG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:30
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	false	2024-04-02 02:13:30
V	5th	en	8	false	2024-04-02 02:13:53
VI	6th	en	9	false	2024-04-02 02:14:57
VII	7th	en	10	false	2024-04-02 02:15:02
VIII	8th	en	11	false	2024-04-02 02:15:06
IX	9th	en	12	false	2024-04-02 02:15:12
X	10th	en	13	false	2024-04-02 02:15:15

Insert a new row...

Creating Admission Table

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

The screenshot shows the ServiceNow 'Table - New Record' form. The 'Label' is 'Admission' and the 'Name' is 'u_admission'. The 'Extends table' is set to 'Salesforce'. The 'Application' is 'Global'. The 'Create module' and 'Create mobile module' checkboxes are checked. The 'Add module to menu' dropdown is set to 'Salesforce'. Below the form, the 'Table Columns' section is visible, showing a list of columns for the 'Admission' table.

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32	(empty)	false
Admin Status	Choice	(empty)	40	(empty)	false
Admission Number	Reference	Salesforce	32	(empty)	false
Area	String	(empty)	40	(empty)	false
City	String	(empty)	40	(empty)	false
Comments	String (Full UTF-8)	(empty)	255	(empty)	false
District	String	(empty)	40	(empty)	false
Fee	Price	(empty)	20	(empty)	false
House No	String	(empty)	40	(empty)	false
Mandal	String	(empty)	40	(empty)	false
Pincode	Choice	(empty)	40	(empty)	false
Purpose of join	Choice	(empty)	40	(empty)	false
School	Choice	(empty)	40	(empty)	false
School Area	Choice	(empty)	40	(empty)	false
Class	System Class Name	(empty)	30	javascript:current.getTableInfo();	false

- Create choice for Admin Status as:

The screenshot shows the 'Dictionary Entry Admin Status' interface. At the top, there are buttons for 'Create Choice List', 'Delete Column', and 'Update'. Below these are 'Related Links' for 'Show Table', 'Run Point Scan', and 'Advanced view'. The 'Access Controls' section includes tabs for 'Choices (7)', 'Attributes', 'Labels (1)', and 'Dictionary Overrides'. A search bar and a table of choices are visible.

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
Join In progress	In progress	en	2	false	2024-04-02 21:11:03
Joined	Joined	en	3	false	2024-04-02 21:11:26
Rejected	Rejected	en	4	false	2024-04-02 21:12:00
Closed	Closed	en	5	false	2024-04-02 21:13:05
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27

- Create choice for Pincode as:

The screenshot shows the 'Dictionary Entry Pincode' interface. It features a search bar and a table of choices.

Label	Value	Language	Sequence	Inactive	Updated
309258	309258	en	1	false	2024-04-02 21:15:19
500079	500079	en	2	false	2024-04-02 21:15:46
500081	500081	en	3	false	2024-04-02 21:16:05

- Create choice for Purpose of Join as:

The screenshot shows the 'Dictionary Entry Purpose of Join' interface. It features a search bar and a table of choices.

Label	Value	Language	Sequence	Inactive	Updated
Tuition	Tuition	en	1	false	2024-04-02 21:17:09
Coaching	Coaching	en	2	false	2024-04-02 21:17:31
Teacher	Teacher	en	3	false	2024-04-02 21:17:53

- Create choice for School as:

The screenshot shows the 'Dictionary Entry School' interface. It features a search bar and a table of choices.

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Nareesh II	Nareesh II	en	2	false	2024-04-02 21:19:35

- Create choice for School Area as:

The screenshot shows the 'Dictionary Entry School Area' interface. It features a search bar and a table of choices.

Label	Value	Language	Sequence	Inactive	Updated
Nisar Market	Nisar Market	en	1	false	2024-04-02 21:20:53
Nisar Bus Stand	Nisar Bus Stand	en	2	false	2024-04-02 21:21:24

Creating Student Progress Table

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

X	Admission Number	Reference	Salesforce	32	False
X	English	String	(empty)	40	False
X	Hindi	String	(empty)	40	False
X	Maths	String	(empty)	40	False
X	Percentage	String	(empty)	40	False
X	Result	String	(empty)	40	False
X	Science	String	(empty)	40	False
X	Social	String	(empty)	40	False
X	Telugu	String	(empty)	40	False
X	Total	String	(empty)	40	False
+	Insert a new row...				

Form Layout

Configuring Table form for Student Progress Table

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

Table student progress			
×	Telugu	String	(empty) 40
×	Total	String	(empty) 40
+	Insert a new row...		

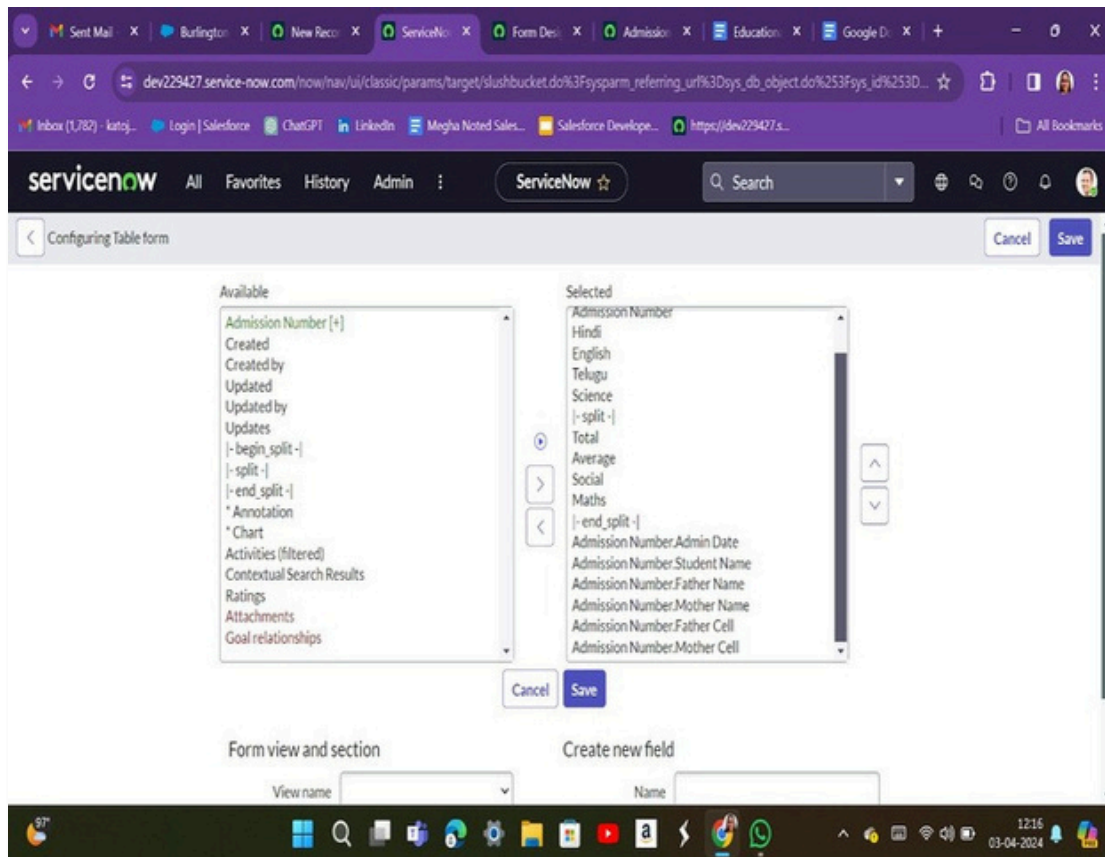
Update Delete Delete All Records

Related Links

[Design Form](#)
[Layout Form](#)
[Layout List](#)
[Show Form](#)
[Show List](#)
[Show Schema Map](#)
[Add to Service Catalog](#)
[Run Point Scan](#)
[Explore REST API](#)

- Click on Admission Number [+].

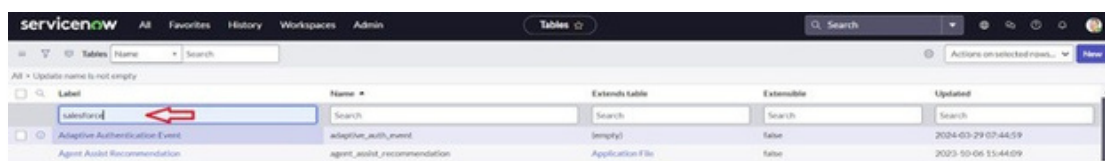
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



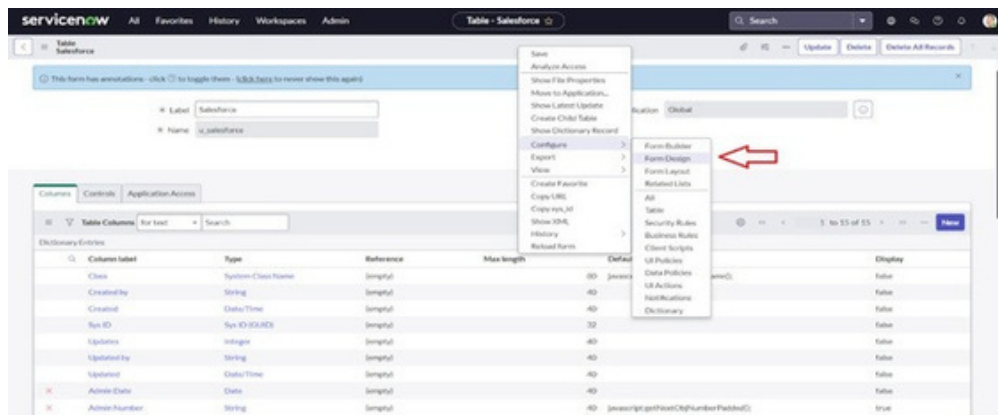
Form Design

Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



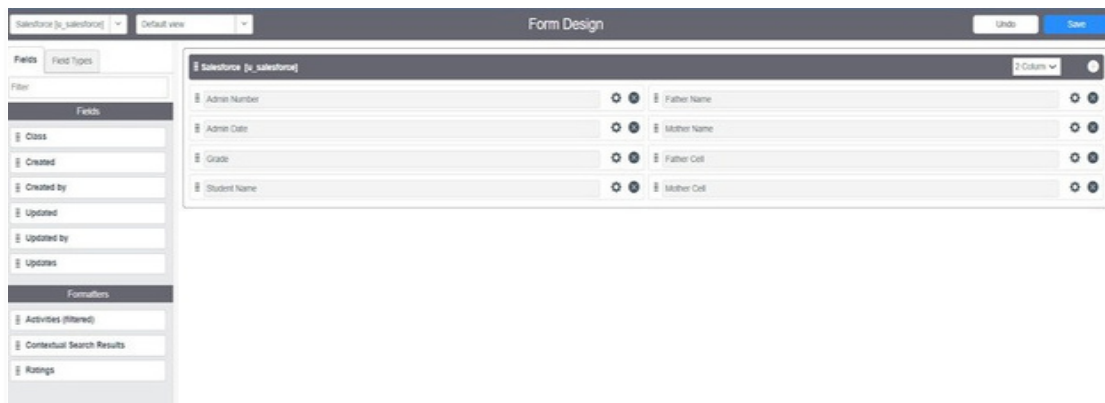
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_salesforce).



5. Drag and drop the fields to the left side as below.



6. Save.

Creating Form Design for Admission Table

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

The screenshot shows the 'Form Design' interface for a form titled 'Admission (y_admission)'. The interface includes a left sidebar with a 'Fields' list and a 'Form Design' area on the right. The 'Fields' list contains the following items:

- Admission Number
- Class
- Created
- Created By
- Updated
- Updated By
- Updated

The 'Form Design' area shows the following sections:

- Admission (y_admission)**
 - Process Flow (Parent)
 - Admission Number
 - Purpose of Join
 - Student Name
 - Father Name
 - Mother Name
 - Admission Date
 - Grade
 - Fee
 - Father Cell
 - Mother Cell
 - Admission Status
- Comments**
- School Details**
 - School Name
 - Class
- Address**
 - Pincode
 - Area
 - State
 - City
 - Country

Creating Form Design for Student progress Table

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

The screenshot shows the 'Form Design' interface for a form titled 'Student Progress (y_student)'. The interface includes a left sidebar with a 'Fields' list and a 'Form Design' area on the right. The 'Fields' list contains the following items:

- Class
- Created
- Created By
- Result
- Updated
- Updated By
- Updated

The 'Form Design' area shows the following sections:

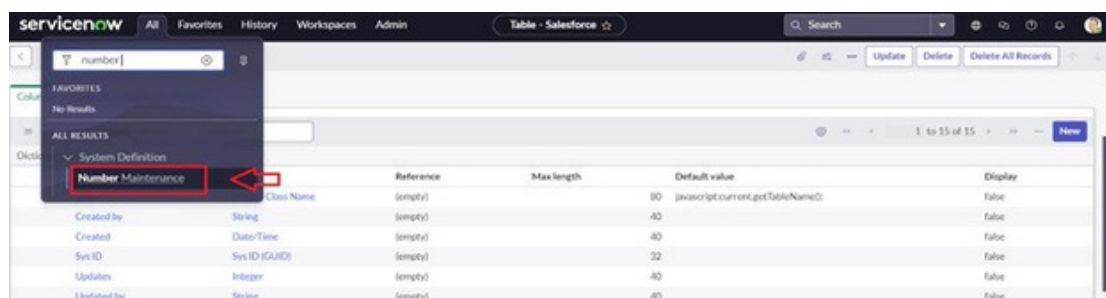
- Form Section**
 - Admission Number
 - Admission Number Grade
 - Admission Number Student Name
 - Admission Number Father Name
 - Admission Number Mother Name
 - Admission Number Father Cell
 - Admission Number Mother Cell
- Student Progress**
 - Subject
 - Score
 - English
 - Maths
 - Science
 - Total
 - Percentage
 - Result

Number Maintenance

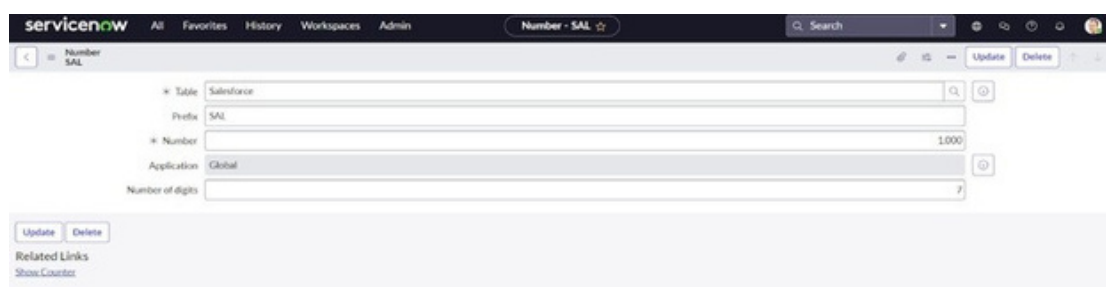
Creating Number Maintenance for Admin

Number

- All >> Number Maintenance >> New



- Fill the details >> Submit.



Process Flow

Creating Process Flow for Admission Table

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

- Right Click on toggle and click on the save .
- Replace the Name and Label as below and click on Insert on stay.

- 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.

Client Script

Creating “Auto populate ” Client Scripts for Admission Table

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

Client Script New record

This form has annotations - click ⓘ to toggle them - [click here to never show this again](#)

Name: Auto populate

Table: Admission [u_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global

Action: ☒

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 }
```

- 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_grade',a.u_grade);  
g_form.setValue('u_student_name',a.u_student_name);
```

```

g_form.setValue('u_father_name',a.u_father_name);

g_form.setValue('u_mother_name',a.u_mother_name);

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);

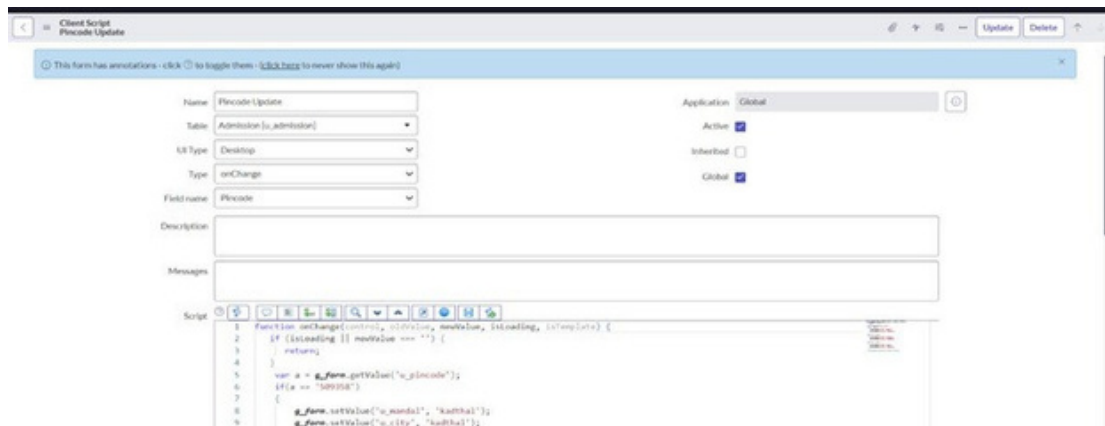
}

```

Note: Make sure the Field names should be the same as you created .

Creating “Pincode Update ” Client Scripts for Admission 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;

```

```

    }

```

```

    var a = g_form.getValue('u_pincode');

```

```

    if(a == '509358')

```

```

    {

```

```

        g_form.setValue('u_mandal', 'kadthal');

```

```

        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');
```

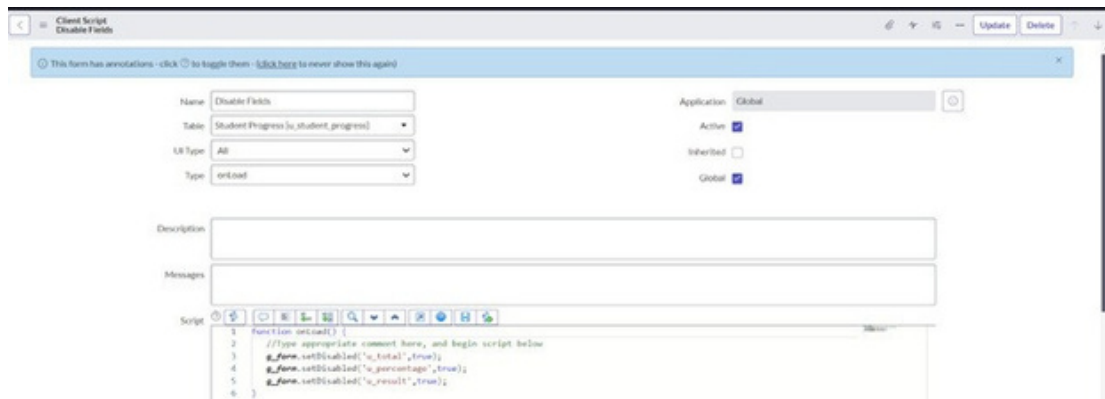
```
g_form.setValue('u_district', 'Hyderabad'); }
```

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

```
}
```

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);

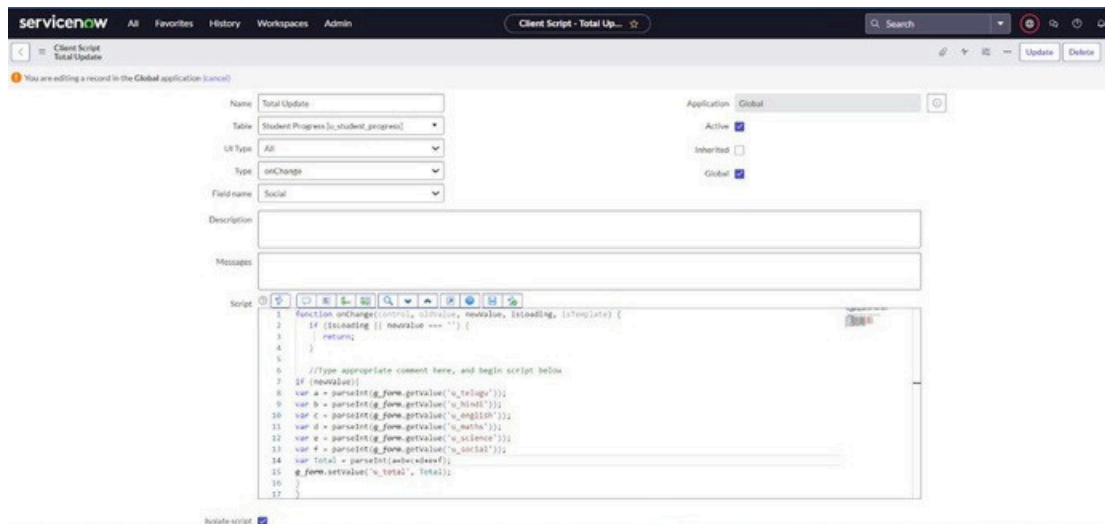
    g_form.setDisabled('u_result',true);

}

```

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'));

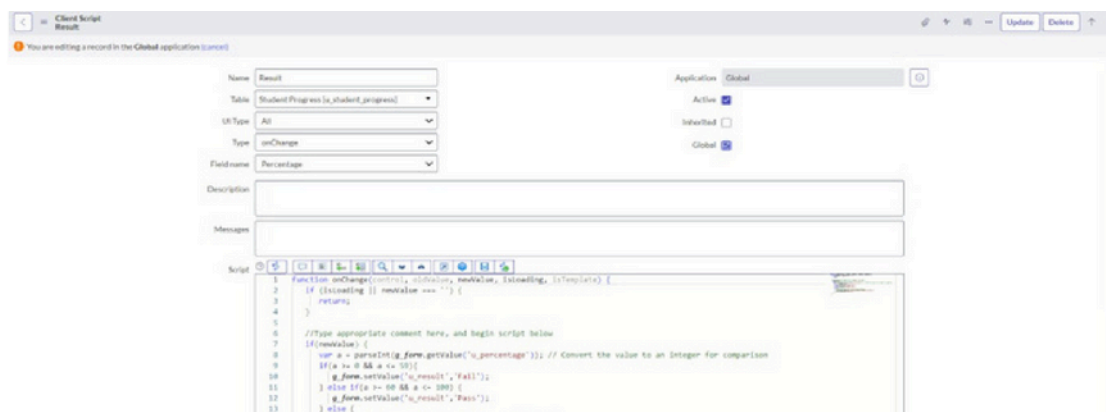
```

```
var Total = parseInt(a+b+c+d+e+f);

g_form.setValue('u_total', Total); } }
```

Creating “Result ” Client Scripts for Student progress Table

- Fill the Details as given.

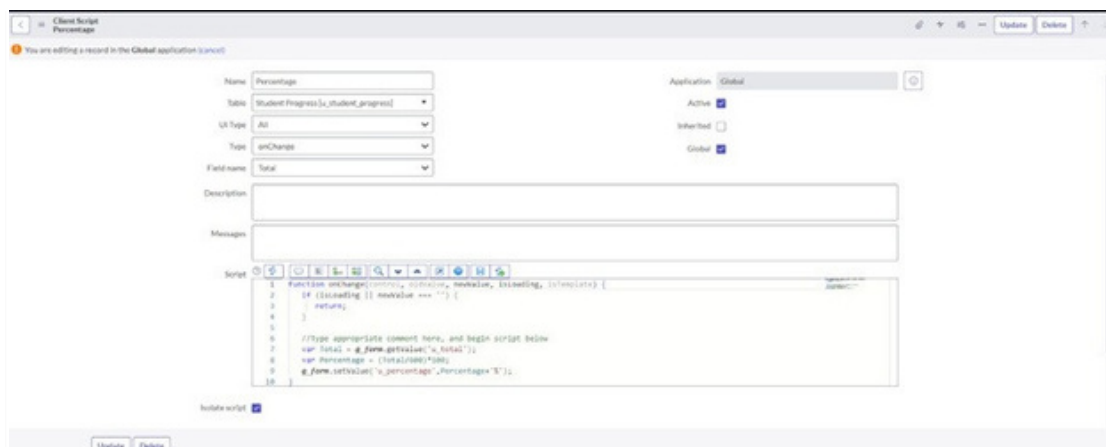


- Write the Code as below, Enable Isolate script and Save.

```
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.');
```

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+'%');

}

```

Result

The image displays three screenshots of a web application interface, likely for a school management system.

Top Screenshot: Admission - New record
 This form includes fields for:

- Admission Number (text input, value: SA100001078)
- Admission Date (date input, value: 02/02/2020)
- Grade (dropdown menu, value: None)
- Student Name (text input)
- Father Name (text input)
- Mother Name (text input)
- Mother Cell (text input)
- Father Cell (text input)

 A 'Submit' button is located at the bottom left.

Middle Screenshot: Admission - New record
 This form includes a progress bar with stages: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. Below the progress bar, it includes fields for:

- Admission Number (text input, value: SA100001078)
- Purpose of join (dropdown menu, value: None)
- Student Name (text input)
- Father Name (text input)
- Mother Name (text input)
- Comments (text area)
- Admission Date (date input, value: 02/02/2020)
- Grade (dropdown menu, value: None)
- Fee (text input, value: \$ 0.00)
- Father Cell (text input)
- Mother Cell (text input)
- Admission Status (dropdown menu, value: None)

 Below this, there is a 'School Details' section with a tabbed interface showing 'Address' and 'School Area' (dropdown menu, value: None) and 'School' (dropdown menu, value: None). A 'Submit' button is at the bottom left.

Bottom Screenshot: New Section - New record
 This form includes fields for:

- Admission Number (text input, value: SA100001078)
- Grade (dropdown menu, value: None)
- Student Name (text input)
- Father Name (text input)
- Mother Name (text input)
- Father Cell (text input)
- Mother Cell (text input)

 Below this, there is a 'Student Progress' section with a table for tracking progress across different subjects:

Subject	Score
Religion	
Hindi	
English	
Maths	
Science	
Social	

 To the right of the table, there are fields for:

- Total (text input)
- Percentage (text input)
- Result (text input)

 A 'Submit' button is at the bottom left.

CONCLUSION:

The project "Educational Organisation using ServiceNow" demonstrates how the platform can be customized to manage and track household expenses efficiently by creating tables for family members and expenses, establishing relationships, and applying queries. It shows the flexibility of ServiceNow in addressing real-life scenarios beyond IT services, while also improving skills in table creation, form design, and data management. This project provides a simple yet effective solution for maintaining expense records and lays the foundation for further enhancements like reports and dashboards for better financial planning.