

PROJECT DESIGN PHASE

Date	01-11-2025
Team ID	NM2025TMID00020
Project Name	Educational Organization using ServiceNow

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 a ServiceNow web interface for creating a new update set. The title bar says "Update Set - Create Educational Organisation 6". The main form has the following fields:

- Name: Educational Organisation
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

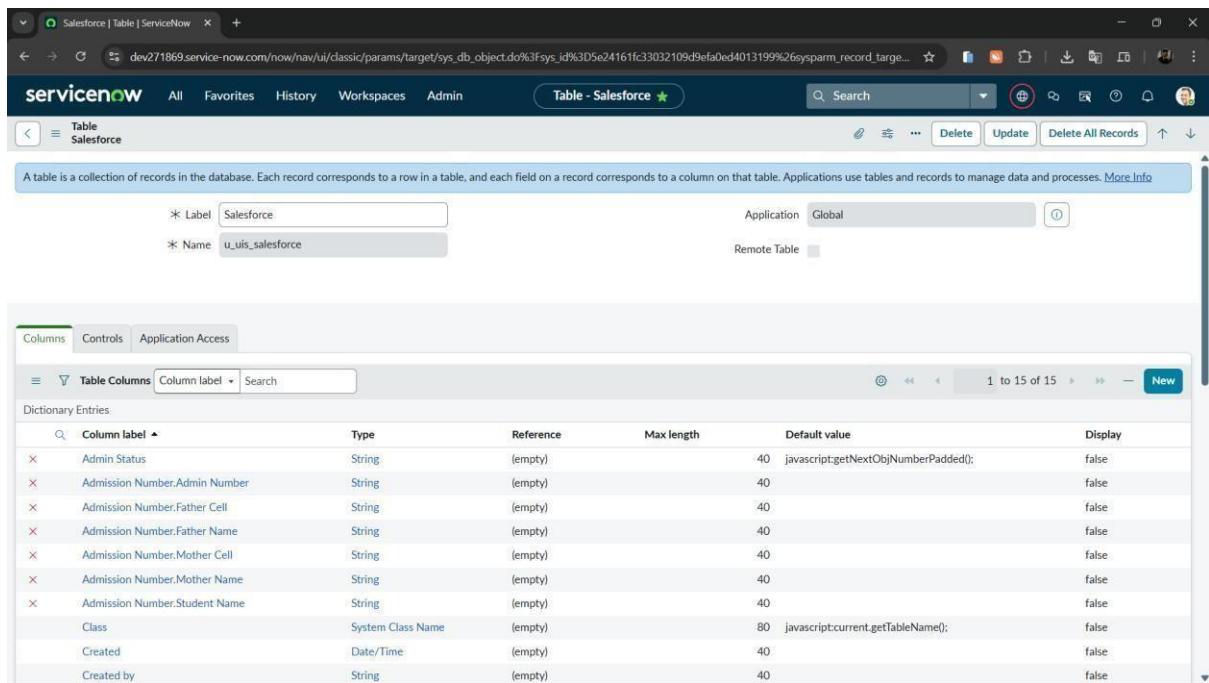
At the bottom of the form are two buttons: "Submit" and "Submit and Make Current".

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

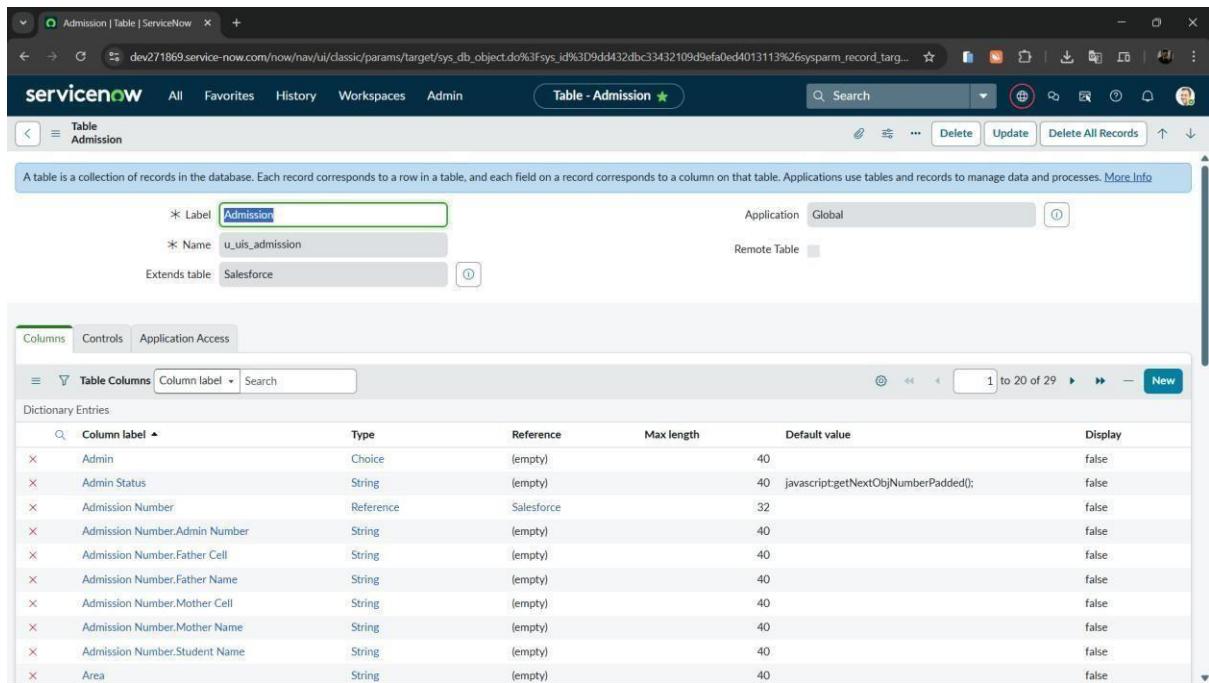
2. Table Creation: Salesforce table:



The screenshot shows the ServiceNow interface for creating a new table named "Salesforce". The table extends the "Salesforce" remote table. The table columns are listed below:

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 interface for creating a new table named "Admission". The table extends the "Salesforce" remote table. The table columns are listed below:

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:

A screenshot of the ServiceNow Table - Student Progress configuration page. The table has 22 columns. The columns are:

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:

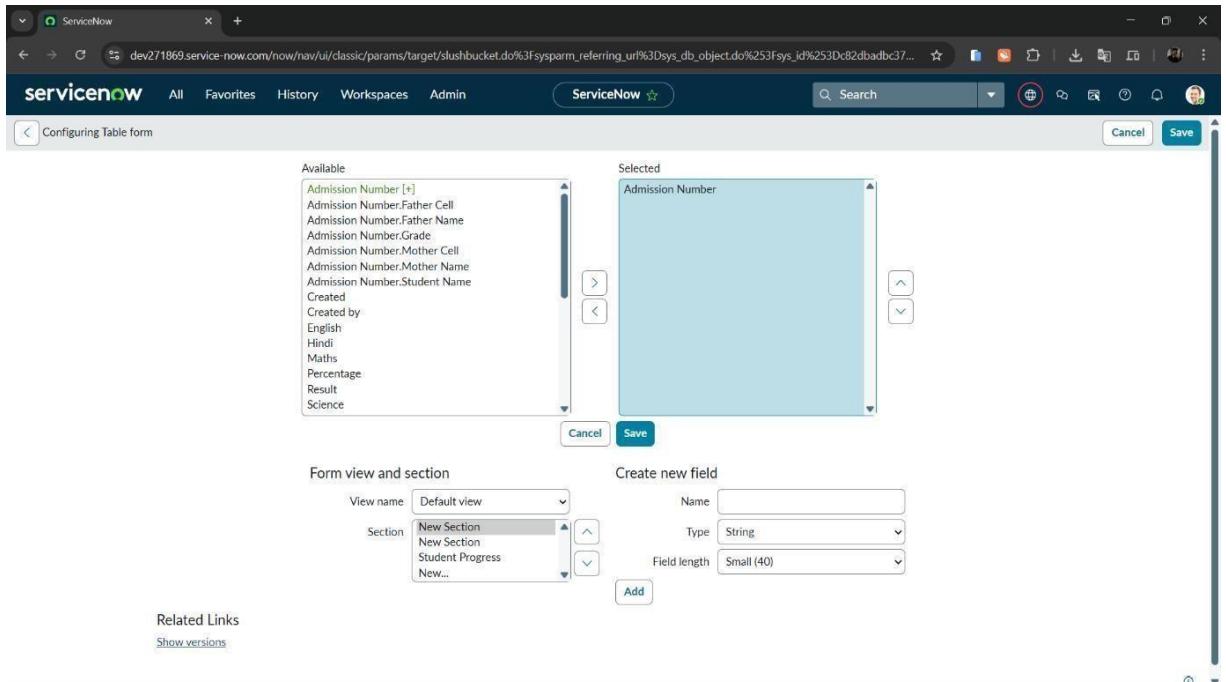
In the Student Progress Table Page, Click on Layout form.

A screenshot of the ServiceNow Table - Student Progress configuration page showing the layout form. The table has 12 rows. The rows are:

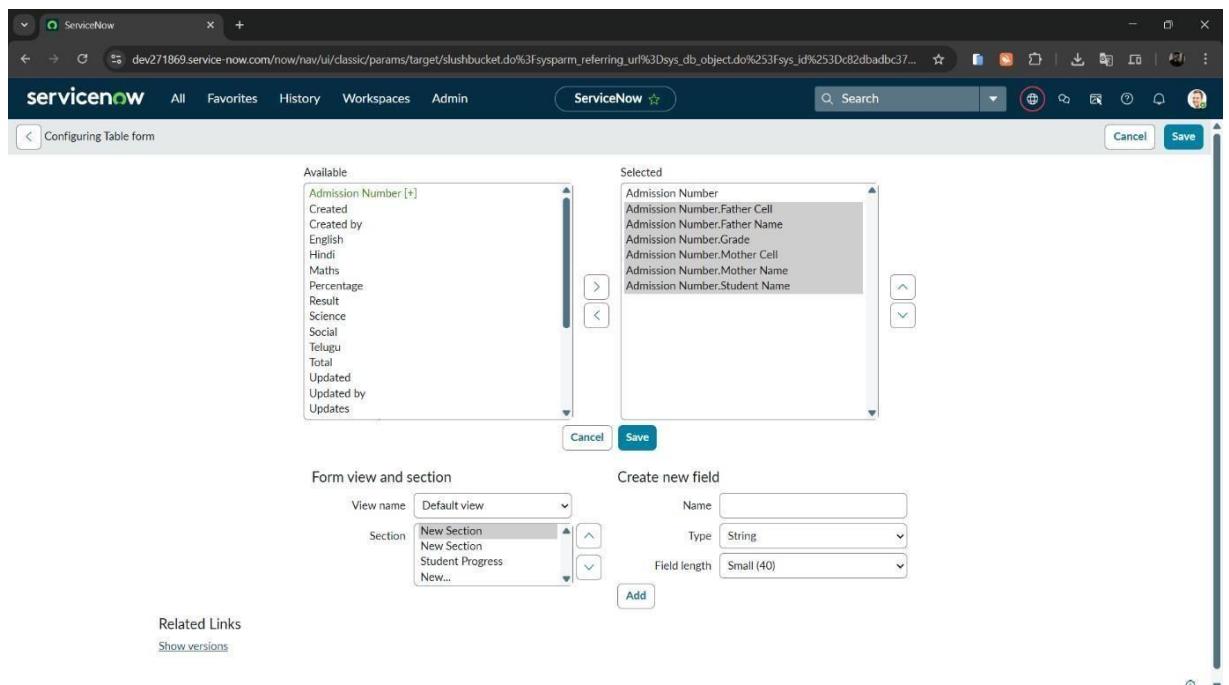
English	String	(empty)	40	false
Hindi	String	(empty)	40	false
Maths	String	(empty)	40	false
Percentage	String	(empty)	40	false
Result	String	(empty)	40	false
Science	String	(empty)	40	false
Social	String	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Telugu	String	(empty)	40	false
Total	String	(empty)	40	false
Updated	Date/Time	(empty)	40	false

The 'Updated' row is highlighted with a red border. Below the table, there are buttons for Delete, Update, and Delete All Records. At the bottom, there is a Related Links section with links to Form Builder, Design Form, Layout Form, Layout List, Show Form, Show List, Show Schema Map, Add to Service Catalog, Run Point Scan, and 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.

The screenshot shows the ServiceNow Tables page. A search bar at the top has 'Tables' selected. Below it, a table lists several records. One record, 'Salesforce', is highlighted. The columns are labeled: Label, Name, Extends table, Extensible, and Updated. The 'Salesforce' row contains the values: Label 'Salesforce', Name 'account_subscription_entitlement', Extends table '(empty)', Extensible 'false', and Updated '2025-09-08 21:40:14'. Other rows include 'Account Subscription Entitlement', 'Adaptive Authentication Event', 'Agent Assist Recommendation', and 'MID Server File'.

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

The screenshot shows the ServiceNow Table - Salesforce page. A context menu is open over the 'Salesforce' table. The 'Configure' option is selected, and 'Form Design' is chosen from the dropdown. The main table view shows the 'Salesforce' table with columns like 'Label' and 'Name'.

4. In drop down select Salesforce(u_uis_salesforce).

The screenshot shows the ServiceNow Form Design page. The left sidebar lists fields under 'Table [sys_db_object]': 'sales', 'Salesforce [u_st_u_salesforce]', 'SalesForce [u_salesforce]', 'Salesforce [u_us_salesforce]' (which is selected), and 'Salesforce [u_u_salesforce]'. The right side shows a 'Form Design' interface with a grid for dragging and dropping fields. A tooltip indicates '1 Column' for the first column and '2 Column' for the second column.

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

Fill the details >> Submit.

6. Process Flow:

Creating Process Flow for Admission Table:

All >> Process Flow >> New.

Fill the Details as given Below

* Table [Admission [u_uis_admission]]

* Name

Application Global

* Label

Order

Active

Condition
 -- 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.

* Table [Admission [u_uis_admission]]

* Name

Application Global

* Label

Order

Active

Condition
 -- 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	Application	Global
Table	Admission [u_admission]	Active	<input checked="" type="checkbox"/>
UI Type	Mobile / Service Portal	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Admin Number		
Description			
Messages			
Script	<pre> 1 function onChange(control, oldValue, newValue, isLoading, isTemplate) { 2 if (isLoading newValue === '') { 3 return; 4 } 5 6 //Type appropriate comment here, and begin script below 7 8 }</pre>		

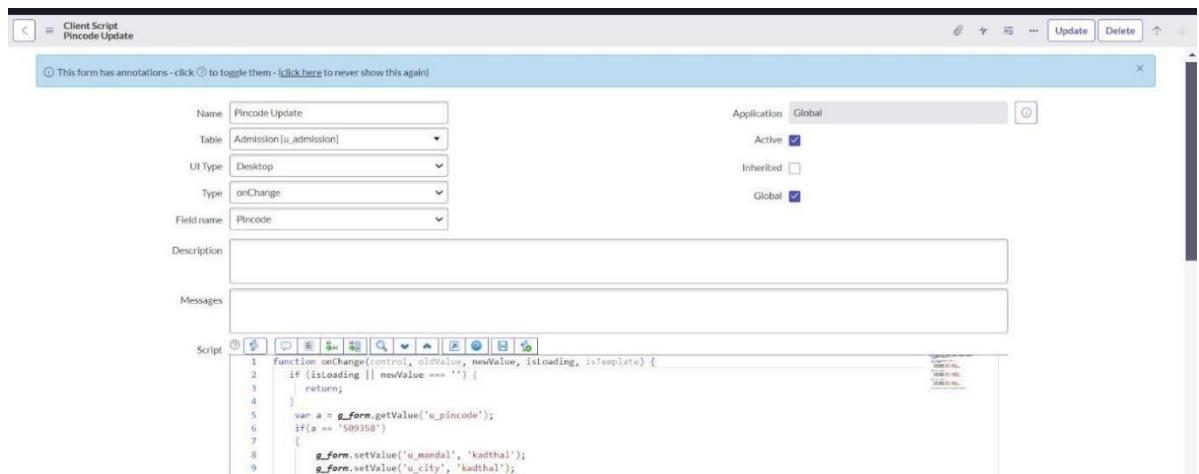
Write the Code as below, Enable Isolate script and Save.

```

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.