

PROJECT DESIGN PHASE

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Team ID	NM2025TMID00027
Project Name	Educational Organization using ServiceNow

INTRODUCTION TO DESIGN PHASE:

The design phase for a ServiceNow project in an educational organization involves creating a detailed plan and design for the solution, outlining how it will meet the organization's needs and requirements. This phase focuses on translating ideas into a tangible design, defining solution architecture, and identifying potential issues to ensure a smooth implementation.

STEPS:

1. Creation of New Update Set

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

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

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

Go to All >> In the filter search for Local Update set > click on New.

Enter the Details as:

Name: Educational Organisation then click Submit and Make Current

2. Table Creation:

Salesforce table:

The screenshot shows the ServiceNow interface for configuring the 'Salesforce' table. At the top, there are tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current view is 'Table - Salesforce'. Below the tabs, there are fields for 'Label' (set to 'Salesforce') and 'Name' (set to 'u_uls_salesforce'). A note indicates that this is a 'Remote Table'. The main area displays the 'Table Columns' section, which lists various fields like 'Admin Status', 'Admission Number', and 'Student Name' with their respective types, references, and default values.

Column label	Type	Reference	Max length	Default value	Display
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number	String	(empty)	40		false
Father Cell	String	(empty)	40		false
Father Name	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Student Name	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

Admission table:

The screenshot shows the ServiceNow interface for configuring the 'Admission' table. The top navigation and table configuration are similar to the 'Salesforce' table. The 'Table Columns' section lists fields such as 'Admin', 'Admin Status', and 'Area' with their respective properties.

Column label	Type	Reference	Max length	Default value	Display
Admin	Choice	(empty)	40		false
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number	Reference	Salesforce	32		false
Father Cell	String	(empty)	40		false
Father Name	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Student Name	String	(empty)	40		false
Area	String	(empty)	40		false

Student Progress table:

The screenshot shows the ServiceNow Table - Student Progress configuration page. At the top, there are fields for 'Label' (Student Progress) and 'Name' (u_uis_student_progress). Below this, the 'Table Columns' section lists the following columns:

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Grade	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Student Name	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
English	String	(empty)	40		false

3. Form Layout:

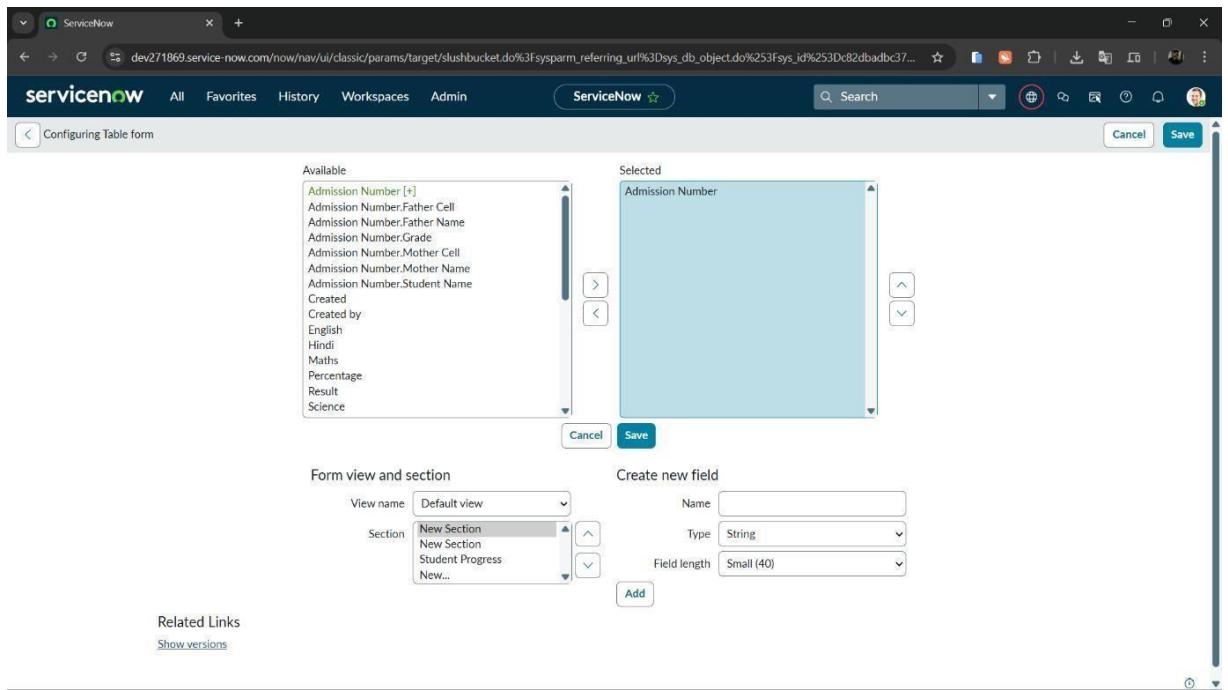
Configuring Table form for Student Progress Table:

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

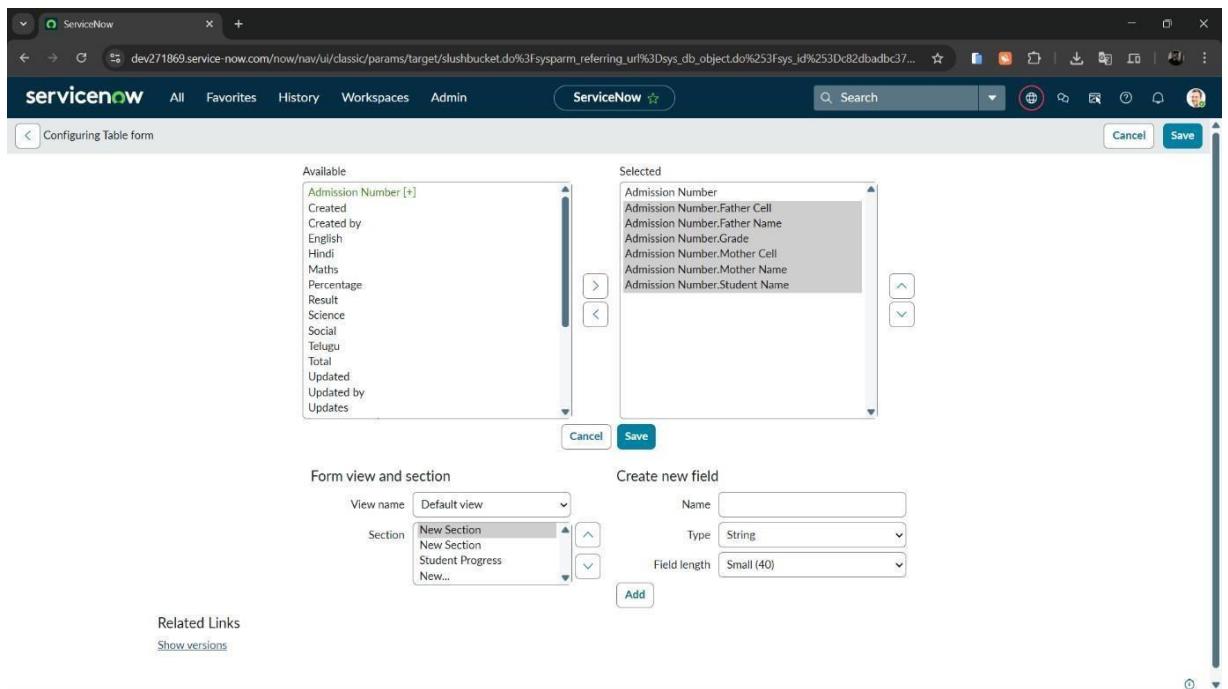
The screenshot shows the ServiceNow Table - Student Progress configuration page with the 'Layout Form' link selected in the 'Related Links' sidebar. The main area displays the following columns:

Column label	Type	Reference	Max length	Default value	Display
English	String	(empty)	40		false
Hindi	String	(empty)	40		false
Maths	String	(empty)	40		false
Percentage	String	(empty)	40		false
Result	String	(empty)	40		false
Science	String	(empty)	40		false
Social	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Telugu	String	(empty)	40		false
Total	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

Click on Admission Number [+].



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



4. Form Design:

Creating Form Design for Salesforce Table:

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

A screenshot of the ServiceNow Tables page. The table is titled "Salesforce". It has columns for "Label", "Name", "Extends table", "Extensible", and "Updated". There are four rows in the table.

Label	Name	Extends table	Extensible	Updated
Account Subscription Entitlement	account_subscription_entitlement	(empty)	false	2025-09-08 21:40:14
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-09-08 21:18:14
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-09-08 21:19:58
MID Server File	agent_file	(empty)	false	2025-09-08 21:01:32

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

A screenshot of the ServiceNow Table - Salesforce page. The table is titled "Salesforce". The "Configure" dropdown menu is open, showing options like "Form Design" which is highlighted. The "Form Design" section shows a preview of the form with fields like "Default value" and "Display".

4. In drop down select Salesforce(u_uis_salesforce).

A screenshot of the ServiceNow Form Design page. The left sidebar shows a tree view with "Table [sys_db_object]" expanded, and "sales" selected. The main area shows a "Form Design" interface with a "Table [sys_db_object]" section containing "Annotation" and "Label" fields.

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

5. Number Maintenance:

Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New

Fill the details >> Submit.

6. Process Flow:

Creating Process Flow for Admission Table:

All >> Process Flow >> New.

Fill the Details as given Below

* Table: Admission [u_uis_admission]
 * Name: New
 Application: Global
 * Label: New
 Order:
 Active:
 Condition: Add Filter Condition, Add OR Clause
 -- choose field --, -- oper --, -- value --
 Description:

Right Click on toggle and click on the save.

Replace the Name and Label as below and click on Insert on stay.

* Table: Admission [u_uis_admission]
 * Name: In progress
 Application: Global
 * Label: In progress
 Order:
 Active:
 Condition: Add Filter Condition, Add OR Clause
 -- choose field --, -- oper --, -- value --
 Description:

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

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

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

7. Client Script:

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

All >> Client Scripts >> New.

Fill the Details as given.

The screenshot shows the 'Client Script' configuration interface. The 'Name' field is set to 'Auto populate'. The 'Table' dropdown is set to 'Admission[u_admission]'. The 'UI Type' is 'Mobile / Service Portal'. The 'Type' is 'onChange'. The 'Field name' is 'Admin Number'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Inherited' and 'Global' checkboxes are also checked. The 'Description' and 'Messages' fields are empty. The 'Script' pane contains the following code:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5     //Type appropriate comment here, and begin script below
6
7 }

```

Write the Code as below, Enable Isolate script and Save. function
`onChange(control, oldValue, newValue, isLoading, isTemplate) { if
(isLoading || newValue === '') { return;
}
//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
g_form.setValue('u_mother_cell',a.u_mother_cell);
g_form.setDisabled('u_admin_date',a.u_admin_date);
g_form.setDisabled('u_grade',a.u_grade);
g_form.setDisabled('u_student_name',a.u_student_name);
g_form.setDisabled('u_father_name',a.u_father_name);
g_form.setDisabled('u_mother_name',a.u_mother_name);
g_form.setDisabled('u_father_cell',a.u_father_cell);
g_form.setDisabled('u_mother_cell',a.u_mother_cell);
}
}`

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

Fill the Details as given.

The screenshot shows the 'Client Script' configuration interface. The 'Name' field is set to 'Pincode Update'. The 'Table' dropdown is set to 'Admission[u_admission]'. The 'UI Type' is 'Desktop'. The 'Type' is 'onChange'. The 'Field name' is 'Pincode'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Inherited' and 'Global' checkboxes are also checked. The 'Description' and 'Messages' fields are empty. The 'Script' pane contains the following code:

```

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 == '5609358') {
7     [
8         g_form.setValue('u_mandal', 'kadthal'),
9         g_form.setValue('u_city', 'kadthal');
]
}

```

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

```
onChange(control, oldValue, newValue, isLoading, isTemplate) { if  
    (isLoading || newValue === "") {      return;  
}  
    var a = g_form.getValue('u_pincode'); if(a  
== '509358')  
{ g_form.setValue('u_mandal', 'kadthal');  
g_form.setValue('u_city', 'kadthal');  
g_form.setValue('u_district',  
'RangaReddy');  
} else if(a ==  
'500081')  
{ g_form.setValue('u_mandal',  
'karmanghat'); g_form.setValue('u_city',  
'karmanghat');  
g_form.setValue('u_district',  
'RangaReddy');  
} else if(a  
== '500079')  
{ g_form.setValue('u_mandal', 'Abids');  
g_form.setValue('u_city', 'AsifNagar');  
g_form.setValue('u_district',  
'Hyderabad');  
}  
//Type appropriate comment here, and begin script below  
}
```

CONCLUSION OF DESIGN PHASE:

The design phase for the ServiceNow project in an educational organization concludes with a comprehensive design document that outlines the solution's architecture, configuration, and functionality. This phase sets the foundation for successful development and implementation, ensuring that the solution meets the organization's needs and requirements. With a well-designed solution, the organization can expect improved efficiency, productivity, and user experience.