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 satification	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	Scalibility 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:

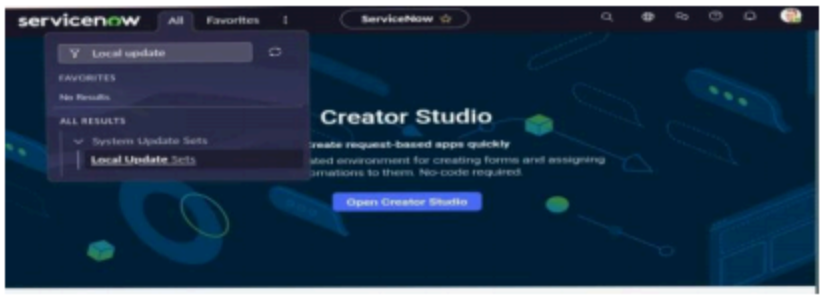
The Educational management system comprehensive platform designed to streamline administrative tasks within educational Institutions. If facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

Milestone-1 : Setting up service now Instance

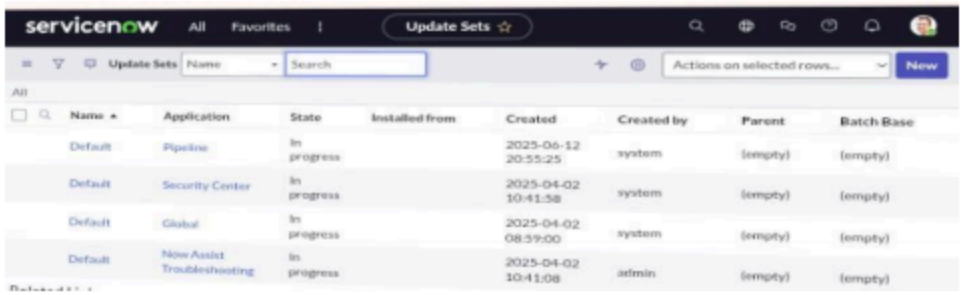
1. Sign up for a developer account on the ServiceNow Developer site https://developer.servicenow.com.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
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

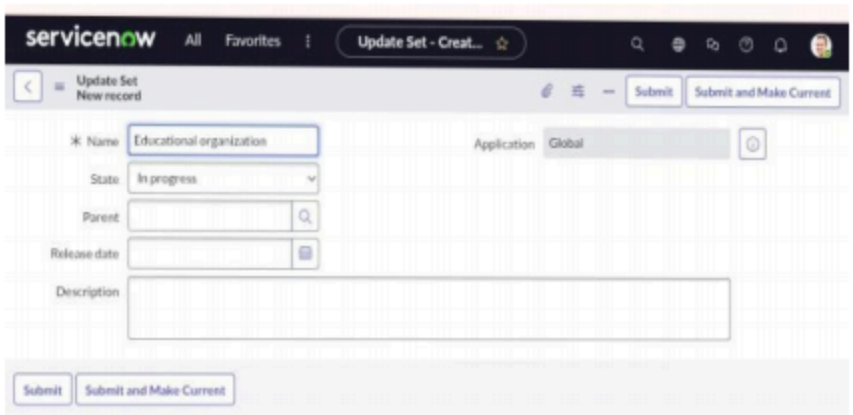
1. Click on All >> Local update sets .



2. Click on new



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

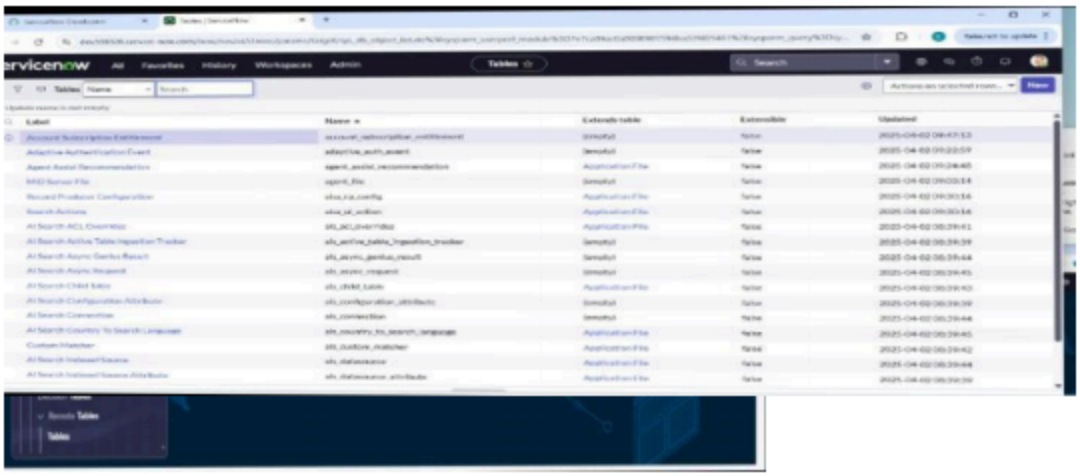


Milestone-3 : Creating a table

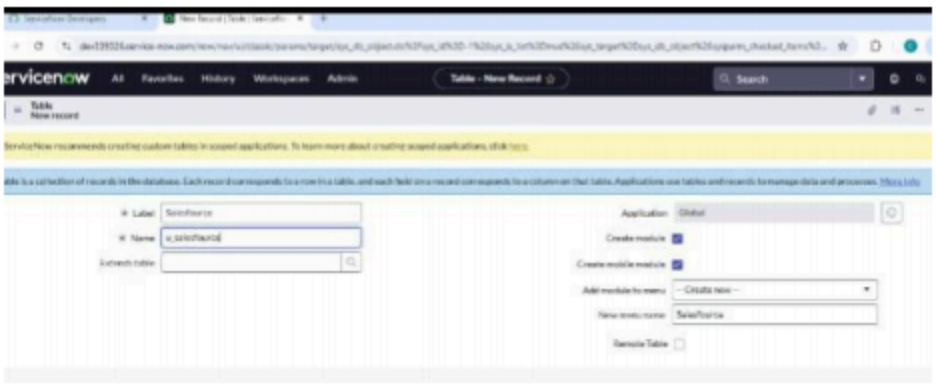
Activity -1 : Creating a Salesforce Table

- All>> tables

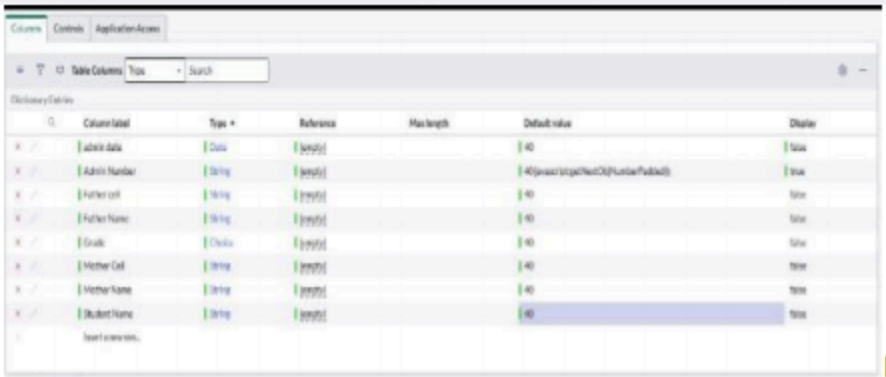
- Click on new



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

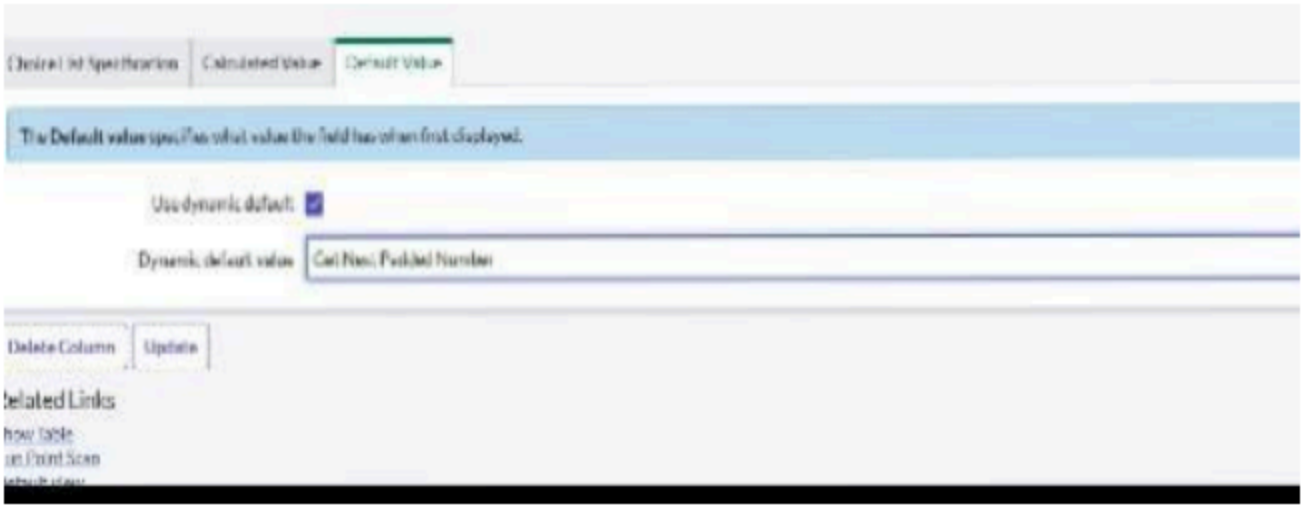


- Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

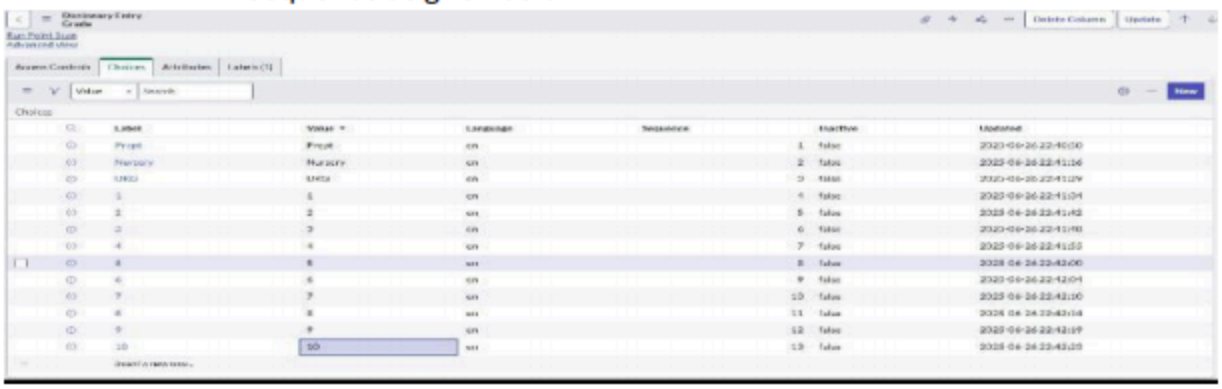


- For“Admin Number” Give Display as True and right click on the toggle bar on top >> save
- Click on controls >> Enable Extensible.

- 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 .



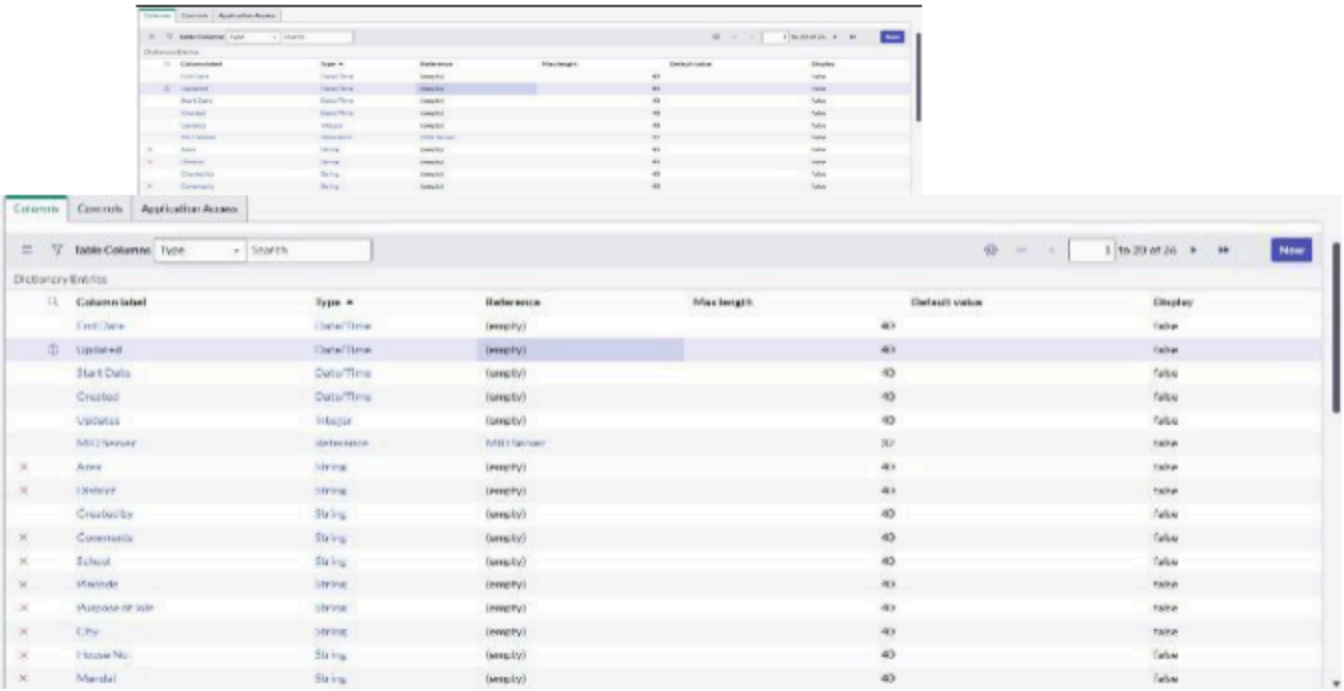
- Click on “Grade” Column >> Click on Choices and give Label,Value and Sequence as given below.



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:



- Create choice for Pincode as:

- Create choice for Purpose of Join as:

- Create choice for School as:

- Create choice for School Area a

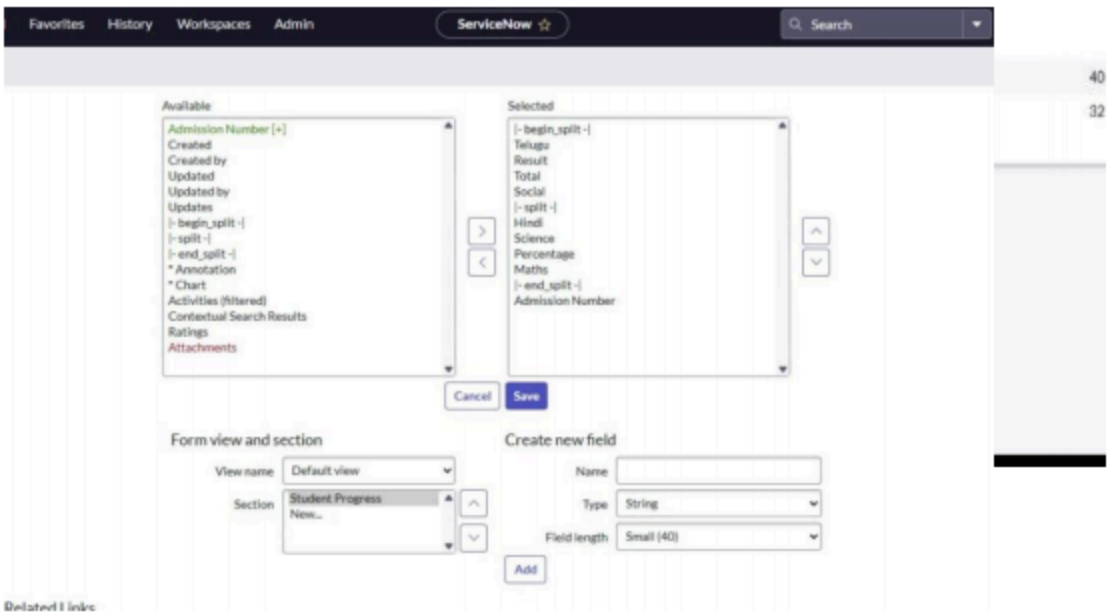
Activity -3 : Creating Student Progress Table

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

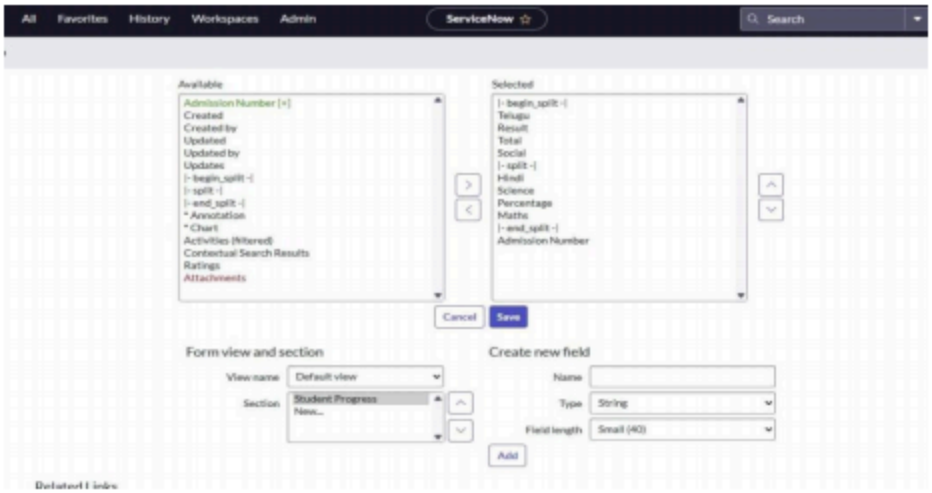
- Create Fields as shown:

Milestone - 4Configuring 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.

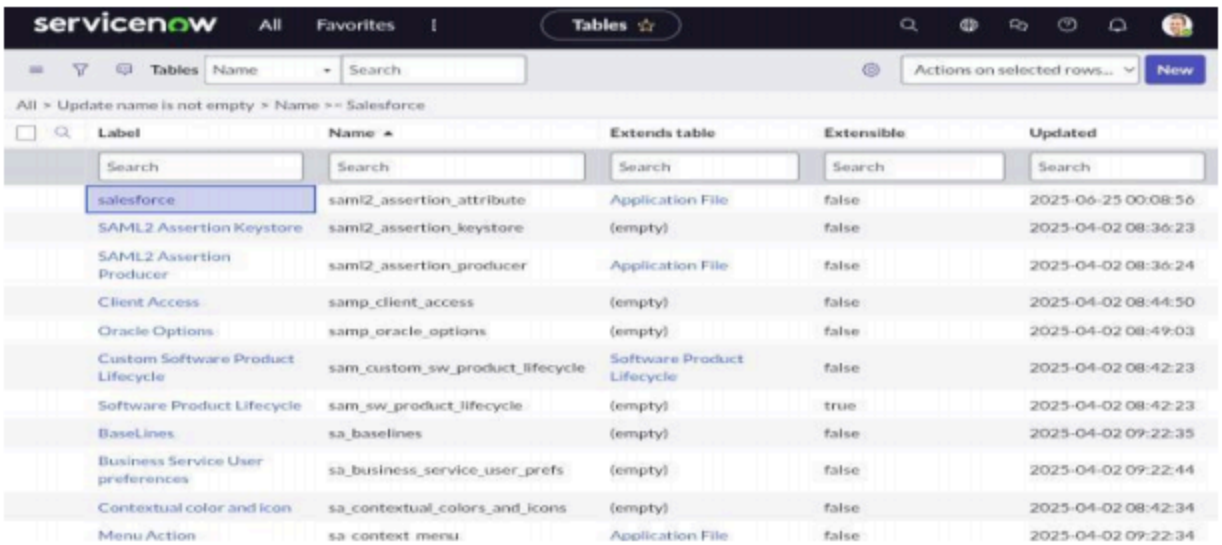


Milestone – 5 : FORM DESIGN

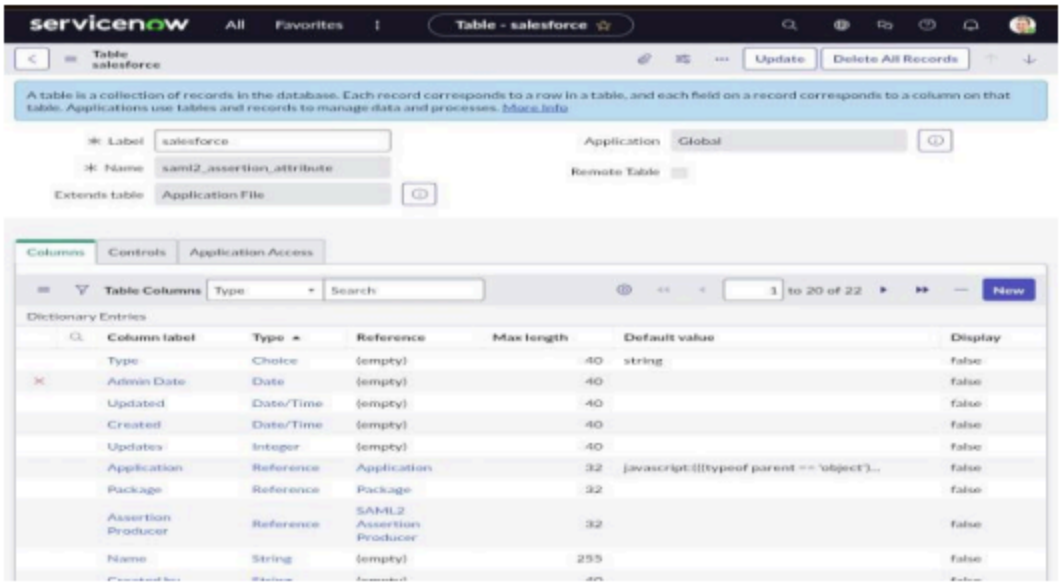
Activity – 1: Creating Form Design for Salesforce Table

- All >> System Definition >> Tables

- In Label Search for Salesforce and open

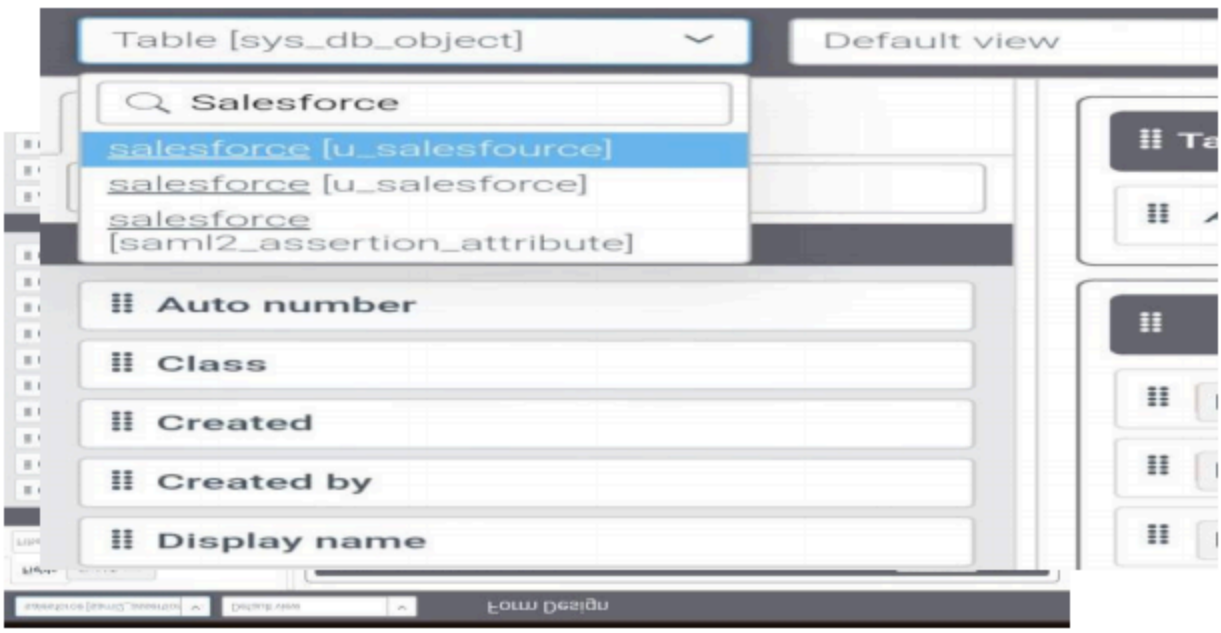


- Right Click on top Toggle >> Configure >> Form Design.



- In drop down select Salesforce(u_salesforce).

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

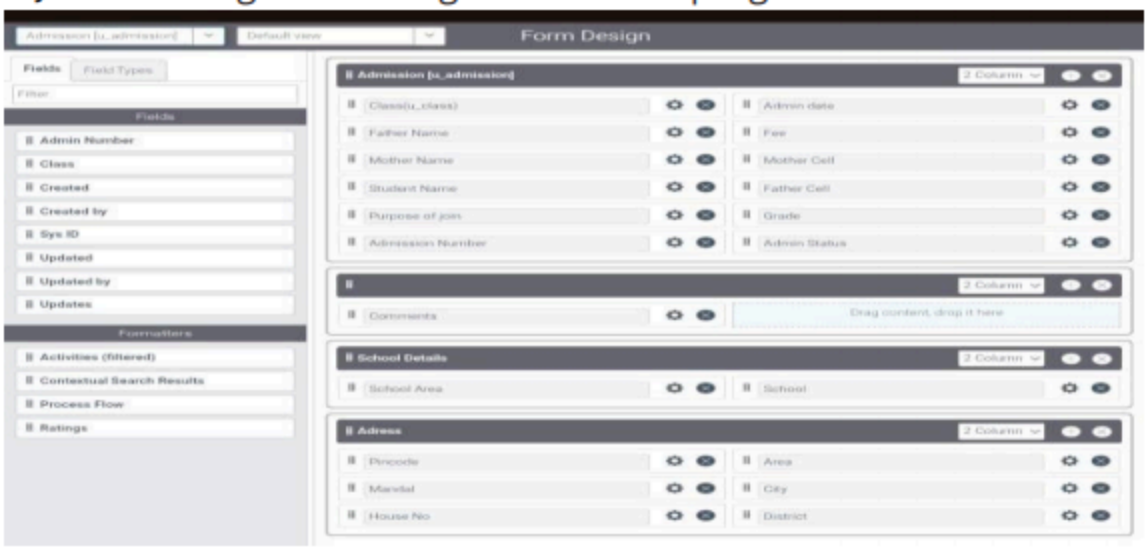


Save.

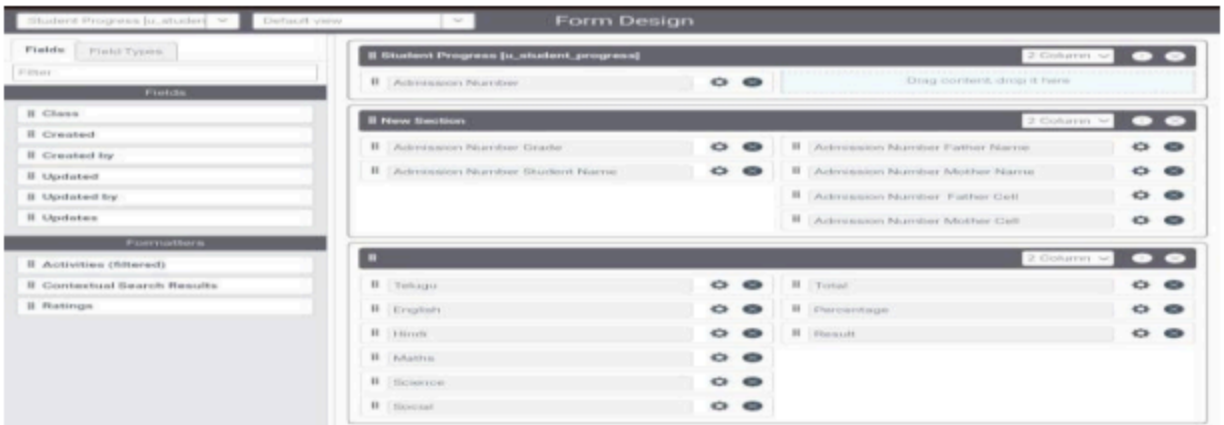
Activity -2 : Creating Form Design for Admission Table

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

Activity -3 : Creating Form Design for Student progress Table

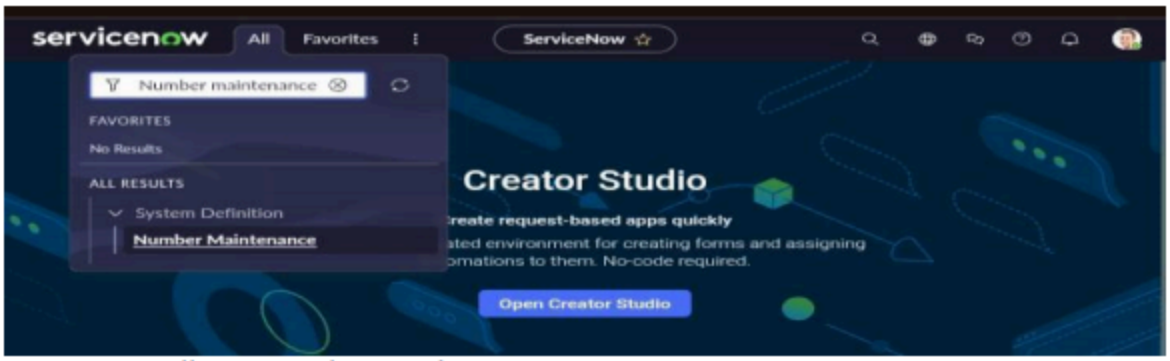


Follow the same steps as Activity1,Configure the fields as below and Save.

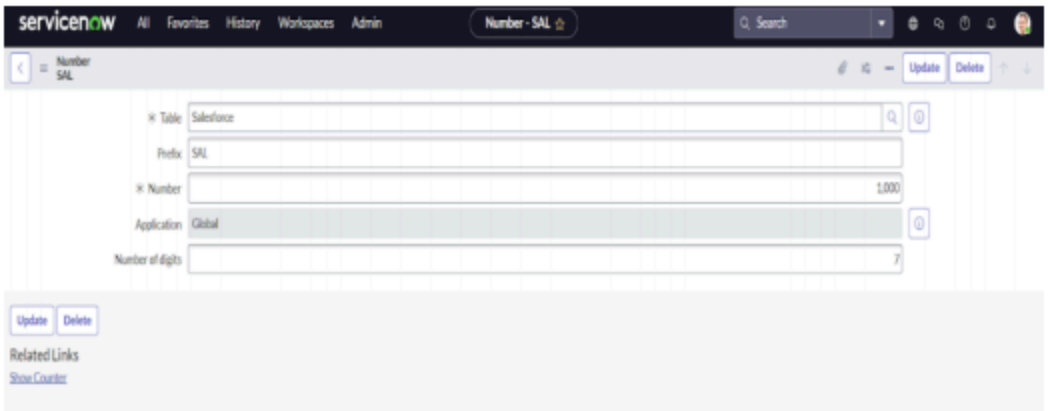


Milestone -6 : Number maintenance

Creating Number Maintenance for Admin Number



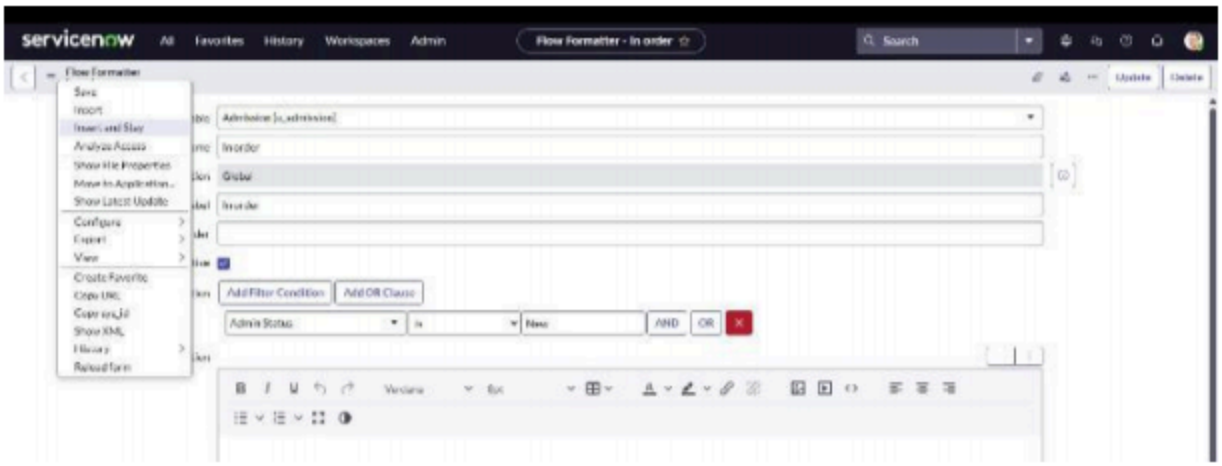
- All >> Number Maintenance >> New
- Fill the details >>submit



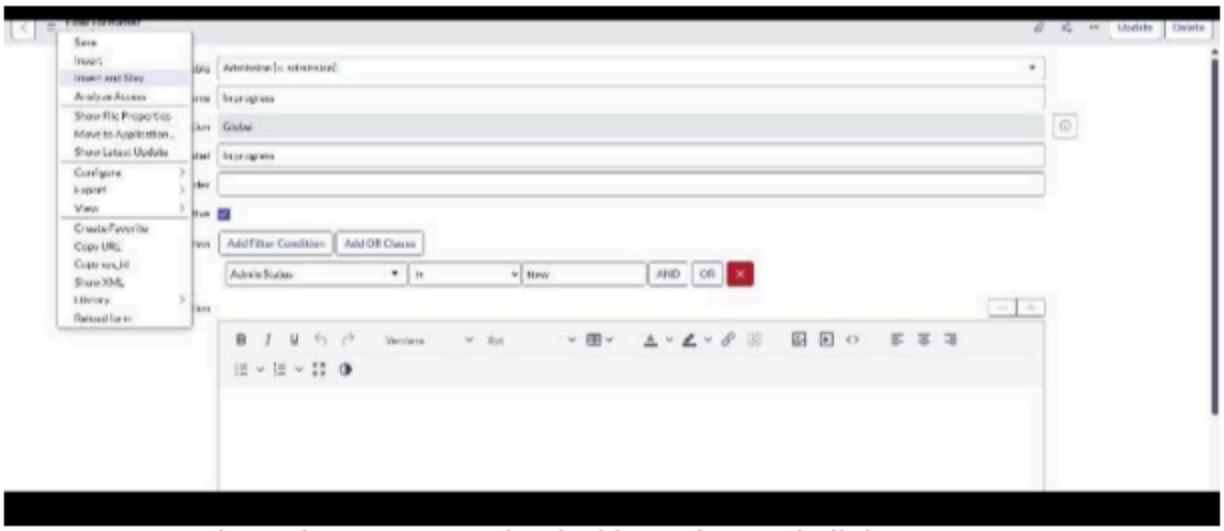
Milestone – 7 Process Flow

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.

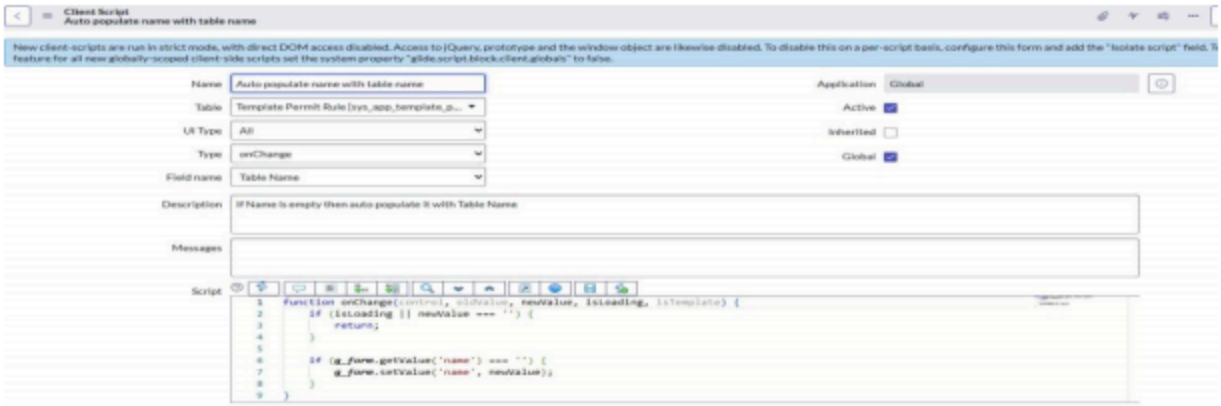
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone – 8 :

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);

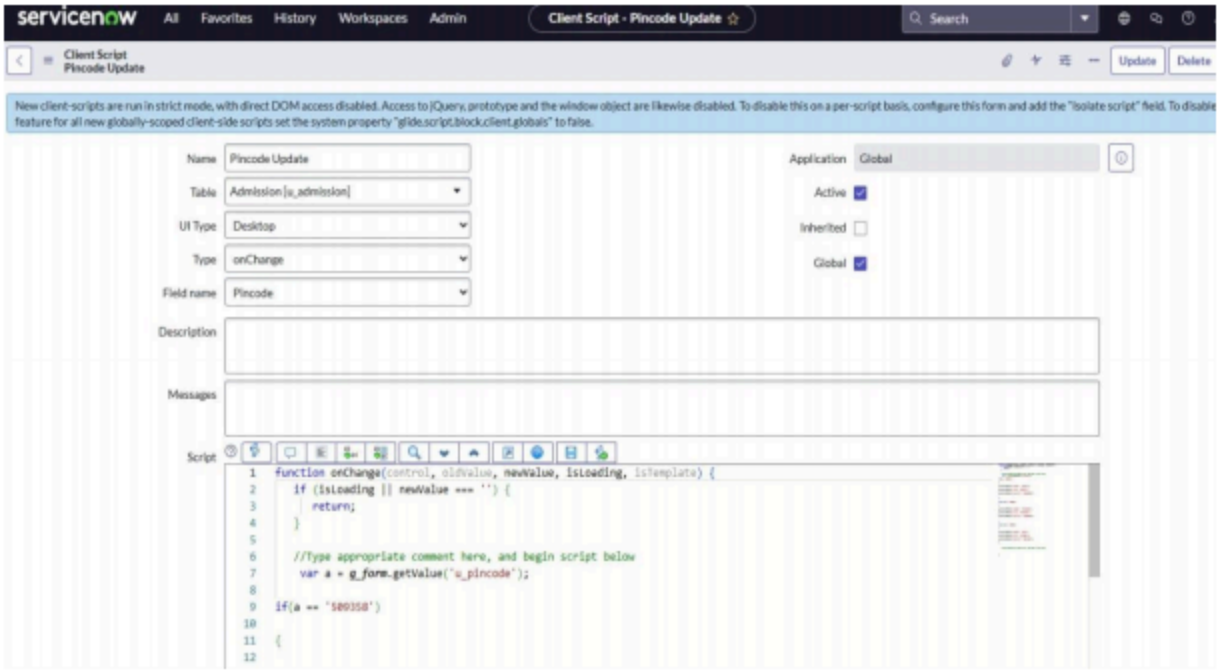
} Write the Code as below, Enable Isolate script and Save.

```
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.



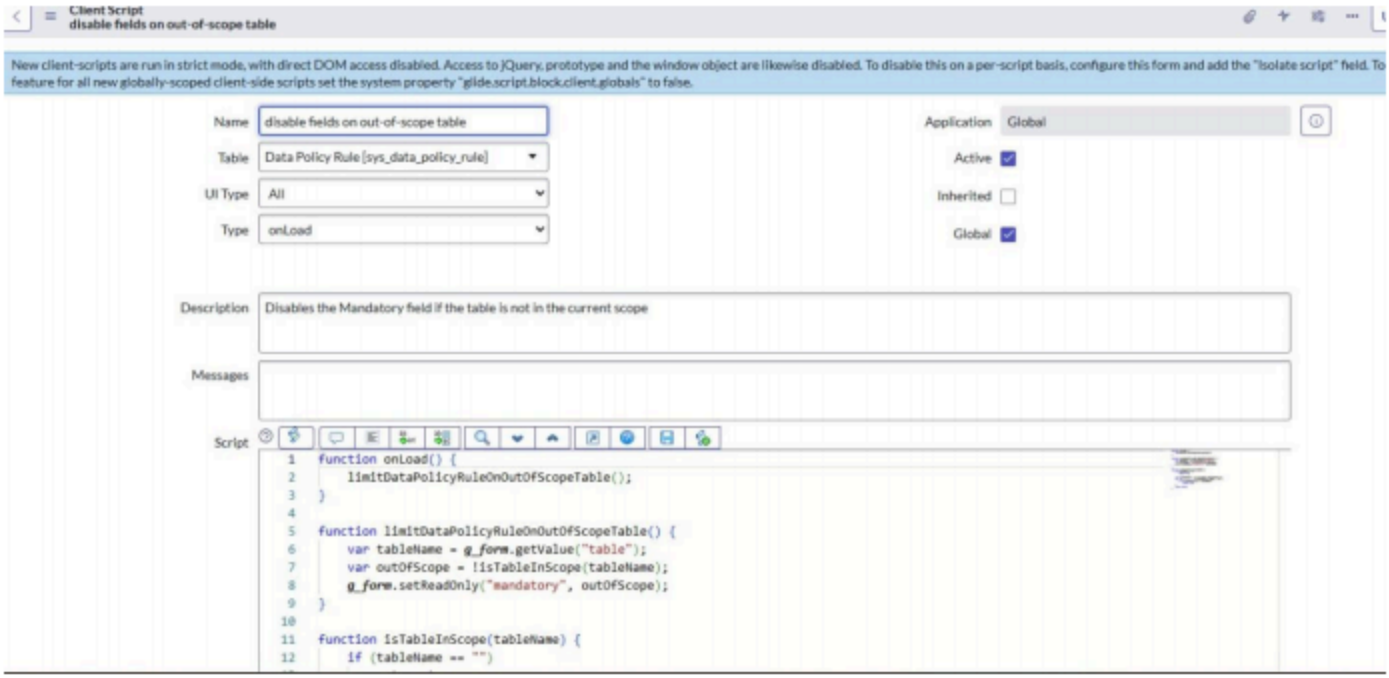
Write the Code as below, Enable Isolate script and Save.

```
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
}
```

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.

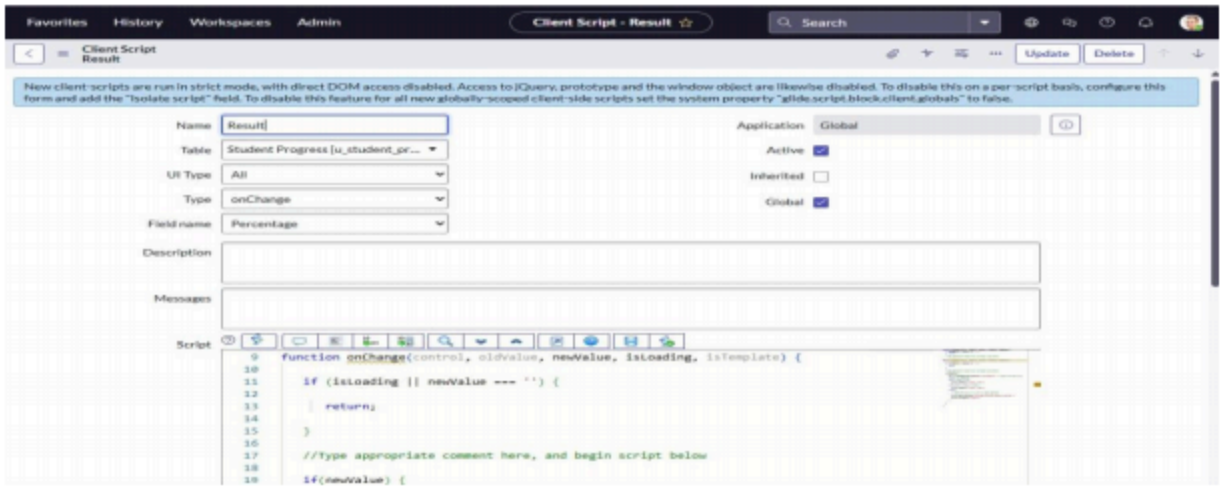
- Write the Code as below, Enable Isolate script and Save.

```
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);
}
}
```

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

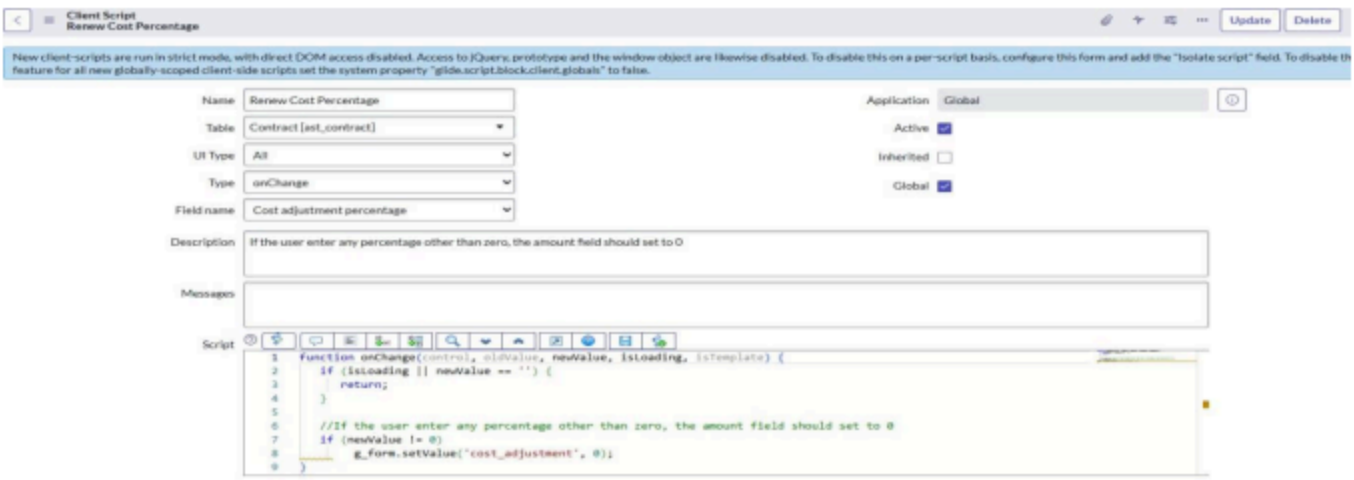
If(newValue) {

```
    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+'%');
}
```