

M.A.M COLLEGE OF ENGINEERING

PROJECT NAME: Educational Organisation Using ServiceNow

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Educational Organisation Using ServiceNow

The Educational Management System is a 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.

Setting up ServiceNow 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.

Creating a Update Set

1. Click on All >> Local update sets .



2. Click on new

Update Sets								
Name		Actions on selected rows						
	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
	Search	Search	Search	Search	Search	Search	Search	Search
Default	App Engine Studio	In progress			2024-04-03 04:32:28	admin	(empty)	(empty)
Default	Global	In progress			2023-10-06 15:26:30	system	(empty)	(empty)

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

The screenshot shows the 'Update Set - Create New Update Set' page. The 'Name' field is populated with 'New Update Set'. Other fields include 'State: In progress', 'Parent: (empty)', 'Release date: (empty)', and 'Description: (empty)'. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

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

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.

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 interface for creating a new record. At the top, there's a navigation bar with links like All, Favorites, History, Workspaces, Admin, and a search bar. Below that is a toolbar with various icons. The main area is titled "Table - New Record".
The form fields include:

- * Label: Admission
- * Name: u_admission
- Extends table: **Salesforce** (highlighted with a red box)
- Application: Global
- Create module:
- Create mobile module:
- Add module to menu: **Salesforce** (highlighted with a red box)

A message at the top says: "ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click here." Another message below it says: "This form has annotations - click ⓘ to toggle them - (click here to never show this again)".
At the bottom, there are tabs for Columns, Controls, and Application Access. The Columns tab shows a table with columns for Column label, Type, Reference, Max length, Default value, and Display. There's a "Dictionary Entries" section where a new row can be added. At the very bottom are "Submit" and "Cancel" buttons.

Table: Admission

This screenshot shows the configuration interface for the 'Admission' table. It includes tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab displays a list of fields with their labels, types, and properties like max length and default value. A specific row for 'School' is highlighted.

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Area	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
District	String	(empty)	40		false
Fee	Price	(empty)	20		false
House No	String	(empty)	40		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

- Create choice for Admin Status as:

Dictionary Entry: Admin Status

This screenshot shows the configuration interface for the 'Admin Status' choice list. It includes tabs for 'Access Controls', 'Choices (7)', 'Attributes', 'Labels (1)', and 'Dictionary Overrides'. The 'Choices' tab displays a list of labels and values.

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:

Choices

This screenshot shows the configuration interface for the 'Pincode' choice list. It includes tabs for 'Access Controls', 'Choices (3)', 'Attributes', 'Labels (1)', and 'Dictionary Overrides'. The 'Choices' tab displays a list of labels and values.

Label	Value	Language	Sequence	Inactive	Updated
509350	509350	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:

Choices

This screenshot shows the configuration interface for the 'Purpose of Join' choice list. It includes tabs for 'Access Controls', 'Choices (3)', 'Attributes', 'Labels (1)', and 'Dictionary Overrides'. The 'Choices' tab displays a list of labels and values.

Label	Value	Language	Sequence	Inactive	Updated
Tution	Tution	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:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
	Stanley	Stanley	en	1	false	2024-04-02 21:19:14
	Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35
Insert a new row...						

- Create choice for School Area as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
	Near Market	Near Market	en	1	false	2024-04-02 21:20:53
	Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24
Insert a new row...						

Creating Student Progress Table

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

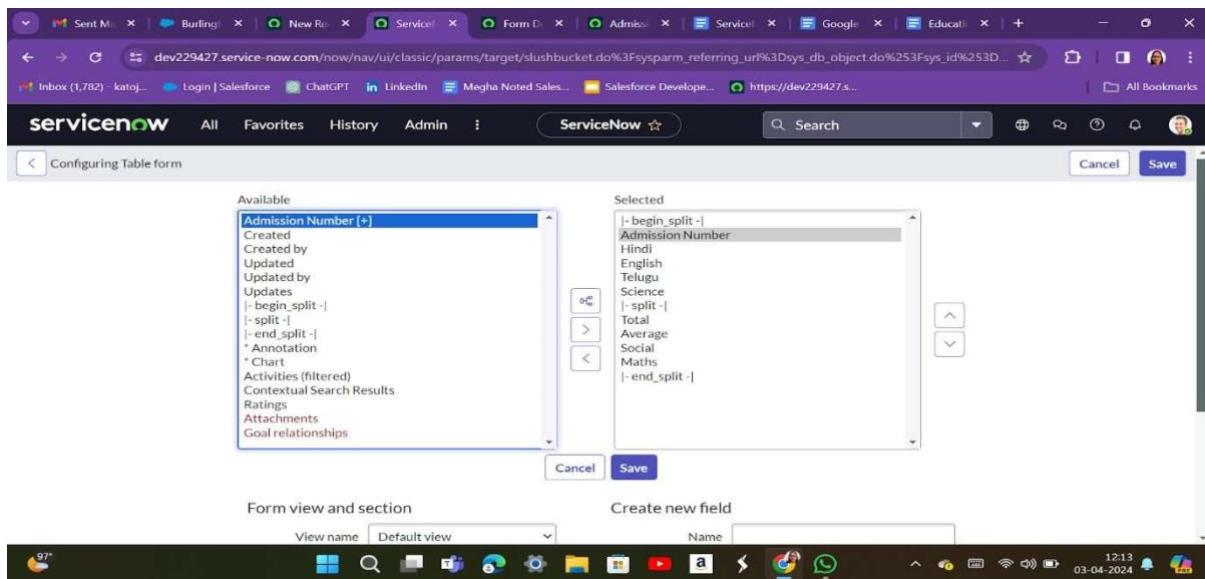
X	Admission Number	Reference	Salesforce	32	false
X	English	String	(empty)	40	false
X	Hindi	String	(empty)	40	false
X	Maths	String	(empty)	40	false
X	Percentage	String	(empty)	40	false
X	Result	String	(empty)	40	false
X	Science	String	(empty)	40	false
X	Social	String	(empty)	40	false
X	Telugu	String	(empty)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

Configuring Table form for Student Progress Table

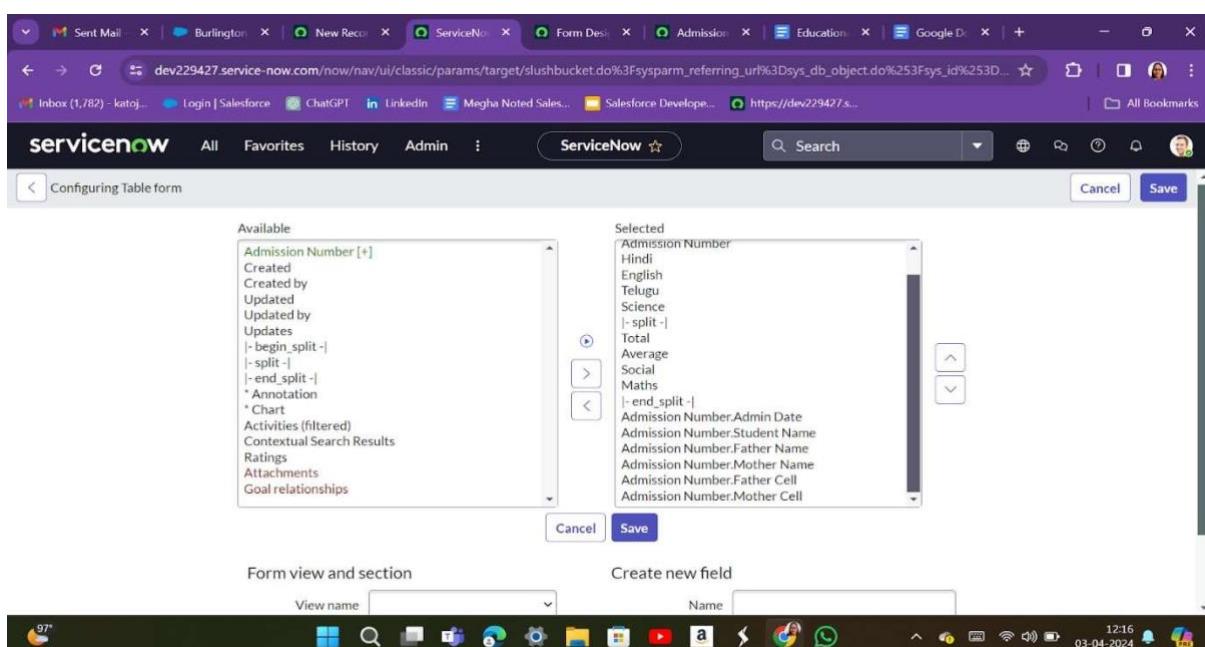
- In the Student Progress Table Page , Click on Layout form .

Table student progress							
X	Telugu	String	(empty)	40			
X	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.



Creating Form Design for Salesforce Table

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

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
<input type="checkbox"/> salesforce	Search	Search	Search	Search
<input type="checkbox"/> Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09

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

Table - Salesforce

Label	Name
Salesforce	u_salesforce

Dictionary Entries

Column label	Type	Reference	Max length	Default
Class	System Class Name	(empty)	80	javas
Created by	String	(empty)	40	
Created	Date/Time	(empty)	40	
Sys ID	Sys ID (GUID)	(empty)	32	
Updates	Integer	(empty)	40	
Updated by	String	(empty)	40	
Updated	Date/Time	(empty)	40	
Admin Date	Date	(empty)	40	
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();

4. In drop down select Salesforce(u_salesforce).

Form Design

Annotation

- Label
- Name
- Extends table

Columns

Controls

Extensible

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.

Creating Form Design for Student progress Table

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

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

The screenshot shows the ServiceNow interface with the search bar containing 'number'. The results list shows 'Number Maintenance' under 'System Definition' with a red box and arrow highlighting it. The table below lists various system fields like Created by, Created, Sys ID, etc., with their respective data types and properties.

	Reference	Max length	Default value	Display
Created by	(empty)	40	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Updates	Integer	(empty)	40	false
Updated by	String	(empty)	40	false

- Fill the details >> Submit.

The screenshot shows the 'Number SAL' creation screen. The form fields are filled with the following values:

- * Table: Salesforce
- Prefix: SAL
- * Number: 1.000
- Application: Global
- Number of digits: 7

Creating Process Flow for Admission Table

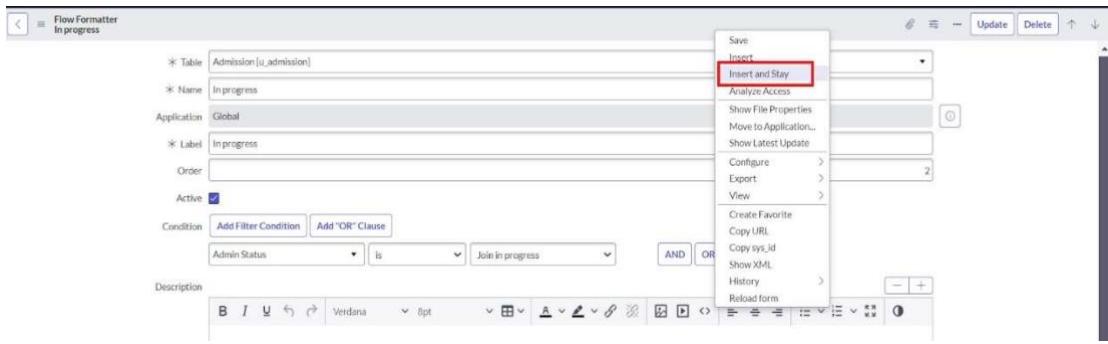
- All >> Process Flow >> New.
- Fill the Details as given Below

The screenshot shows the 'Flow Formatter' creation screen. The form fields are filled with the following values:

- * Table: Admission [u_admission]
- * Name: New
- Application: Global
- * Label: New
- Order: 1
- Active: checked
- Condition: Admin Status Is New

A context menu is open over the 'New' label, showing options like Save, Insert, Analyze Access, and Configure. The 'Save' option is highlighted. The 'Description' field contains some rich text.

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



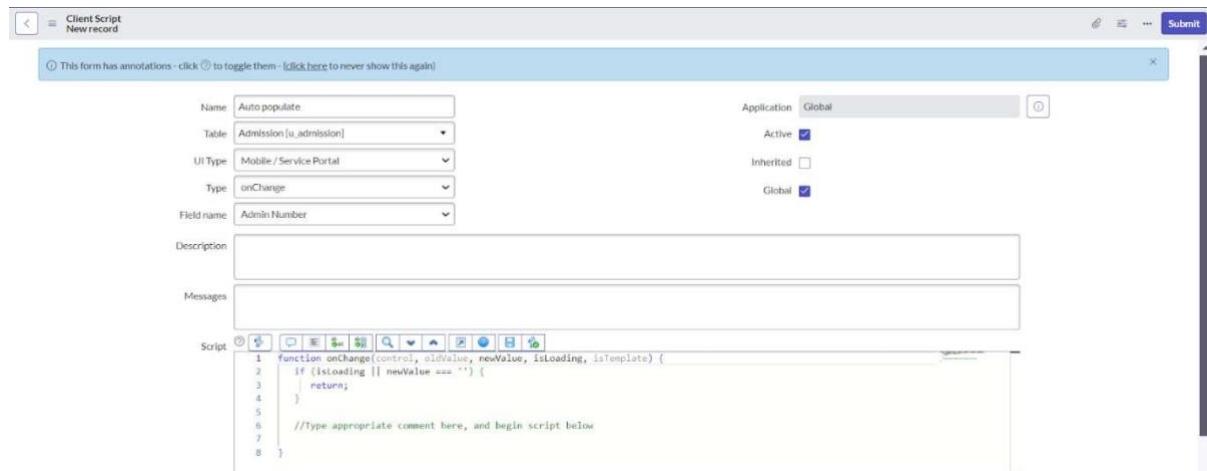
- Replace the Name and Label in order and click on Insert on stay.

Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

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

Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.
- 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 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);

```

```

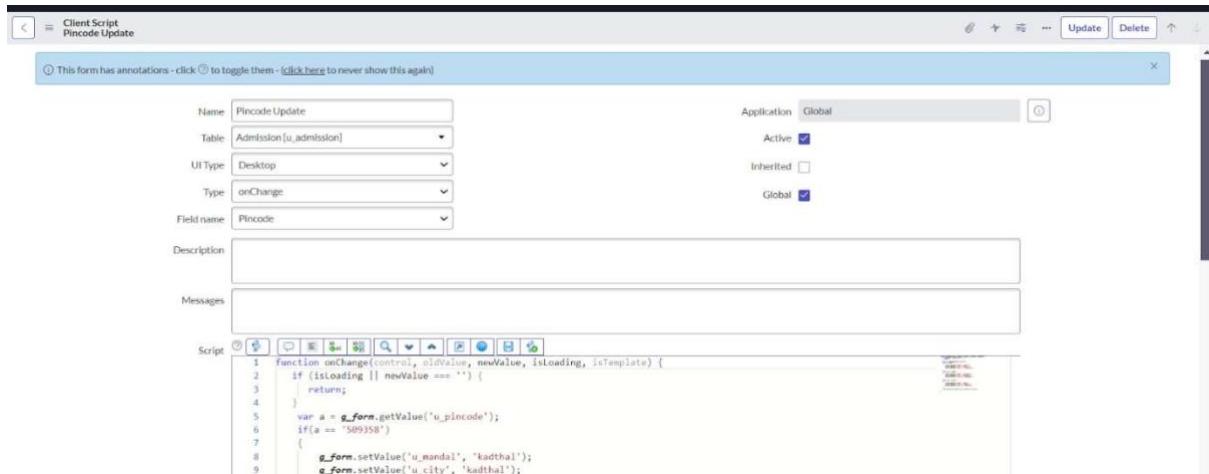
g_form.setDisabled('u_admin_date',a.u_admin_date); g_form.setDisabled('u_grade',a.u_grade);
g_form.setDisabled('u_student_name',a.u_student_name);
g_form.setDisabled('u_father_name',a.u_father_name);
g_form.setDisabled('u_mother_name',a.u_mother_name);
g_form.setDisabled('u_father_cell',a.u_father_cell);
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');

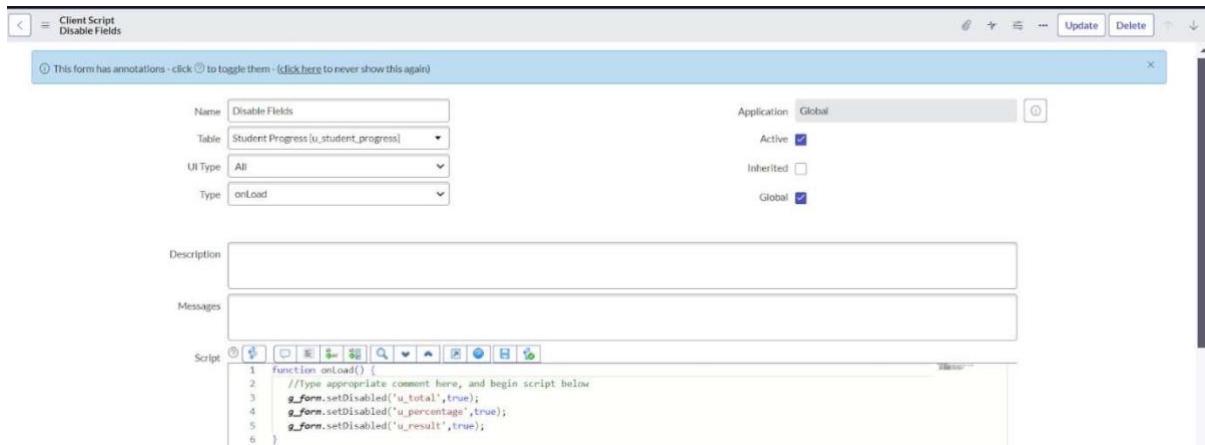
}

//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

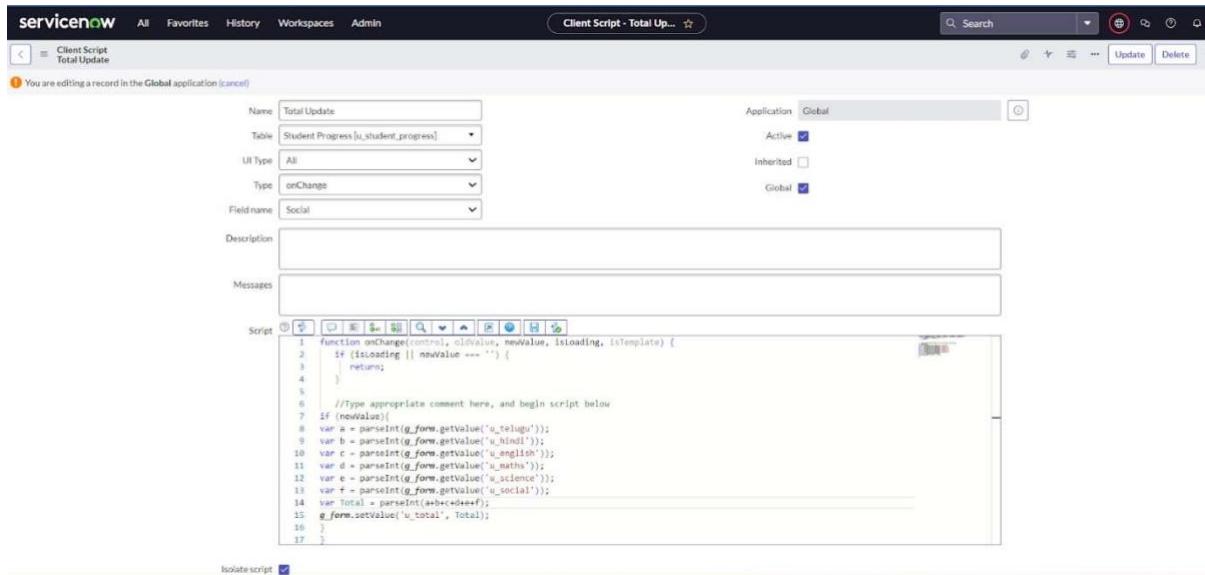
```
g_form.setDisabled('u_total',true);  g_form.setDisabled('u_percentage',true);

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) { //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 =
```

```

if (isLoading || newValue === "") {
    return;
}

parseInt(g_form.getValue('u_maths')); var e = parseInt(g_form.getValue('u_science'));

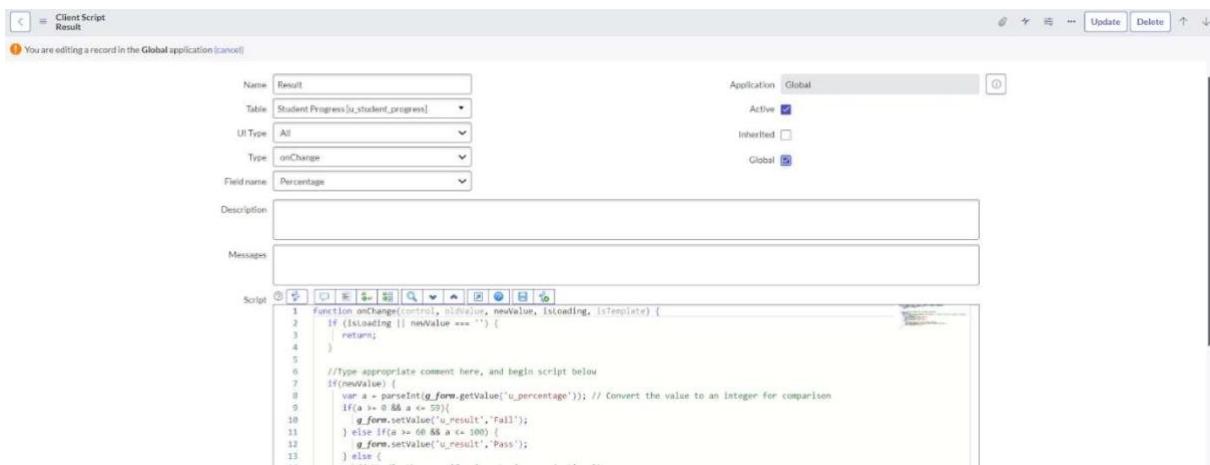
var f = parseInt(g_form.getValue('u_social')); var Total = parseInt(a+b+c+d+e+f);

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.');

g_form.clearValue('u_result');

}

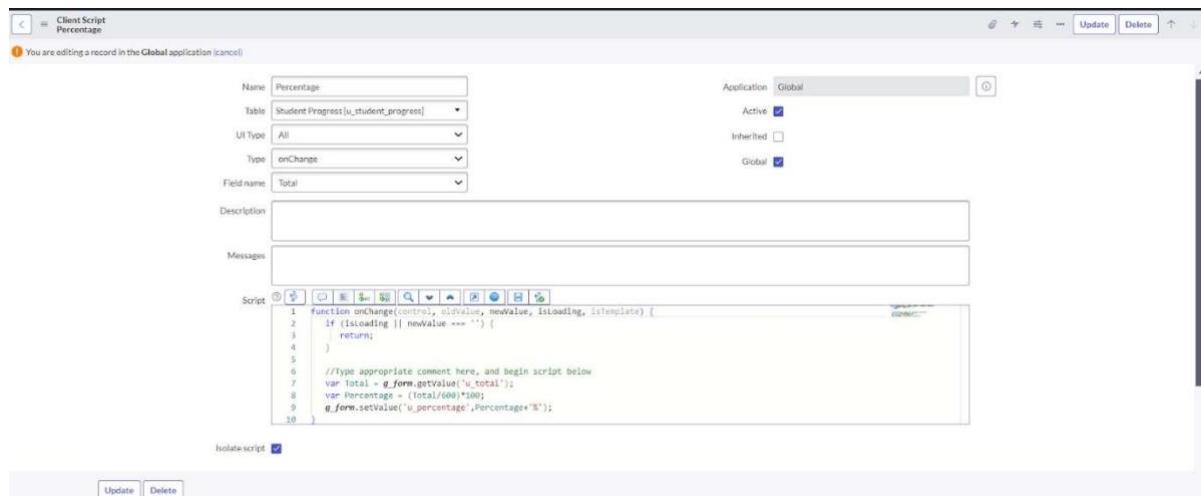
}

}

```

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) { //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

```
if (isLoading || newValue === "") {
```

```
return;
```

```
}
```

= Salesforce
New record

Admin Number	SAL0001078	Father Name	[Input Field]
Admin Date	[Input Field]	Mother Name	[Input Field]
Grade	--None--	Mother Cell	[Input Field]
Student Name	[Input Field]	Father Cell	[Input Field]

Submit

= Admission
New record

New In progress Joined Rejected Rejoined Closed Cancelled

Admission Number	[Input Field]	Admin Date	[Input Field]
Purpose of Join	--None--	Grade	--None--
Student Name	[Input Field]	Fee	\$ [Input Field] 0.00
Father Name	[Input Field]	Father Cell	[Input Field]
Mother Name	[Input Field]	Mother Cell	[Input Field]
Comments: [Input Field]			
School Details		Address	
School Area	--None--	School	--None--

Comments: [Input Field]

School Details Address

School Area --None-- School --None--

Submit

= New Section
New record

Admission Number	[Input Field]	Father Name	[Input Field]
Grade	--None--	Mother Name	[Input Field]
Student Name	[Input Field]	Father Cell	[Input Field]
		Mother Cell	[Input Field]

Student Progress

Telugu	[Input Field]	Total	[Input Field]
Hindi	[Input Field]	Percentage	[Input Field]
English	[Input Field]	Result	[Input Field]
Maths	[Input Field]		
Science	[Input Field]		
Social	[Input Field]		

Submit