

Team id

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EDUCATIONAL ORGANIZATION USING SERVICE NOW

Problem statement

In an educational institution, managing academic and administrative tasks efficiently is a major challenge. Faculty members often face difficulties in assigning tasks to students, while students are confused about their responsibilities due to the lack of structured workflows and proper access control.

Currently, there is no clear distinction between faculty and student roles in the system, which leads to unauthorized edits, task duplication, and poor accountability. Without automation, monitoring student progress and generating timely reports is also difficult, creating delays in academic activities.

Objectives

1. Define User Roles Clearly

- Faculty (Academic Coordinator) → Can create, assign, edit, and monitor tasks.
- Student → Can only view and update assigned tasks.

2. Implement Access Control Mechanisms

- Use Access Control List (ACL) to restrict student access while giving full privileges to faculty.

3.for transparency and accountability Workflow Processes using ServiceNow Flow Designer

- Faculty creates and assigns tasks.
- Students receive notifications, update task progress, and mark completion.
- Faculty monitors progress, approves completion, and closes the task.
- Reports are generated

Skills:

Users, Groups, Roles, Tables, Access Control List (ACL), Flow Designer, Notifications, Reporting & Dashboards.

TASK INITIATION

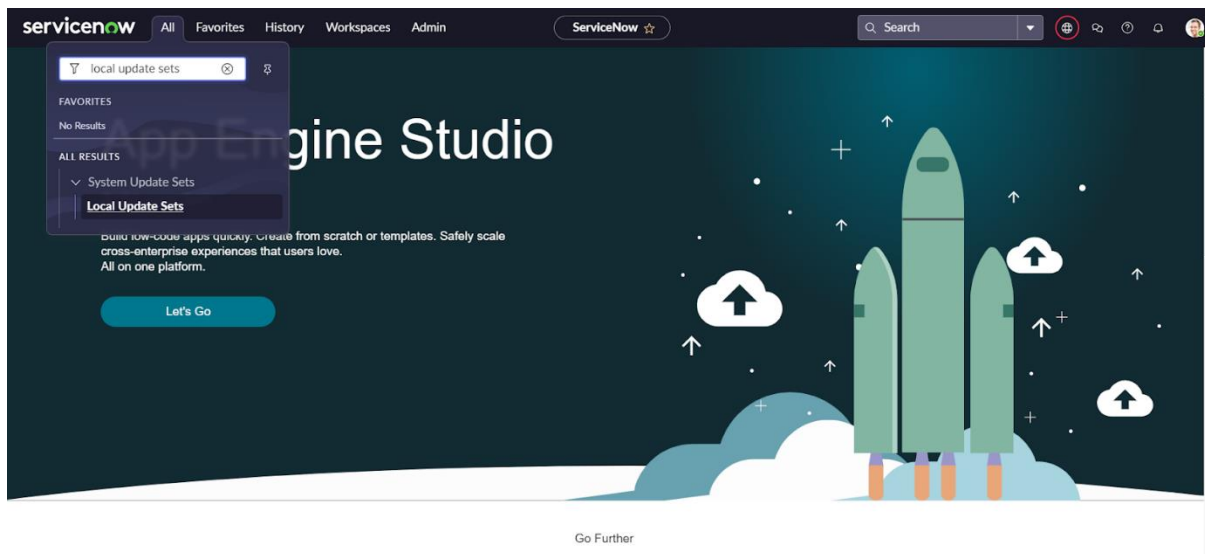
Milestone 1 Users:

Activity 1: setting up service now instance

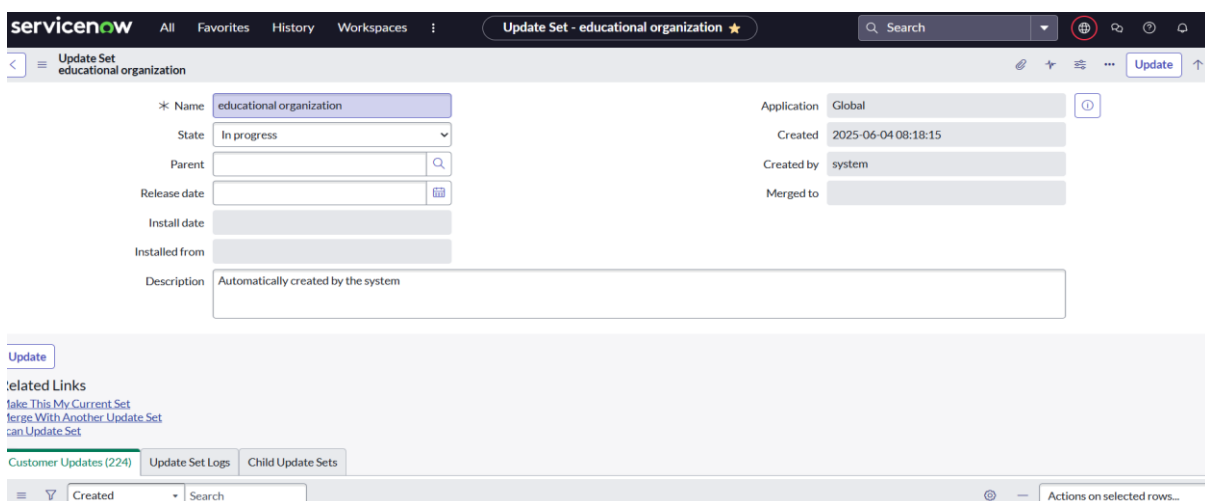
Go to the ServiceNow Developer site: <https://developer.servicenow.com>

1. Create a developer account (sign up / log in).
2. Open the Personal Developer Instance section.
3. Click Request Instance to get your own ServiceNow instance.
4. Fill in the required details and submit.
5. You will receive an email with your instance link and login details.
6. Use those credentials to log in and start using ServiceNow.

Creating a update set:



1. click on new table
2. enter a details and name is Educational organization in progress
3. submit button



Update Set - educational organization

* Name: educational organization

State: In progress

Parent: [Search]

Release date: [Calendar]

Install date: [Calendar]

Installed from: [Dropdown]

Description: Automatically created by the system

Application: Global

Created: 2025-06-04 08:18:15

Created by: system

Merged to: [Dropdown]

[Update](#)

Related Links

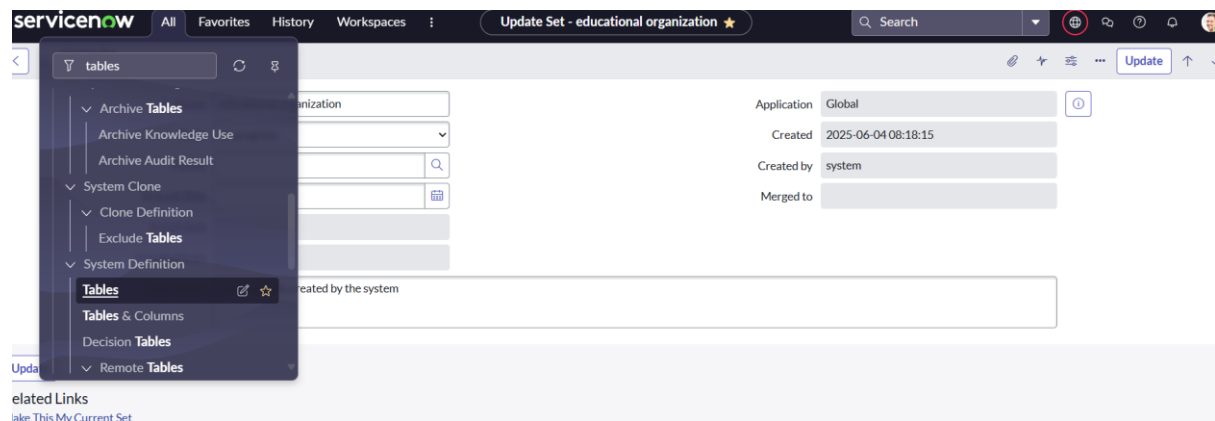
[Take This My Current Set Merge With Another Update Set can Update Set](#)

Customer Updates (224) | [Update Set Logs](#) | [Child Update Sets](#)

Created [Dropdown] Search [Input] Actions on selected rows...

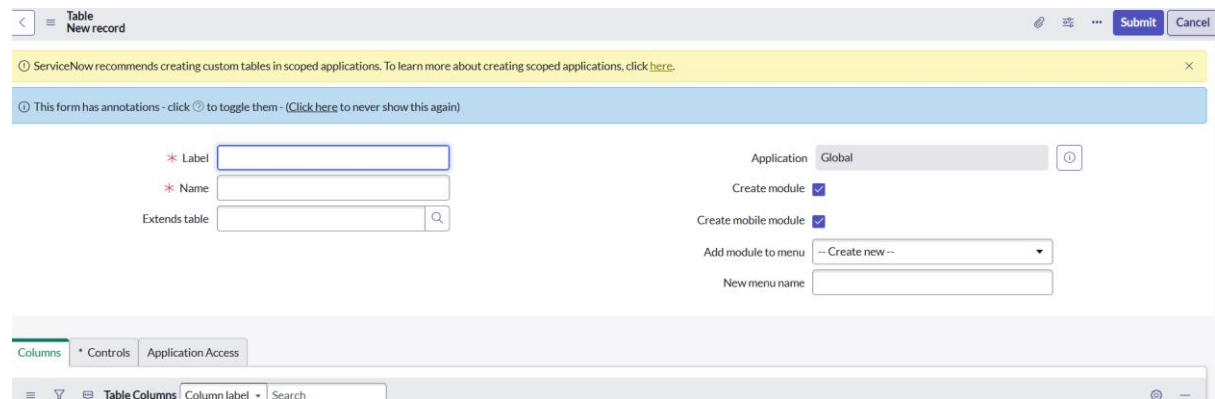
Milestone 2:

Create a tables :



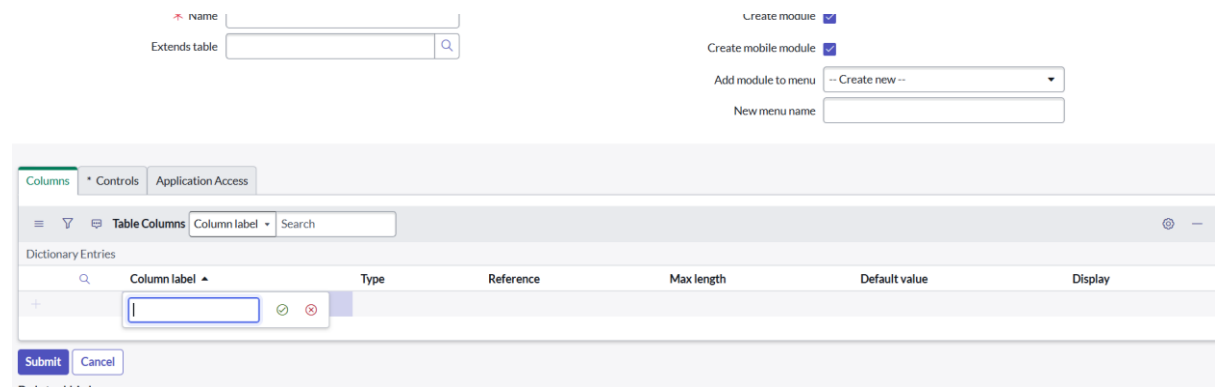
ServiceNow interface showing the 'Update Set - educational organization' page. A dropdown menu is open under the 'tables' tab, listing various table-related actions. The 'Tables' option is selected.

Click on new table



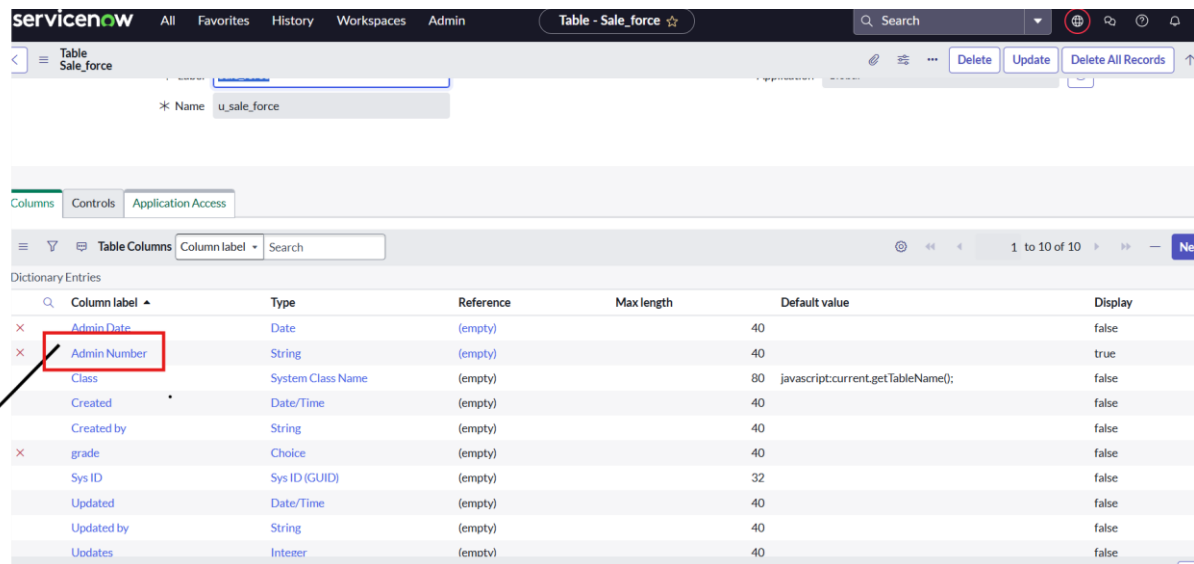
ServiceNow interface showing the 'Table New record' form. The form includes fields for Label, Name, Extends table, Application, Create module, Create mobile module, Add module to menu, and New menu name. The 'Columns' tab is selected at the bottom.

Creating a column



ServiceNow interface showing the 'Table Columns' form. The form includes fields for Name, Extends table, Create module, Create mobile module, Add module to menu, and New menu name. The 'Columns' tab is selected at the bottom.


To give a label name for sales force and display the screen & given display to create admin number



The screenshot shows the 'Table Columns' configuration page for 'Table - Sale_force'. The 'Columns' tab is selected. The table lists various columns with their properties. The 'Admin Number' column is highlighted with a red box and a black arrow pointing to it.

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40		true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
grade	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false

The last step is click on grade column and <<choice>>column to give a grade I,II,III to we want



The screenshot shows the 'Choices' configuration page for the 'grade' column. The 'Choices' tab is selected. The table lists the choices: I, II, and III. A red arrow points to the 'Label' column header.

Label	Value	Language	Sequence	Inactive	Updated
I	1	en		false	2025-09-05 07:36:48
II	2	en		false	2025-09-05 07:36:54
III	3	en		false	2025-09-05 07:37:11

Creating a admission table for sales force

1. Go to Tables module and click Create Table.
2. Enter Table Label as Admission.
3. In Extends Table, select Salesforce.
4. Tick Add module to menu and select Salesforce.
5. Add the required Fields/Columns
6. .Save the table and check the new module under Salesforce.

Table admission

Application Global

Label admission

Name u_admission

Extends table Sale_force

Controls Application Access

Table Columns Column label Search

1 to 17 of 17

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40		true
admin status	String	(empty)	40	7	false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

Table Columns Column label Search

1 to 17 of 17

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40		true
admin status	String	(empty)	40	7	false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
grade	Choice	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
pincode	String	(empty)	40		false
purpose of join	String	(empty)	40		false
school	String	(empty)	40		false
school area	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Create student progress table:

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



This form has annotations - click ⓘ to toggle them - (Click here to never show this again)

* Label

* Name

Extends table

Application

Columns Controls Application Access

Table Columns Column label Search

1 to 20 of 21 New

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40		true
Admission number	Reference	sales force	32		false
Class	System Class Name	(empty)	80	javascript:current.getTableNames();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
english	String	(empty)	40		false
grade	Choice	(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
Sys ID	Sys ID (GUID)	(empty)	32		false
telugu	String	(empty)	40		false
total	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Insert a new row...					

Milestone 3

Form layout

4. Open the Admission Table.
5. Click on Configure → Form Layout.
6. In Form Layout, you can add, remove, or reorder fields for the form.
7. Use the **toggle button

Configuring Dictionary Entry form

Available

- Application [+]
- Array
- Array denormalized
- Attributes
- Calculated
- Calculation
- Calculation Type
- Choice
- Choice field
- Choice table
- Class
- Comments
- Create roles
- Created
- Created by
- Default value

Selected

- * Annotation (Section Details)
- begin_split -
- Table
- Type
- Column label
- Column name
- Max length
- split -
- Application
- Active
- Function field
- Read only
- Mandatory
- Display
- Text index
- Audit

Cancel Save

Form view and section

View name: Default view

Section: Dictionary Entry, Reference Specification, Choice List Specification, Function Definition

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

Milestone 4

Activity: Create form design

1. Go to Setup → Object Manager → Create → Custom Object.
2. Enter Object Name (e.g., Admission) and save.
3. Add Fields (Student Name, Course, Admission Date).
4. Arrange fields in Page Layout and save

servicenow All Favorites History Workspaces Admin Table - sales force

Save, Delete, Update

Configure

- Form Builder
- Form Design
- Form Layout
- Related Lists
- All
- Table
- Security Rules
- Business Rules
- Client Scripts
- UI Policies
- Data Policies
- UI Actions
- Notifications
- Dictionary

Related Links

- Form Builder
- Design Form
- Custom Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalogue

Type	Reference	Max length	Default value	Display
Sys ID (GUID)	(empty)		32	false

sales force [u_st_sales_force] Default view Form Design

Fields Field Types

Filter

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

student details 1 Column

Drag content, drop it here

address 2 Column

Drag content, drop it here

To drag

Form Design

Fields Field Types

Filter

Fields

- Auto number
- Class
- Created
- Created by
- Display name
- Extension model
- Package
- Protection policy
- Remote Table
- Sys class code
- Sys class path
- Update name
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results

Annotation

Activities (filtered)

Name

Extends table

Application

Show in Menu (Formatter)

Columns 1 Column

Table Columns Formatter (Formatter)

Controls 1 Column

Extensible

Live feed

Annotation

Show Number Maintenance (Formatter)

Auto number.Prefix

Auto number.Number

Auto number.Number of digits

Annotation

Sale_force [u_sale_force] Default view Form Design

Fields Field Types

Filter

Fields

- Class
- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Sale_force [u_sale_force] 2 Column

Admin Number

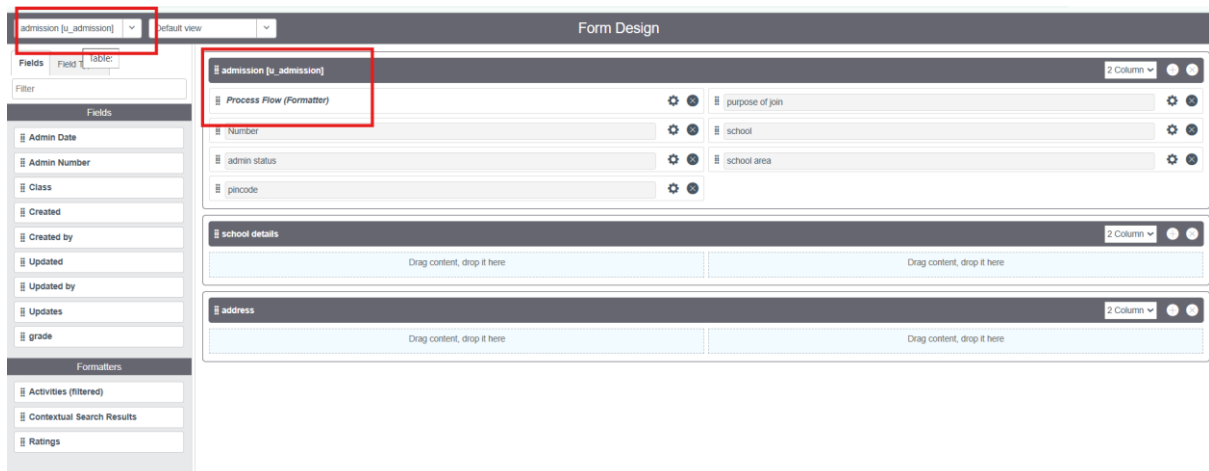
Admin Date

grade

Then last step save

create admission table for form design

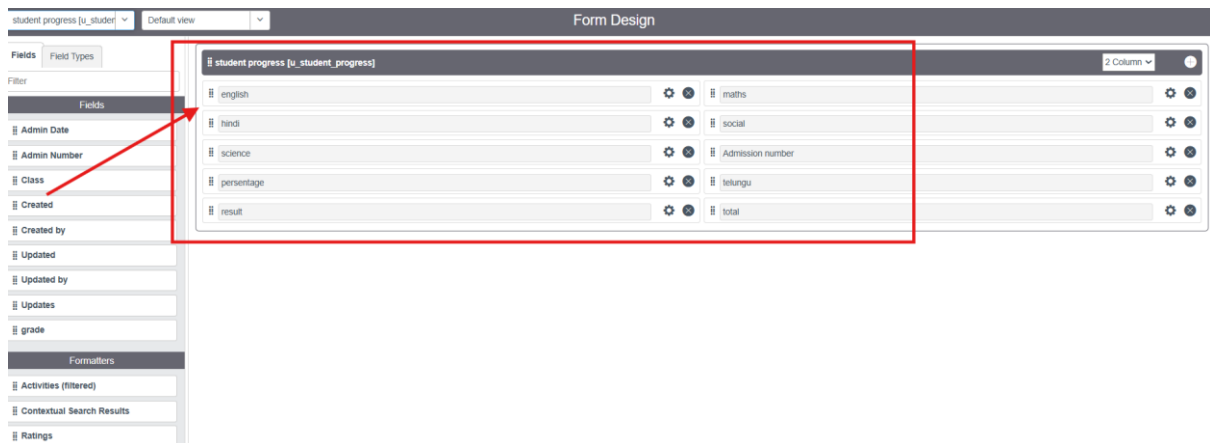
1. Open the Admission Table.
2. Click Configure → Form Layout (or Page Layout in Salesforce).
3. In Form Layout, you will see Available Fields and Selected Fields.
4. Drag fields from Available to Selected to include them in the form.
5. Reorder fields by dragging up or down to set the display sequence.
6. Click Save to apply the form layout.
7. Open the Admission form to verify the design.



The screenshot shows the 'Form Design' interface for the 'admission [u_admission]' table. The interface is divided into three main sections:

- Left Panel (Fields):** A list of available fields for the form. The fields listed are: Admin Date, Admin Number, Class, Created, Created by, Updated, Updated by, Updates, and grade. Below this list is a section for 'Formatters' with options: Activities (filtered), Contextual Search Results, and Ratings.
- Top Bar:** Displays the table name 'admission [u_admission]' and the 'default view' dropdown.
- Main Design Area:** A visual representation of the form layout. It shows a 'Process Flow (Formatter)' section at the top, followed by a 'school details' section, and an 'address' section at the bottom. Each section contains a '2 Column' layout with drag-and-drop handles. The 'Process Flow (Formatter)' section includes fields for 'Number', 'admin status', and 'pincode'. The 'school details' section includes fields for 'purpose of join', 'school', and 'school area'. The 'address' section is currently empty.

Creating a student progress in form design



student progress [u_student_progress] | Default view | Form Design

Fields | Field Types

Filter

Fields

- Admin Date
- Admin Number
- Class
- Created
- Created by
- Updated
- Updated by
- Updates
- grade

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

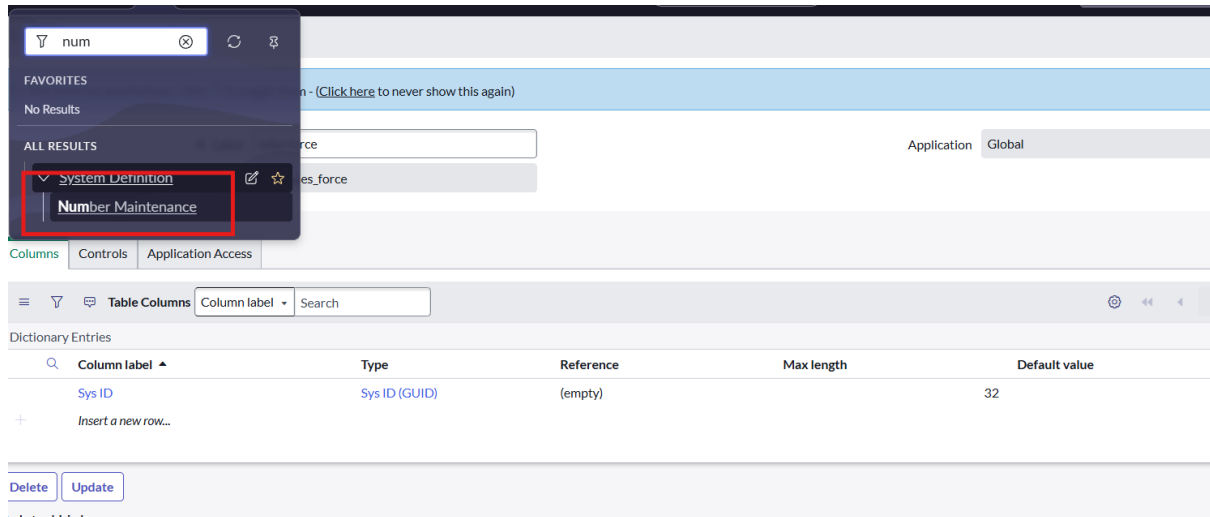
student progress [u_student_progress]

english	maths
hindi	social
science	Admission number
percentage	telugu
result	total

2 Column

Milestone 5

Activity to create a number maintenance



num

FAVORITES

No Results

ALL RESULTS

- System Definition
- Number Maintenance

Columns | Controls | Application Access

Table Columns | Column label | Search

Column label	Type	Reference	Max length	Default value
Sys ID	Sys ID (GUID)	(empty)		32

Insert a new row...

Delete | Update

To give a salesforce for label name

ServiceNow interface showing the configuration for a Number table. The configuration includes:

- Table: Salesforce
- Prefix: SAL
- Number: 1,000
- Application: Global
- Number of digits: 7

Buttons: Update, Delete

Related Links: Show Counter

Milestone 6

Activity: create processes flow for admission table

1. Create Admission Table – Make a new table for storing admission details.
2. Add Fields – Include Student Name, Age, Course, Admission Date.
3. Design Form Layout – Arrange fields using drag & drop.
4. Save & Use – Save the table and start entering admission records

ServiceNow interface showing the 'Table New record' form. The form includes fields for:

- Label
- Name
- Extends table
- Application: Global
- Create module: ☒
- Create mobile module: ☒
- Add module to menu: -- Create new --
- New menu name

Buttons: Submit

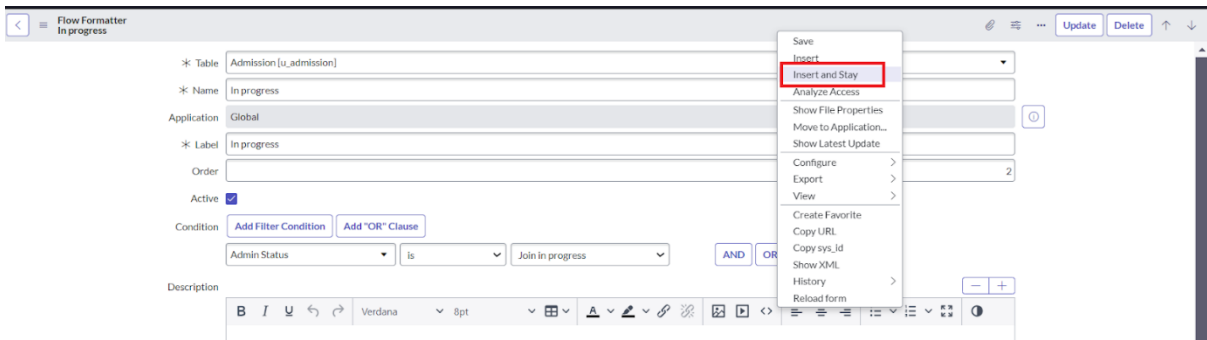
ServiceNow interface showing the 'Table admission' form. The form includes fields for:

- Label: admission
- Name: u_admission
- Extends table: Sale_force
- Application: Global

Buttons: Delete, Update, Delete All Records

Table Columns: Column label, Search

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40		true
admin status	String	(empty)	40	7	false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
grade	Choice	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
pincode	String	(empty)	40		false



Flow Formatter
In progress

* Table: Admission [u_admission]

* Name: In progress

Application: Global

* Label: In progress

Order:

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is Join In progress

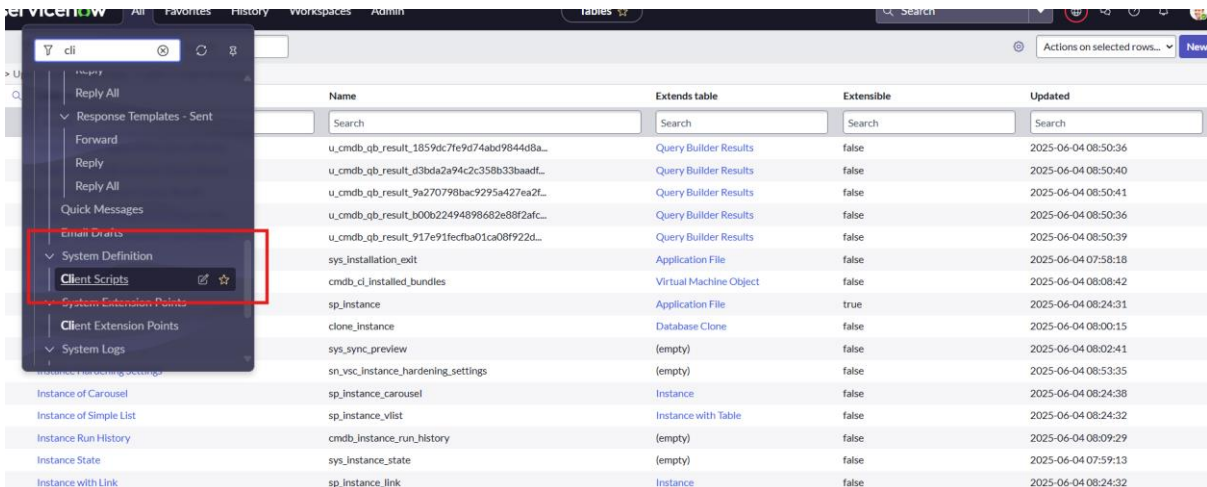
Description:

Save
Insert
Insert and Stay
Analyze Access
Show File Properties
Move to Application...
Show Latest Update
Configure
Export
View
Create Favorite
Copy URL
Copy sys_id
Show XML
History
Reload form

Milestone 7

Activity1: Creating “Auto populate” Client Scripts for Admission Table

Activity: 2 To create clint script



Name	Extends table	Extensible	Updated
Search	Search	Search	Search
u_cmdb_qb_result_1859dc7fe9d74abd9844d8a...	Query Builder Results	false	2025-06-04 08:50:36
u_cmdb_qb_result_d3bda2a94c2c358b33baadf...	Query Builder Results	false	2025-06-04 08:50:40
u_cmdb_qb_result_9a270798bac9295a427ea2f...	Query Builder Results	false	2025-06-04 08:50:41
u_cmdb_qb_result_b00b22494898682e88f2afc...	Query Builder Results	false	2025-06-04 08:50:36
u_cmdb_qb_result_917e91fecfba01ca08f922d...	Query Builder Results	false	2025-06-04 08:50:39
sys_installation_ext	Application File	false	2025-06-04 07:58:18
cmdb_ci_installed_bundles	Virtual Machine Object	false	2025-06-04 08:08:42
sp_instance	Application File	true	2025-06-04 08:24:31
clone_instance	Database Clone	false	2025-06-04 08:00:15
sys_sync_preview	(empty)	false	2025-06-04 08:02:41
sn_vsc_instance_hardening_settings	(empty)	false	2025-06-04 08:53:35
sp_instance_carousel	Instance	false	2025-06-04 08:24:38
sp_instance_vlist	Instance with Table	false	2025-06-04 08:24:32
cmdb_instance_run_history	(empty)	false	2025-06-04 08:09:29
sys_instance_state	(empty)	false	2025-06-04 07:59:13
sp_instance_link	Instance	false	2025-06-04 08:24:32

Click on new:

Client Script
New record

This form has annotations - click ⓘ to toggle them - (Click here to never show this again)

Name

Table -- None --

UI Type Desktop

Type -- None --

Application Global ⓘ

Active ☒

Inherited ☐

Global ☒

Description

Messages

Script ⓘ

1

Activity: 3 Display the given details:

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
6   //Type appropriate comment here, and begin script below
7
8 }

```

To given the copy code in display

```

//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);

```

Activity: 4 Creating a pin code:

Client Script
Pincode Update

This form has annotations - click ⓘ to toggle them - (click [here](#) to never show this again)

Name: Pincode Update

Table: Admission [u_admission]

UI Type: Desktop

Type: onChange

Field name: Pincode

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
  
```

Activity: 5 Creating “Disable Fields” Client Scripts for Student progress Table

Client Script
Disable Fields

This form has annotations - click ⓘ to toggle them - (click [here](#) to never show this again)

Name: Disable Fields

Table: Student Progress [u_student_progress]

UI Type: All

Type: onload

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onload() {
2   //Type appropriate comment here, and begin script below
3   g_form.setDisabled('u_total',true);
4   g_form.setDisabled('u_percentage',true);
5   g_form.setDisabled('u_result',true);
6 }
  
```

Activity: 6 Creating “Total Update” Client Scripts for Student progress Table

servicenow

Client Script - Total Up...

You are editing a record in the Global application (cancel)

Name: Total Update

Table: Student Progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Social

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

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   if (newValue) {
8     var a = parseInt(g_form.getValue('u_telugu'));
9     var b = parseInt(g_form.getValue('u_hindi'));
10    var c = parseInt(g_form.getValue('u_english'));
11    var d = parseInt(g_form.getValue('u_maths'));
12    var e = parseInt(g_form.getValue('u_science'));
13    var f = parseInt(g_form.getValue('u_social'));
14    var Total = parseInt(a+b+c+d+e+f);
15    g_form.setValue('u_total', Total);

```

Activity: 7 Creating “Result” Client Scripts for Student progress Table

You are editing a record in the Global application (cancel)

Name: Result

Table: Student Progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Percentage

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

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   if (newValue) {
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
9     if(a >= 0 && a <= 50) {
10      g_form.setValue('u_result', 'Fail');
11    } else if(a >= 60 && a <= 100) {
12      g_form.setValue('u_result', 'Pass');
13    } else {

```

Activity: 8 Creating “Percentage” Client Scripts for Student progress Table

Percentage

You are editing a record in the Global application (cancel)

Name	Percentage	Application	Global
Table	Student Progress[u_student_progress]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Total		
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 var Total = g_form.getValue('u_total'); 8 var Percentage = (Total/600)*100; 9 g_form.setValue('u_percentage',Percentage+'%'); 10 } </pre>		

Result

Sale_force
New record

Admin Number

Admin Date

grade -- None --

Submit

student progress
New record

english

hindi

science

percentage

result

maths

social

Admission number

telugu

total

Submit

admission
New record

new join in progress

Number ADM0001005

admin status 7

pincode

purpose of join

school

school area

school details address

Submit

Conclusion

By creating tables, adding fields, designing form layouts, and applying workflows in ServiceNow / Salesforce, educational organizations can manage admissions and tasks more efficiently. Using Users, Roles, ACL, Flow Designer, and Reporting, the system ensures clear responsibilities, secure access, structured workflows, and smooth data management. This improves transparency, accountability, and productivity in the institution.