

PROJECT REPORT

1. INTRODUCTION

ServiceNow is a cloud-based platform that provides a comprehensive suite of tools for IT service management, customer service management, and IT operations management. It enables organizations to automate and streamline processes, improve efficiency, and enhance user experience. With ServiceNow, businesses can manage incidents, requests, and changes, as well as monitor and optimize IT operations. Its self-service portals empower users to access services and support easily, while reporting and analytics provide valuable insights for informed decisionmaking. By leveraging ServiceNow, organizations can drive digital transformation, improve productivity, and deliver exceptional customer experiences.

Project title : Educational organization using service now

1.1 Project Overview :

In schools, colleges, and universities, managing daily operations can get overwhelming—from student services to IT support and everything in between. That's where ServiceNow steps in. It's a digital platform that helps educational institutions simplify and automate their work, making things run more smoothly for everyone.

With ServiceNow, tasks like handling student requests, responding to IT issues, managing HR, or keeping facilities in shape become much easier. Instead of juggling emails or paperwork, staff and students can use self-service portals to get help or information quickly. Behind the scenes, automated workflows and ticketing systems take care of routing and tracking issues, so nothing slips through the cracks.

The result? Less manual work, faster problem-solving, and a more connected, efficient campus. ServiceNow helps educational institutions focus more on learning and less on logistics—creating a smarter, more responsive environment for students, faculty, and staff.

OBJECTIVES

1. Streamlining administrative processes
2. Enhancing student experience
3. Improving IT service management
4. Automating workflows and reducing manual tasks
5. Increasing transparency and visibility
6. Providing self-service portals for students, faculty, and staff
7. Managing incidents, problems, and changes efficiently

1.2 PURPOSE

1. Making IT Support Easier:

ServiceNow helps automate and manage things like fixing technical issues, handling system problems, and making changes to IT services, so everything runs smoothly without delays.

2. Improving Student Experience:

Students can use easy-to-access portals to ask for help, report problems, or find the resources they need—anytime, without waiting in long queues or chasing people.

3. Supporting Faculty and Staff Better:

Teachers and staff get quicker, more organized help with things like HR, finance, or building maintenance, so they can focus more on teaching and supporting students.

4. Simplifying Daily Work:

Routine tasks like approvals, alerts, or follow-ups are automated, saving time and making sure nothing gets missed.

5. Keeping Everything in One Place:

Instead of having info spread out across different systems, ServiceNow brings it all together on one platform. That means fewer errors and easier access to what people need.

6. Staying Safe and Compliant:

It also helps institutions follow rules and protect data, ensuring that security and privacy standards are met at all times.

2. IDEATION PHASE

Problem Statement:

Managing a school or college involves a lot of complex tasks—from keeping track of students and teachers to handling admissions and checking student performance. Doing all this manually can be time-consuming and lead to mistakes.

That's why there's a need for an Educational Management System—a smart, all-in-one platform that helps schools and colleges run more smoothly. It takes care of routine admin work, keeps student and teacher information organized, makes the admission process easier, and even helps track how students are doing in their studies.

3. REQUIREMENT ANALYSIS

3.1 Solution Requirement :

TEAM ID	LTVIP2025TMID30754
PROJECT NAME	Education organization using service now

Functional Requirements:

Following are the

functional requirements.

FR NO	FUNCTIONAL REQUIREMENTS	Description
FR 1	Service now instance	Start by creating a device account on service now website and provisioning a new instance.
FR 2	Update set	To create an update set to capture customization and congratulations specific to the education organization, such as customized forms, work flows or security.
FR 3	Table	Navigate to system UI tables, clicking "New" and defining table properties and adding columns fields for specific data needs.
FR 4	Form layout	Form design for an education organization involves creating customized forms to
		capture specific data link student registration forms, course enrolled forms.
FR 5	Form Design	The form layout in service now plays a crucial role in streamlining and organization data entry, service requests, and work flow.

FR 6	Number maintenance	It refers to the automated management of unique identifiers for records such as incident numbers, request IDs or asset tags.
FR 7	Process flow	Process flow in service now helps automate and manage tasks such as student support, IT services, and administrative work goes.
FR 8	Client script	It used to enhance the user experience by running scripts in Bowser when forms are loaded, changed, or submitted, validating inputs, hiding or displaying fields.

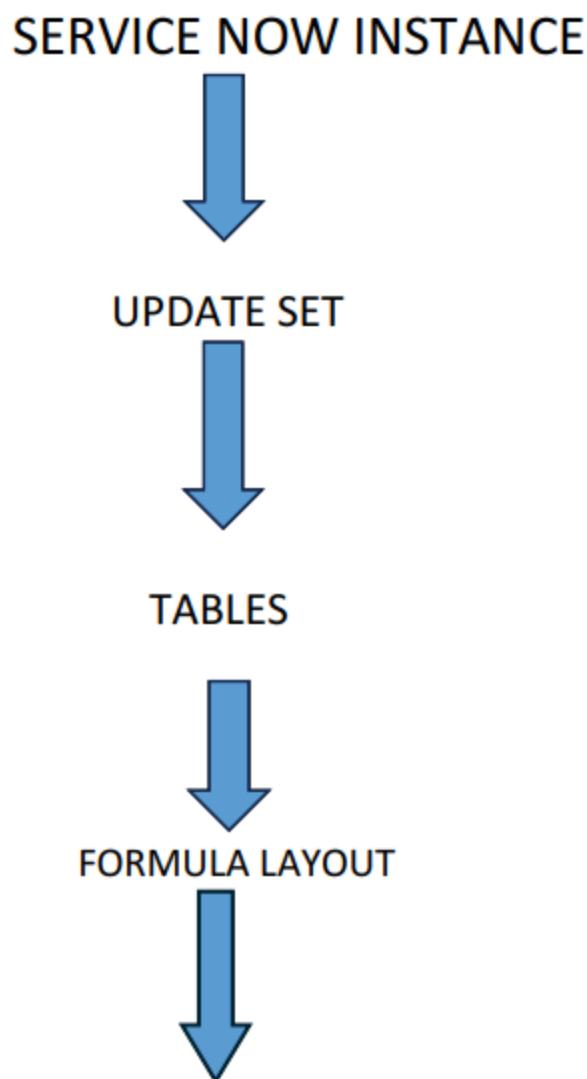
Non-Functional Requirements:

Following are the non functional requirements.

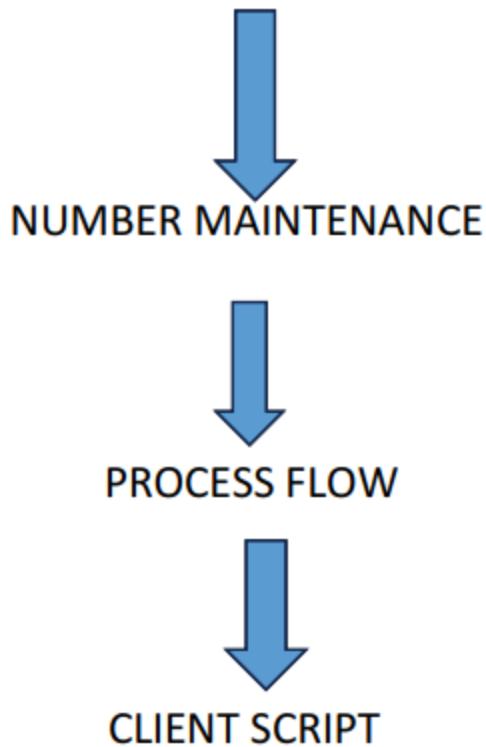
FR NO	Non-Functional Requirements	Description
FR 1	Usability	Ensuring the platform is easy and intuitive for users to navigate and interact with.
FR 2	Security	Protecting sensitive data and systems from unauthorized access and cyber threats.
FR 3	Reliability	Ensuring the platform is consistently available and operates without errors or failures.

FR 4	Performance	Ensuring the platform responds quickly and efficiently to user actions and data processing.
FR 5	Scalability	The ability of the platform to handle increasing workloads and user traffic without performance degradation

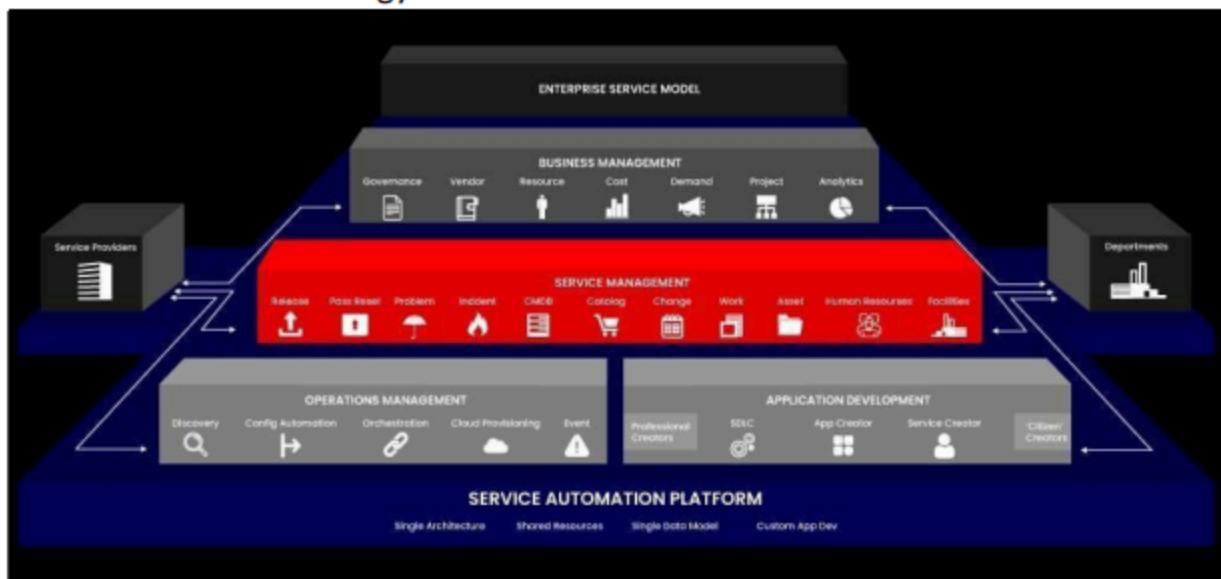
3.1 Data Flow Diagram :



FORM DESIGN



3.3 Technology stack :



4. PROJECT DESIGN:

Proposed Solution:

Project team shall fill the following information in the proposed solution

template

S.no	Parameter	Description
1	Problem statement (Problem to be solved)	The educational organization faces significant challenges with its current IT service management system, including inefficient manual processes, lack of automation, and limited visibility into IT operations.
2	Idea /Solution description	The proposed solution involves implementing ServiceNow in the educational organization to streamline IT service management, enhance user experience, and improve asset management.
3	Novelty/Customer	The project brings novelty to the educational organization by leveraging ServiceNow's cutting-edge technology to transform IT service management. Its uniqueness lies in providing a tailored solution that caters to the specific needs of the educational sector, enhancing student, faculty, and staff experiences.

4	Social impact/Customer satisfaction	The implementation of ServiceNow in the educational organization is expected to have a significant social impact by enhancing the overall experience of students, faculty, and staff. By providing efficient and timely IT support, the organization can improve customer satisfaction, reduce frustration, and increase productivity.
5	Business model(Revenue Model)	The business model for the educational organization using ServiceNow involves cost savings and efficiency gains through streamlined IT operations.
6	Scalability of the solution	The ServiceNow solution for the educational organization is designed to be highly scalable, allowing it to adapt to growing demands and evolving needs.

Educational organization

using service now Project description:

The Educational management system comprehensive platform designed to streamline administrative tasks within educational Institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

Milestone-1 : Setting up service now Instance

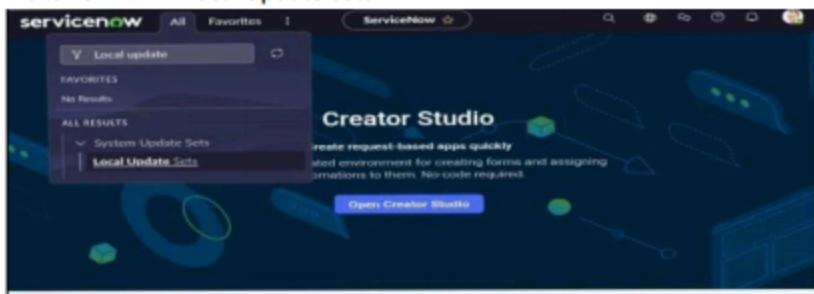
1. Sign up for a developer account on the ServiceNow Developer site <https://developer.servicenow.com>.
2. Once logged in, navigate to the "Personal Developer Instance" section.

3. Click on “Request Instance” to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You’ll receive an email with the instance details once it’s ready.
6. Log in to your ServiceNow instance using the provided credentials.

7. Now you will navigate to the ServiceNow.

Milestone -2 : Creating a Update Set

1. Click on All >> Local update sets .



2. Click on new

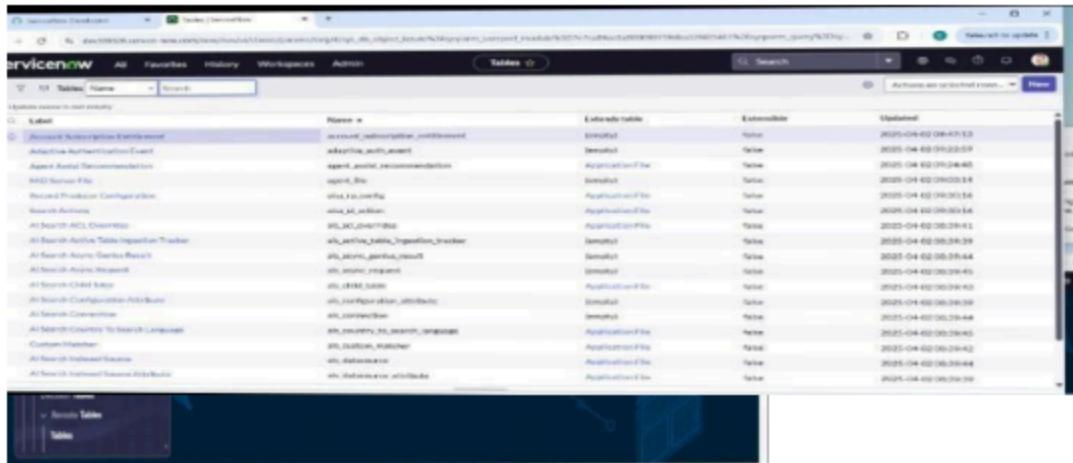
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

Milestone-3 : Creating a table

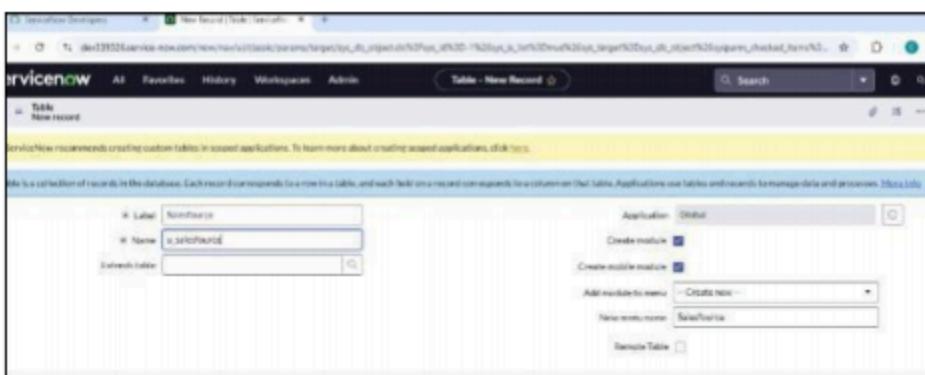
Activity -1 : Creating a Salesforce Table

- 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 .



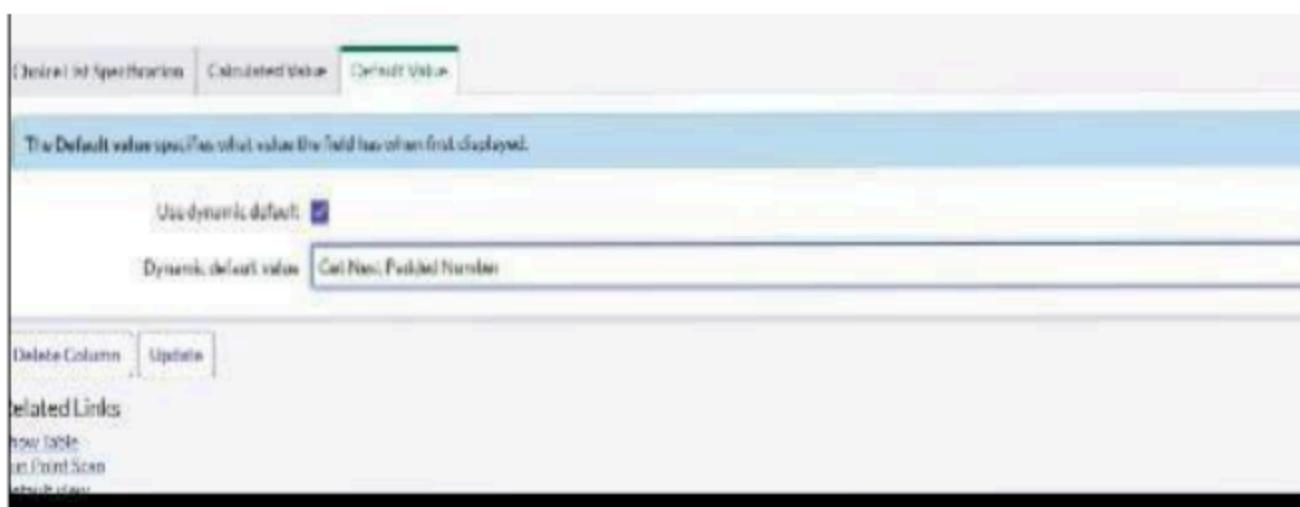
Dictionary Entries						
	Column label	Type	Reference	Max length	Default value	Display
X	Calculated	Calculated				false
X	Child data	Data	[empty]	40		true
X	Admin Number	String	[empty]	40[please typeNextDigitNumberPadLeft]		true
X	Father Cell	String	[empty]	40		true
X	Father Name	String	[empty]	40		true
X	Daughter	Data	[empty]	40		true
X	Mother Cell	String	[empty]	40		true
X	Mother Name	String	[empty]	40		true
X	Student Name	String	[empty]	40		true
	Insert entries...					

For "Admin"

- Click on "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.

Grade						
	Label	Value	Description	Sequence	Inactive	Updated
01	Prep	Prep	Prep	1	False	2023-09-26-22:42:00
02	Nursery	Nursery	Nursery	2	False	2023-09-26-22:42:00
03	1M	1M	1M	3	False	2023-09-26-22:42:00
04	1	1	1	4	False	2023-09-26-22:42:00
05	2	2	2	5	False	2023-09-26-22:42:00
06	3	3	3	6	False	2023-09-26-22:42:00
07	4	4	4	7	False	2023-09-26-22:42:00
08	5	5	5	8	False	2023-09-26-22:42:00
09	6	6	6	9	False	2023-09-26-22:42:00
10	7	7	7	10	False	2023-09-26-22:42:00
11	8	8	8	11	False	2023-09-26-22:42:00
12	9	9	9	12	False	2023-09-26-22:42:00
13	10	10	10	13	False	2023-09-26-22:42:00

Activity 2 : 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
- Create choice for Admin Status as:

Name: S00000000000000

Status: In Progress

Parent:

Reference date:

Description:

Submit | Submit and Make Current

- Create choice for Pincode as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
	S09958	S09958	en	1	Never	2025-06-23 22:04:58
	S00081	S00081	en	3	Never	2025-06-23 22:06:06
	S00079	S00079	en	2	After	2025-06-23 22:06:05

- Create choice for Purpose of Join as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
	Teacher	Teacher	en	1	Never	2025-06-24 00:19:39
	Learner	Learner	en	3	Never	2025-06-24 00:19:44
	Coaching	Coaching	en	2	May	2025-06-24 00:19:39

- Create choice for School as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
	Teacher	Teacher	en	1	false	2025-06-24 00:19:29
	Teacher	Teacher	en	2	false	2025-06-24 00:19:29
	Coding	Coding	en	3	false	2025-06-24 00:19:39

- Create choice for School Area a

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
	New-Master	New-Master	en	1	false	2025-06-24 00:19:16
	New-Master	New-Master	en	2	false	2025-06-24 00:19:24

Insert New Item...

Activity -3 : Creating Student Progress Table

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

Field	Type	Width
Created by	String	(empty) 40
Social	String	(empty) 40
Hindi	String	(empty) 40
Science	String	(empty) 40
Percentage	String	(empty) 40
Telugu	String	(empty) 40
Updated by	String	(empty) 40
Maths	String	(empty) 40
Sys ID	Sys ID (GUID)	(empty) 32

Milestone - 4Configuring Table form for Student Progress Table

- In the Student Progress Table Page , Click on Layout form .
- Click on Admission Number [+].

The screenshot shows the ServiceNow Layout Form Designer interface. At the top, there is a table with columns: X, Maths, String, (empty), 40, Sys ID, Sys ID (GUID), and (empty), 32. Below the table are buttons: Delete, Update, and Delete All Records. Underneath these buttons is a section titled "Related Links" which includes links like Form Builder, Design Form, Layout Form (which is highlighted in blue), Layout List, Show Form, Show List, Show Schema Map, Add to Service Catalog, Run Point Scan, and Explore REST API.

The main workspace contains two panes: "Available" and "Selected". The "Available" pane lists fields such as Admission Number, Created, Created by, Updated, Updated by, Updates, |-begin_split-|, |-split-|, |-end_split-|, * Annotation, * Chart, Activities (Filtered), Contextual Search Results, Ratings, and Attachments. The "Selected" pane lists fields such as |-begin_split-|, Telugu, Result, Total, Social, |-split-|, Hindi, Science, Percentage, Maths, |-end_split-|, and Admission Number. Between the panes are arrows for moving fields between them. At the bottom of the workspace are "Cancel" and "Save" buttons.

Below the workspace, there are sections for "Form view and section" and "Create new field". The "Form view and section" section shows "View name: Default view" and "Section: Student Progress New...". The "Create new field" section has fields for "Name" (empty), "Type: String", and "Field length: Small (40)". An "Add" button is located next to the "Field length" field.

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

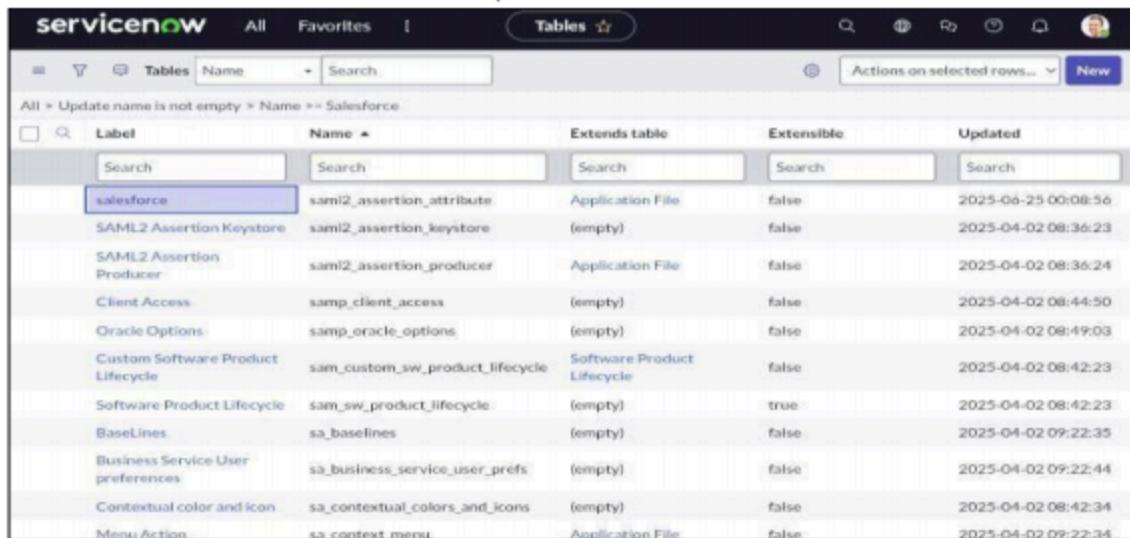
This screenshot shows the same ServiceNow Layout Form Designer interface as the previous one, but with different content in the "Selected" pane. The "Available" pane remains the same. The "Selected" pane now contains fields: |-begin_split-|, Telugu, Result, Total, Social, |-split-|, Hindi, Science, Percentage, Maths, |-end_split-|, and Admission Number. The "Save" button at the bottom of the workspace is highlighted in blue, indicating it is the active button.

Milestone – 5 : FORM DESIGN

Activity – 1: Creating Form Design for Salesforce Table

- All >> System Definition >> Tables

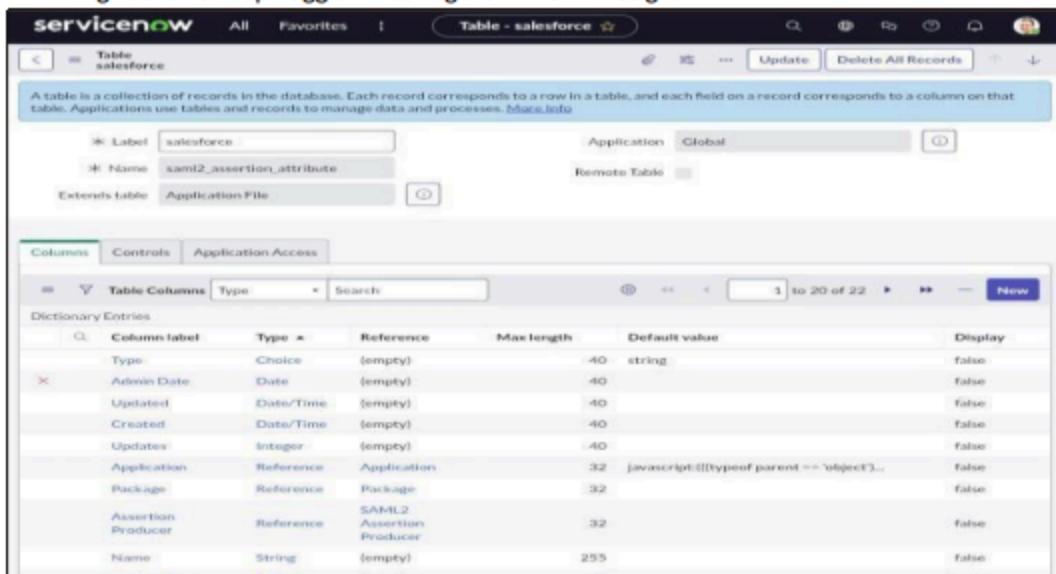
- In Label Search for Salesforce and open



The screenshot shows the ServiceNow Tables list view. The search bar at the top has 'salesforce' typed into it. A single row in the table is highlighted in blue, corresponding to the search term. The columns are labeled: Label, Name, Extends table, Extensible, and Updated. The highlighted row contains the values: salesforce, saml2_assertion_attribute, Application File, false, 2025-06-28 00:08:56.

	Label	Name	Extends table	Extensible	Updated
<input type="checkbox"/>	Search	Search	Search	Search	Search
<input checked="" type="checkbox"/>	salesforce	saml2_assertion_attribute	Application File	false	2025-06-28 00:08:56
	SAML2 Assertion Keystore	saml2_assertion_keystore	(empty)	false	2025-04-02 08:36:23
	SAML2 Assertion Producer	saml2_assertion_producer	Application File	false	2025-04-02 08:36:24
	Client Access	samp_client_access	(empty)	false	2025-04-02 08:44:50
	Oracle Options	samp_oracle_options	(empty)	false	2025-04-02 08:49:03
	Custom Software Product Lifecycle	sam_custom_sw_product_lifecycle	Software Product Lifecycle	false	2025-04-02 08:42:23
	Software Product Lifecycle	sam_sw_product_lifecycle	(empty)	true	2025-04-02 08:42:23
	BaseLines	sa_baseline	(empty)	false	2025-04-02 09:22:35
	Business Service User preferences	sa_business_service_user_prefs	(empty)	false	2025-04-02 09:22:44
	Contextual color and icon	sa_contextual_colors_and_icons	(empty)	false	2025-04-02 08:42:34
	Menu Action	sa_context_menu	Application File	false	2025-04-02 09:22:34

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



The screenshot shows the 'Table - salesforce' configuration page. The top navigation bar includes 'All', 'Favorites', and 'Tables'. Below the table name, there's a note: '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](#)'.

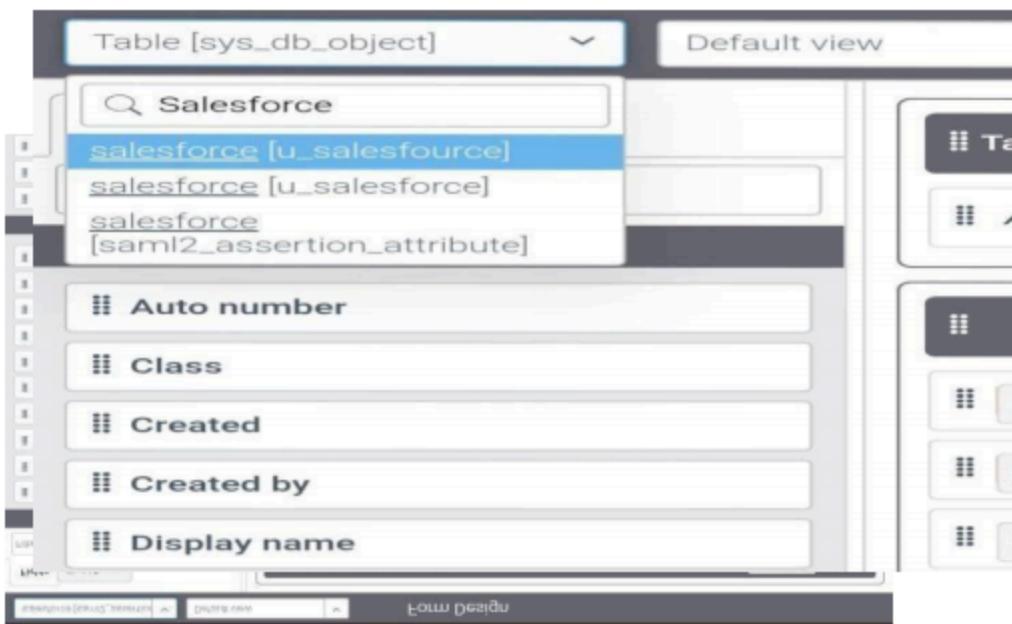
On the right side, there are tabs for 'Application' (selected), 'Global', 'Remote Table', and a 'Configure' button.

The main area is titled 'Columns' and shows a table of 'Table Columns'. The columns are: Type, Reference, Max length, Default value, and Display. The table lists fields such as Type, Admin Date, Updated, Created, Updates, Application, Package, Assertion Producer, and Name.

Type	Reference	Max length	Default value	Display
Choice	(empty)	40	string	false
Date	(empty)	40		false
Date/Time	(empty)	40		false
Date/Time	(empty)	40		false
Integer	(empty)	40		false
Reference	Application	32	javascript:(!typeof parent == 'object')&... parent.location = parent.location	false
Reference	Package	32		false
Reference	SAML2 Assertion Producer	32		false
String	(empty)	255		false

- In drop down select Salesforce(u_salesforce).

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



Save.

Activity -2 : Creating Form Design for Admission Table

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

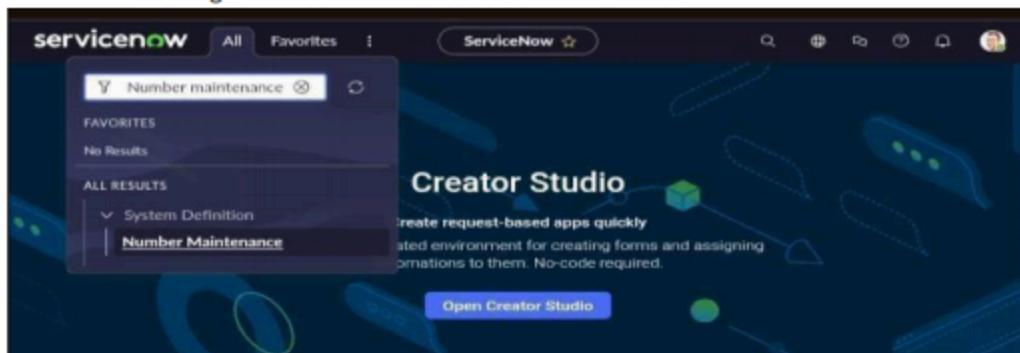
Activity -3 : Creating Form Design for Student progress Table

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

The screenshot shows the ServiceNow Form Design interface. On the left, there's a sidebar with 'Fields' and 'Components' sections. The main area displays a 'Form Design' window with three sections: 'Student Progress [c_student_progress]' (2 Columns), 'New Section' (2 Columns), and another 'Form Design' window (2 Columns). The fields include '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', 'Subject', 'Total', 'Percentage', 'Result', 'English', 'Hindi', 'Maths', 'Science', and 'Social'.

Milestone -6 : Number maintenance

Creating Number Maintenance for Admin Number



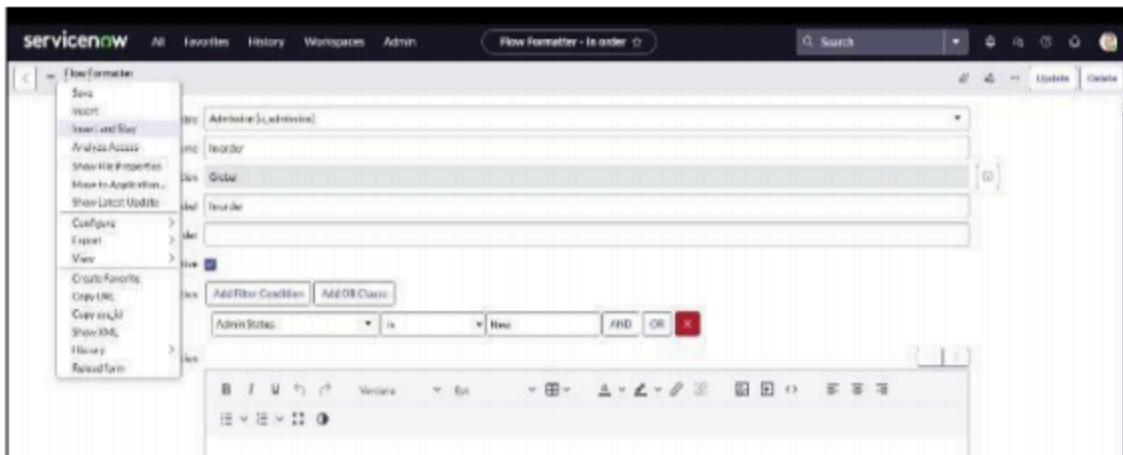
- All >> Number Maintenance >> New
- Fill the details >> submit

The screenshot shows the ServiceNow Number Maintenance configuration page for the 'Number - SAL' table. The page includes fields for 'Table' (Salesforce), 'Prefix' (SAL), 'Number' (empty), 'Application' (Global), and 'Number of digits' (1,000). At the bottom, there are 'Update' and 'Delete' buttons, along with links for 'Related Links' and 'Show Counter'.

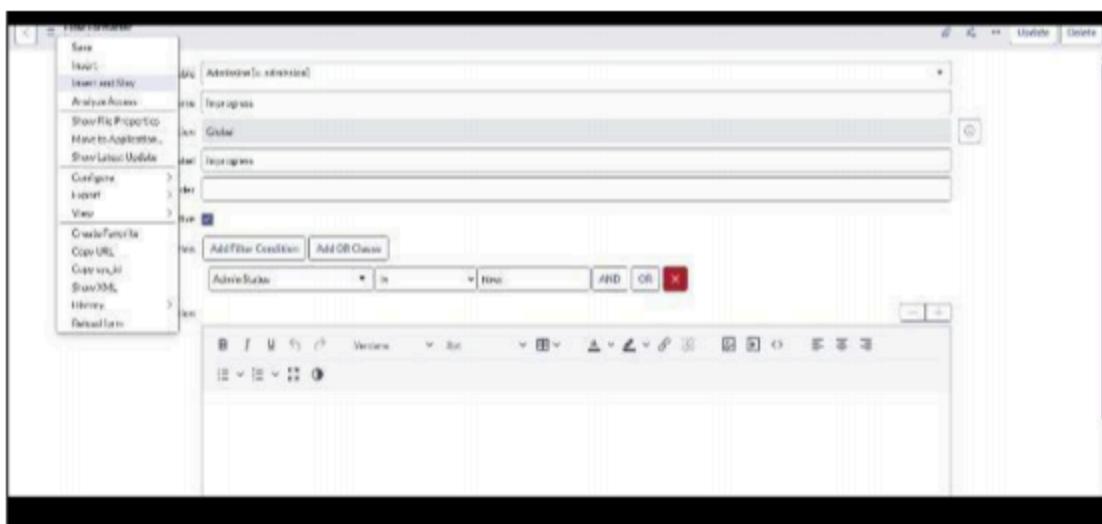
Milestone – 7 Process Flow

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.

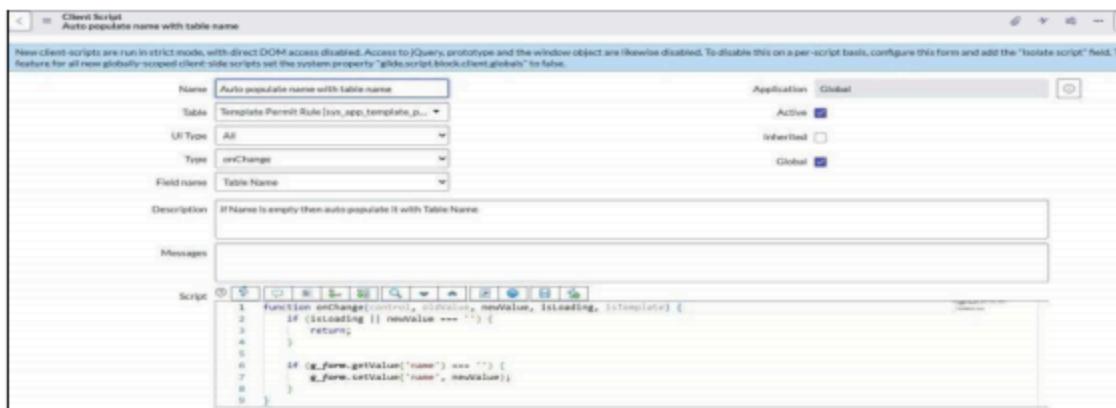


- Replace the Name and Label in order and click on Insert on stay. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled. **Milestone – 8 :**

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

- All >> Client Scripts >> New.

- he Details Fill tas given.



mother_name);

G_form.setDisabled('u_father_cell',a.u_father_cell);

G_form.setDisabled('u_mother_cell',a.u_mother_cell);

} 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_
    
```

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

- Fill the Details as given.

The screenshot shows the 'Client Script - Pincode Update' configuration page in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Search', and 'Client Script' tabs. The main area displays the script details:

- Name:** Pincode Update
- Table:** Admission [x_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Description:** (empty)
- Messages:** (empty)

On the right, there are checkboxes for 'Application' (checked), 'Global' (checked), 'Active' (checked), and 'Inherited' (unchecked). Below the form is a code editor containing the following JavaScript:

```
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     var a = g_form.getValue('x_pincode');
8
9     if(a == '500058')
10
11 }
```

A preview pane on the right shows a sample record with the 'Pincode' field set to '500058'. A status bar at the bottom indicates 'Generated by: [User]'.

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

```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
```

```
{    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');

}

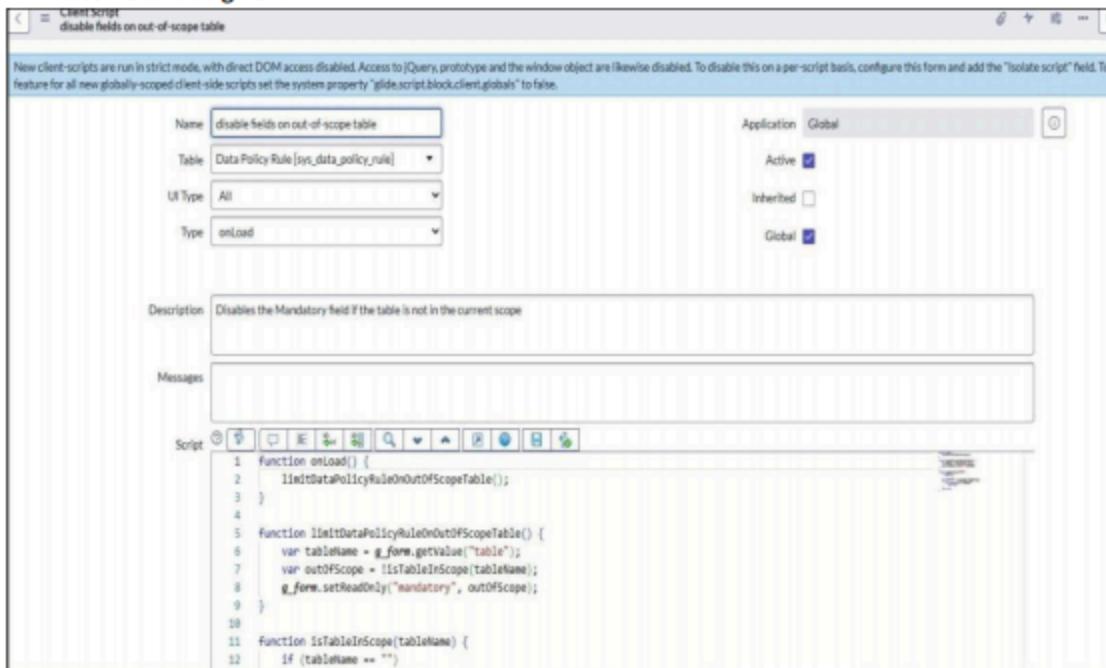
//Type appropriate comment here, and begin script

```

below }

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

```

```

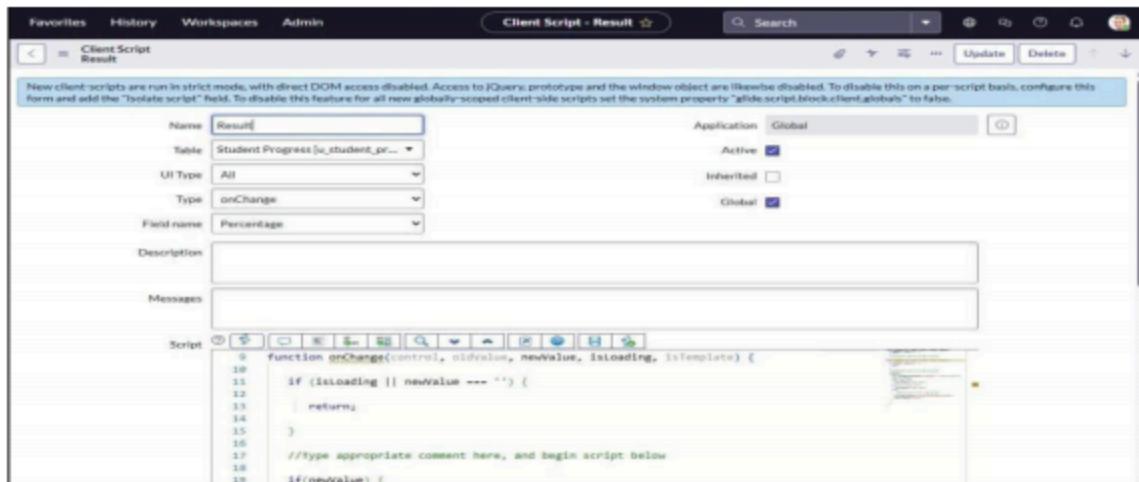
G_form.setDisabled('u_total',true);
G_form.setDisabled('u_percentage',true);
G_form.setDisabled('u_result',true);
}

```

Activity-4:Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.
- W
rite 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);
}
}`

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.

```

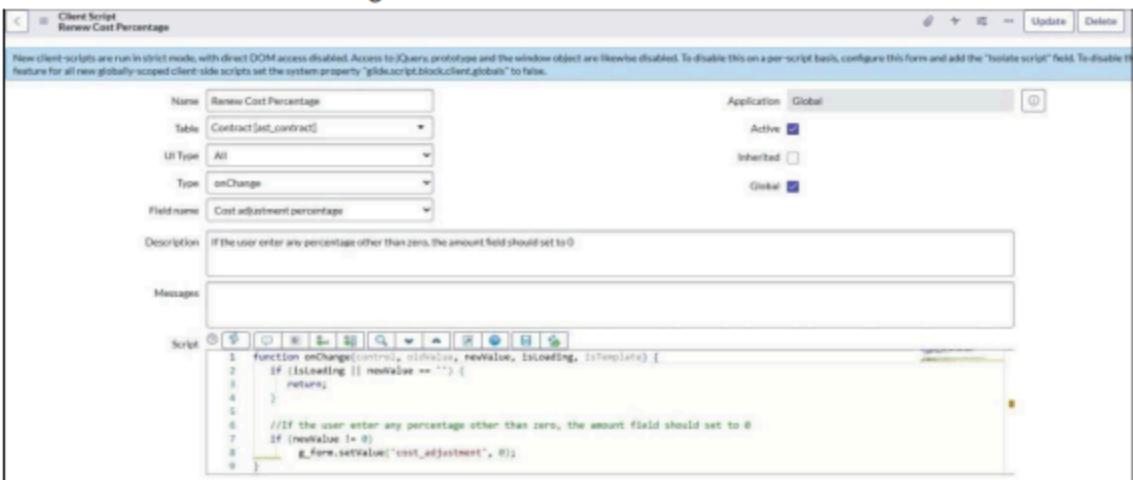
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  If (isLoading || newValue === "") {
    Return;
  }
  //Type appropriate comment here, and begin script below
  If(newValue) {
    Var a = parseInt(g_form.getValue('u_percentage')); // Convert the value
    to an integer for comparison
    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');
    }
  }
}

```

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+'%');
}
```

5.PROJECT PLANNING & SCHEDULING

5.1 Project planning :

Note: Request you to please click on "Tick mark ✓" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

Setting up Service	Setting up Service	*Appini Archana	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creating a Update	Creating a Update	*Appini Archana	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creating a Table	Creating Salesfor	*Appini Archana	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creating a Table	Creating Admissio	*Appini Archana	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creating a Table	Creating Student	*Agathamudi Hemalatha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Form Layout	Configuring Table	*Agathamudi Hemalatha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Form Design	Creating Form De	*Agathamudi Hemalatha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Form Design	Creating Form De	*Agathamudi Hemalatha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Form Design	Creating Form De	*Adapakala Kusuma	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Number Mainten	Creating Number	*Adapakala Kusuma	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Process Flow	Creating Process	*Adapakala Kusuma	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Client Script	Creating "Auto pc	*Adapakala Kusuma	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Client Script	Creating "Pincode	*Allijingi Amrutha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Client Script	Creating "Disable	*Allijingi Amrutha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Client Script	Creating "Total Uf	*Allijingi Amrutha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Client Script	Creating "Result"	*Allijingi Amrutha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Client Script	Creating "Percent	*Allijingi Amrutha	<input checked="" type="checkbox"/>	<input type="checkbox"/>

+ ADD

5.1 Project planning :

Functional requirement	User Story	No of Activity	Team Member S
ServiceNow Instance and Update Set and U	To create an update set to capture customization and congratulations specific to the education organization, such as customized forms, work flows or security.	2	A Archana
Table and Form design	Navigate to system UI tables, clicking "New" and defining table properties and adding columns fields for specific data needs. Form design for an education organization involves creating customized forms to capture specific data link student	2	A Hemalatha
Form Layout And Client Script	The form layout in service now plays a crucial role in streamlining and organizing. It used to enhance the user experience by running scripts in Bowser when forms are loaded, changed, or submitted, validating inputs, hiding or displaying fields.	2	A Kusuma
Number Maintance and Process Flow	It refers to the automated management of unique identifiers for records such as incident numbers, request IDs or asset tags. Process flow	2	A Amrutha

	in service now helps automate and manage tasks such as student		

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing :

Milestone-1 : Setting up service now Instance

1. Sign up for a developer account on the ServiceNow Developer site <https://developer.servicenow.com>.
3. Once logged in, navigate to the “Personal Developer Instance” section.
4. Click on “Request Instance” to create a new ServiceNow instance.
5. Fill out the required information and submit the request.
6. You’ll receive an email with the instance details once it’s ready.
7. Log in to your ServiceNow instance using the provided credentials.
8. Now you will navigate to the ServiceNow.

Milestone -2 : Creating a Update Set

1. Click on All >> Local update sets .
 2. Click on new
- 3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

Milestone-3 : Creating a table

Activity -1 : Creating a Salesforce Table

	Created by	Type	Default value	Length
X	Social	String	(empty)	40
X	Hindi	String	(empty)	40
X	Science	String	(empty)	40
X	Percentage	String	(empty)	40
X	Telugu	String	(empty)	40
	Updated by	String	(empty)	40
X	Maths	String	(empty)	40
	Sys ID	Sys ID (GUID)	(empty)	32

Related Links

- FormBuilder
- Design Form
- Layout Form**
- Layout List
- Show Form
- Show List
- Show Schema Info
- Add to Service Catalog
- Run Point Script
- Execute REST API

- “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)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 .
 - For “Ad” >> 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.

Activity 2 : Creating Admission Table

- Create an Admission Table with Columns given.

Column label	Type	Reference	Max length	Default value	Display
Created Date	Date/Time	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Start Date	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated	Integer	(empty)	40		false
Modified	Timestamp	(empty)	30		false
Ad	String	(empty)	40		false
Inter	String	(empty)	40		false
CreatedBy	String	(empty)	40		false
Community	String	(empty)	40		false
School	String	(empty)	40		false
State	String	(empty)	40		false
Purpose of int	String	(empty)	40		false
City	String	(empty)	40		false
Pincode No.	String	(empty)	40		false
Mandal	String	(empty)	40		false

- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- Create Fields as shown • Create choice for Admin Status as
- Create choice for Pincode as:
- Create choice for Purpose of Join as:
- Create choice for School as:
- Create choice for School Area as

Activity -3 : Creating Student Progress Table

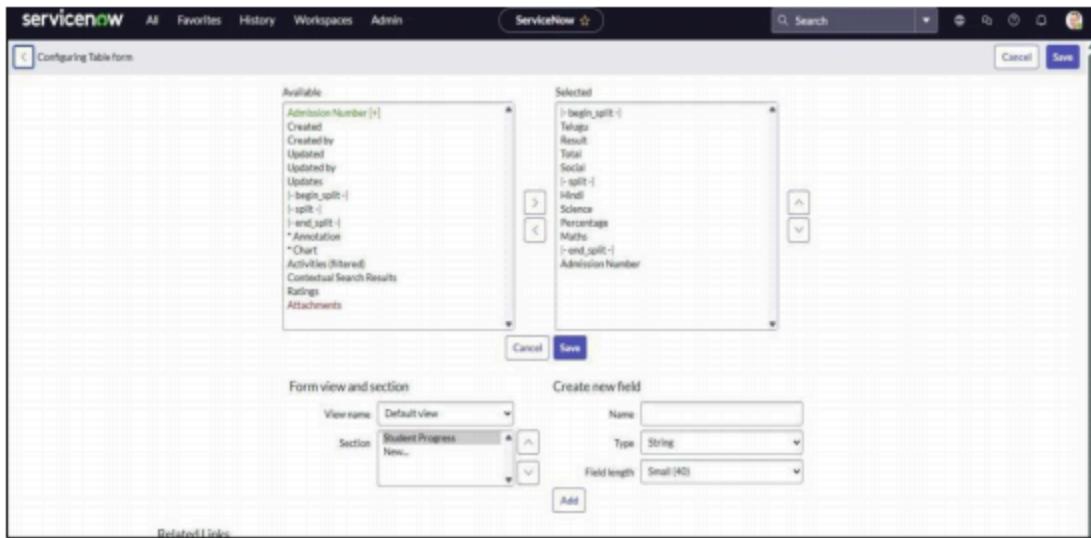
- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Create Fields as shown:

Name	Type	Description	
Created by	String	(empty)	40
Social	String	(empty)	40
Hindi	String	(empty)	40
Science	String	(empty)	40
Percentage	String	(empty)	40
Telugu	String	(empty)	40
Updated by	String	(empty)	40
Maths	String	(empty)	40
Sys ID.	Sys ID (GUID)	(empty)	32

Related Links
[Form Builder](#)
[Detail Form](#)
[Layout Form](#)
[Layout List](#)
[Show Form](#)
[Show List](#)
[Show Schema](#)
[Add to Service Catalog](#)
[Run Point Scan](#)

Milestone – 4 : Configuring Table form for Student Progress Table

- In the Student Progress Table Page , Click on Layout form .
- Click on Admission Number [+].
- 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.

Activity -2 : Creating Form Design for Admission Table

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

The screenshot shows the ServiceNow interface for creating a new record. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Number - New Record', 'Search', and various system icons. The main form is titled 'Number - New Record' and contains the following fields:

- Table: salesforce
- Prefix: SAL
- Number: 1,000
- Application: Global
- Number of digits: 3

At the bottom of the form are buttons for 'Save', 'Related Links', and 'User Guide'.

Activity -3 : Creating Form Design for Student progress Table

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

Milestone -6 : Number maintenance

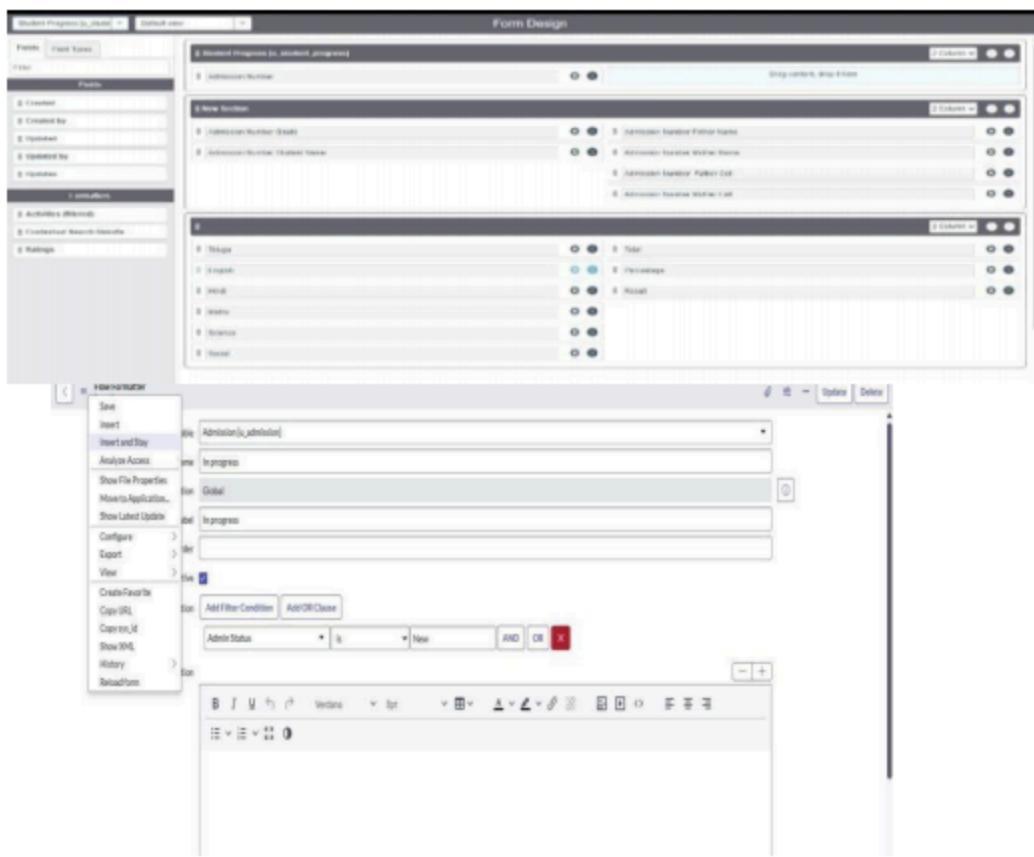
Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New
- Fill the details >> submit

Milestone – 7 Process Flow

Creating Process Flow for Admission Table

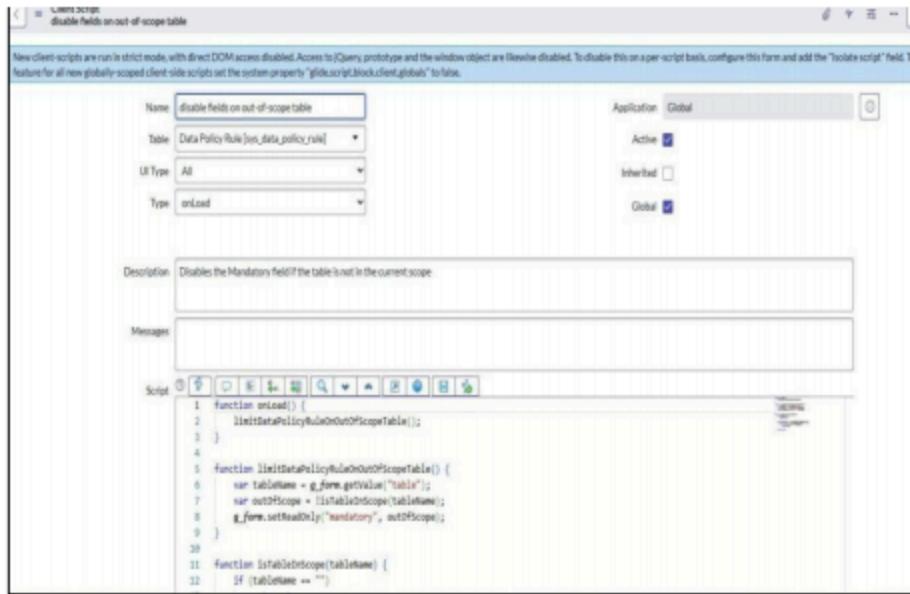
- All >> Process Flow>> New.
- Fill the Details as given Below
- Right Click on toggle and click on the save
- Replace the Name and Label as below and click on Insert on stay.
- Replace the Name and Label in order and click on Insert on stay. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.



- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone – 8 : 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+'%')
}

```

7. RESULTS

7.1 Output Screenshots

Salesforce New record

Admin Number: SAL0001070 Father Name: _____

Admin Date: 001 Mother Name: _____

Grade: -None- Mother Cell: _____

Student Name: _____ Father Cell: _____

Admission New record

New > In progress > Joined > Rejected > Rejoined > Closed > Cancelled

Admission Number: _____ Admin Date: _____

Purpose of join: -None- Grade: -None-

Student Name: _____ Fee: \$ 0.00

Father Name: _____ Father Cell: _____

Mother Name: _____ Mother Cell: _____

Comments: _____ Admin Status: -None-

School Details Address

School Area: -None- School: -None-

8. ADVANTAGES & DISADVANTAGES

ADVANTAGES :

1. Everything in One Place:

ServiceNow brings together different services like IT support, HR, facilities, and student help—all on a single platform. No more jumping between multiple systems.

2. Saves Time and Effort:

Routine tasks like resolving issues or getting approvals happen faster through automation. This means less manual work for faculty and staff.

3. Smarter Decision-Making:

Real-time reports and data help administrators make informed choices and keep operations running smoothly.

4. Better Tracking and Communication:

Every request or issue is tracked clearly, so there's always a record. This leads to more transparency, faster follow-ups, and better accountability.

5. Grows with You:

Whether it's a small college or a big university, ServiceNow can scale to match the size and needs of the institution.

DISADVANTAGES :

1. Can Be Expensive:

Setting up and using ServiceNow involves licensing and setup costs, which might be hard for smaller schools to afford.

2. Setup Takes Time and Planning:

Getting the system ready isn't plug-and-play—it needs careful planning and technical knowledge to make sure it fits the institution's needs.

3. Learning Curve:

Both staff and students may need training to use the platform confidently, which means time and resources need to be set aside.

4. Too Much Customization Can Backfire:

While it's flexible, making too many changes can lead to maintenance headaches and make future updates more complicated.

5. Needs a Good Internet Connection:

Since ServiceNow is cloud-based, a stable internet connection is a must. Any disruption could interrupt access to important services.

6. Privacy Concerns:

Storing sensitive student and staff data online can raise concerns about data safety and privacy, especially if not properly managed.

CONCLUSION

At the heart of everything we do is a simple mission: to deliver outstanding education and support to our community. With the power of ServiceNow, we're now able to do that more efficiently, more creatively, and with a forward-thinking approach.

Since implementing ServiceNow, we've seen a real difference. Our day-to-day operations are smoother, services are faster, and everyone—from students to faculty and staff—can access the help they need more easily. Tasks that once took time and manual effort are now automated, letting us focus on what really matters: teaching, learning, and growing together.

ServiceNow isn't just a tool—it's a game-changer. Its flexible design means we can easily adapt to new challenges and opportunities, keeping pace with the ever-changing world of education. Whether it's improving how we manage IT support or giving students a better experience, this platform has helped us raise the bar.

We're excited about what the future holds. As we continue to explore everything ServiceNow can offer, we're confident it will help us keep improving, stay agile, and lead with innovation. This has been a smart investment in our future, and it's already showing great results.

By embracing ServiceNow, we're not just keeping up—we're getting ahead. Together, we'll keep shaping an educational environment that's efficient, responsive, and ready for tomorrow.