

## PROJECT DESIGN PHASE

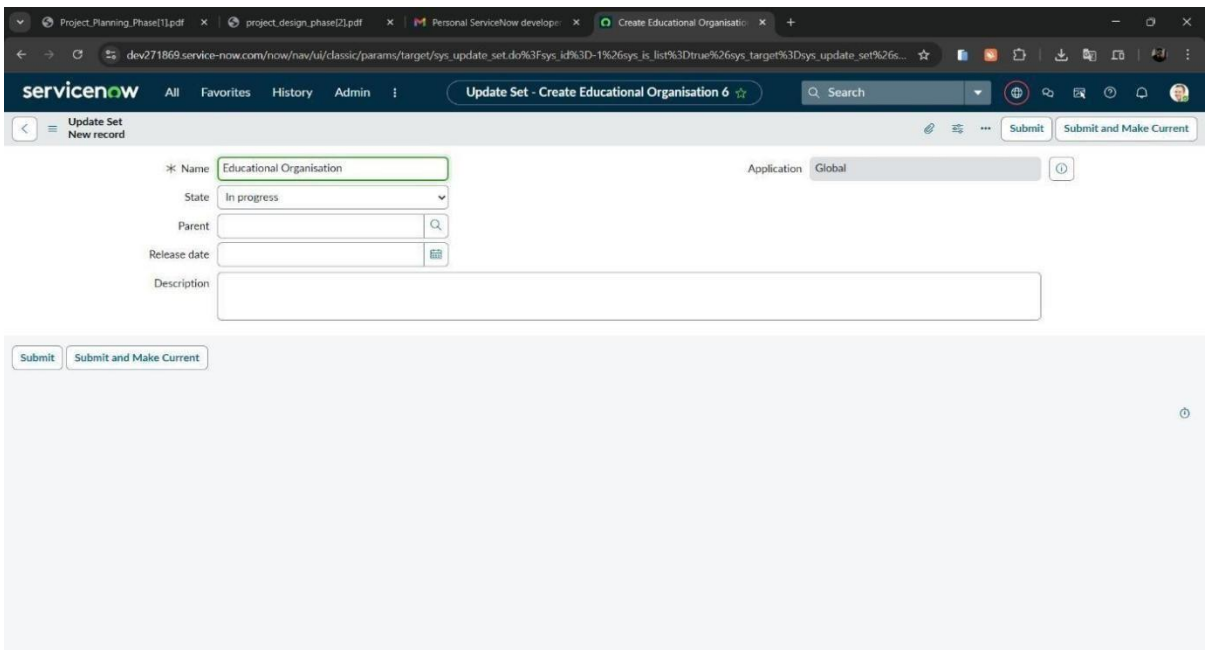
<b>Date</b>	<b>01-11-2025</b>
<b>Team ID</b>	<b>NM2025TMID00020</b>
<b>Project Name</b>	<b>Educational Organization using ServiceNow</b>

### INTRODUCTION TO DESIGN PHASE:

The design phase for a ServiceNow project in an educational organization involves creating a detailed plan and design for the solution, outlining how it will meet the organization's needs and requirements. This phase focuses on translating ideas into a tangible design, defining solution architecture, and identifying potential issues to ensure a smooth implementation.

### STEPS:

#### 1. Creation of New Update Set



The screenshot shows the ServiceNow interface for creating a new update set. The browser tabs include 'Project\_Planning\_Phase[1].pdf', 'project\_design\_phase[2].pdf', 'Personal ServiceNow develop...', and 'Create Educational Organisation...'. The URL is 'dev271869.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_update\_set%26...'. The page title is 'Update Set - Create Educational Organisation 6'. The form fields are: Name (Educational Organisation), State (In progress), Parent (empty), Release date (empty), and Description (empty). The Application is set to Global. There are 'Submit' and 'Submit and Make Current' buttons at the bottom.

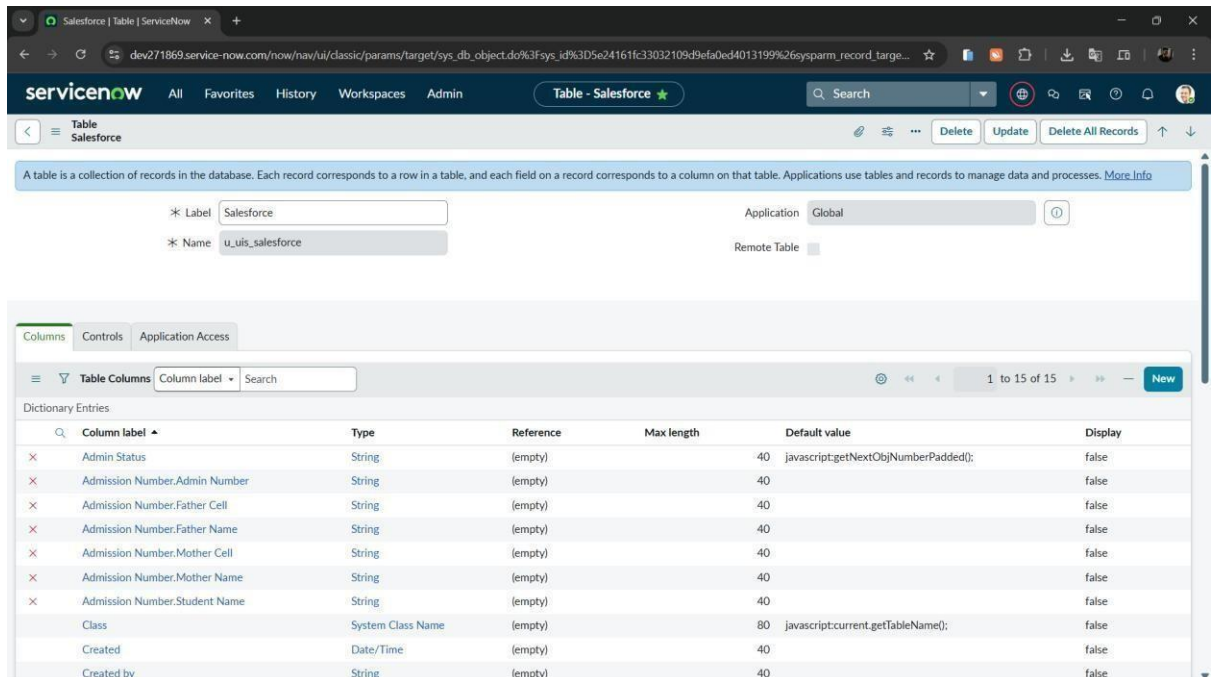
Go to All >> In the filter search for Local Update set > click on New.

Enter the Details as:

Name: Educational Organisation then click Submit and Make Current

## 2. Table Creation:

### Salesforce table:



The screenshot shows the ServiceNow configuration page for a table named "Salesforce". The page is titled "Table - Salesforce" and includes a search bar and navigation tabs for "Columns", "Controls", and "Application Access". The "Columns" tab is active, displaying a list of dictionary entries for the table. The entries include "Admin Status", "Admission Number", "Admission Number.Father Cell", "Admission Number.Father Name", "Admission Number.Mother Cell", "Admission Number.Mother Name", "Admission Number.Student Name", "Class", "Created", and "Created by". Each entry has a "Type", "Reference", "Max length", "Default value", and "Display" column.

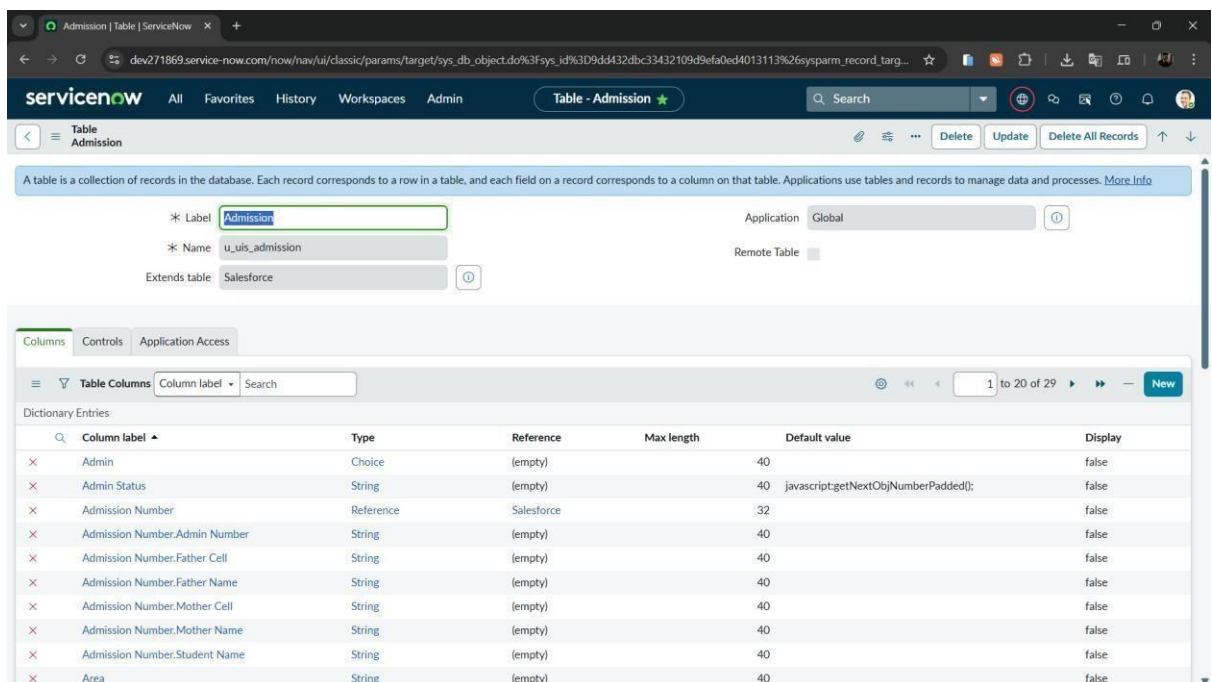
Table Configuration:

- Label: Salesforce
- Name: u\_uis\_salesforce
- Application: Global
- Remote Table: ☐

Table Columns:

Column label	Type	Reference	Max length	Default value	Display
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number.Admin Number	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Student Name	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

### Admission table:



The screenshot shows the ServiceNow configuration page for a table named "Admission". The page is titled "Table - Admission" and includes a search bar and navigation tabs for "Columns", "Controls", and "Application Access". The "Columns" tab is active, displaying a list of dictionary entries for the table. The entries include "Admin", "Admin Status", "Admission Number", "Admission Number.Admin Number", "Admission Number.Father Cell", "Admission Number.Father Name", "Admission Number.Mother Cell", "Admission Number.Mother Name", "Admission Number.Student Name", and "Area". Each entry has a "Type", "Reference", "Max length", "Default value", and "Display" column.

Table Configuration:

- Label: Admission
- Name: u\_uis\_admission
- Application: Global
- Remote Table: ☐
- Extends table: Salesforce

Table Columns:

Column label	Type	Reference	Max length	Default value	Display
Admin	Choice	(empty)	40		false
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number	Reference	Salesforce	32		false
Admission Number.Admin Number	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Student Name	String	(empty)	40		false
Area	String	(empty)	40		false

### Student Progress table:

Table - Student Progress

Label: Student Progress

Name: u\_uis\_student\_progress

Application: Global

Remote Table:

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Grade	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Student Name	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
English	String	(empty)	40		false

### 3. Form Layout:

#### Configuring Table form for Student Progress Table:

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

Table - Student Progress

Layout Form

Column label	Type	Reference	Max length	Default value	Display
English	String	(empty)	40		false
Hindi	String	(empty)	40		false
Maths	String	(empty)	40		false
Percentage	String	(empty)	40		false
Result	String	(empty)	40		false
Science	String	(empty)	40		false
Social	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Telugu	String	(empty)	40		false
Total	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

Delete Update Delete All Records

Related Links

- Form Builder
- 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.

#### 4. Form Design:

##### Creating Form Design for Salesforce Table:

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

Label	Name	Extends table	Extensible	Updated
Salesforce	Search	Search	Search	Search
Account Subscription Enrollment	account_subscription_enrollment	(empty)	false	2025-09-08 21:40:14
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-09-08 21:18:14
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-09-08 21:19:58
Mid Server File	agent_file	(empty)	false	2025-09-08 21:01:32

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

Table Columns

Column label	Type	Extends table	Extensible	Updated
Admin Status	String	(empty)	false	2025-09-08 21:40:14
Admission Number:Admin Number	String	(empty)	false	2025-09-08 21:18:14
Admission Number:Father Cell	String	(empty)	false	2025-09-08 21:19:58
Admission Number:Father Name	String	(empty)	false	2025-09-08 21:01:32
Admission Number:Mother Cell	String	(empty)	false	2025-09-08 21:40:14
Admission Number:Mother Name	String	(empty)	false	2025-09-08 21:18:14
Admission Number:Student Name	String	(empty)	false	2025-09-08 21:19:58
Class	System Class Name	(empty)	false	2025-09-08 21:01:32
Created	Date/Time	(empty)	false	2025-09-08 21:40:14
Created by	String	(empty)	false	2025-09-08 21:18:14

4. In drop down select Salesforce(u\_uis\_salesforce).

Form Design

Table [sys\_db\_object] Default view

Salesforce [u\_uis\_salesforce]

Annotation

Label

Application

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

## 5. Number Maintenance:

### Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New

Name	Extends table	Extensible	Updated
Search	Search	Search	Search
u,uis,salesforce	Application File	true	2025-10-29 07:02:45
st_u,salesforce	(empty)	true	2025-10-28 08:04:09
u,uis,salesforce	(empty)	true	2025-10-30 10:14:10
u,uis,salesforce	(empty)	true	2025-10-29 07:17:16

Fill the details >> Submit.

Number - New Record

Table: Salesforce

Prefix: SAL

Number: 1,000

Application: Global

Number of digits: 7

Submit

Related Links  
Show Counter

## 6. Process Flow:

### Creating Process Flow for Admission Table:

All >> Process Flow >> New.

Fill the Details as given Below

Flow Formatter - New Record

\* Table: Admission [u\_uis\_admission]

\* Name: New

Application: Global

\* Label: New

Order:

Active: ☒

Condition: Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Description:

Right Click on toggle and click on the save.

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

Flow Formatter - New Record

\* Table: Admission [u\_uis\_admission]

\* Name: In progress

Application: Global

\* Label: In progress

Order:

Active: ☒

Condition: Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Description:

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.

## 7. Client Script:

### 1. 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

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 }

```

Write the Code as below, Enable Isolate script and Save. function onChange(control, oldValue, newValue, isLoading, isTemplate) { if (isLoading || newValue === '') { return;

```

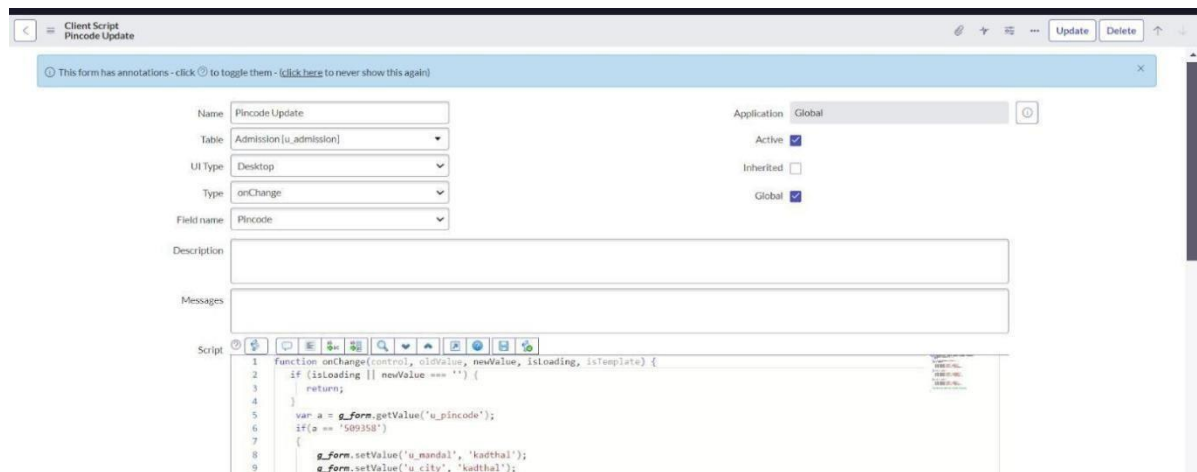
}
//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
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);

}

```

## 2. 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  
  
}
```

### **CONCLUSION OF DESIGN PHASE:**

The design phase for the ServiceNow project in an educational organization concludes with a comprehensive design document that outlines the solution's architecture, configuration, and functionality. This phase sets the foundation for successful development and implementation, ensuring that the solution meets the organization's needs and requirements. With a well-designed solution, the organization can expect improved efficiency, productivity, and user experience.