PROJECT DESIGN PHASE

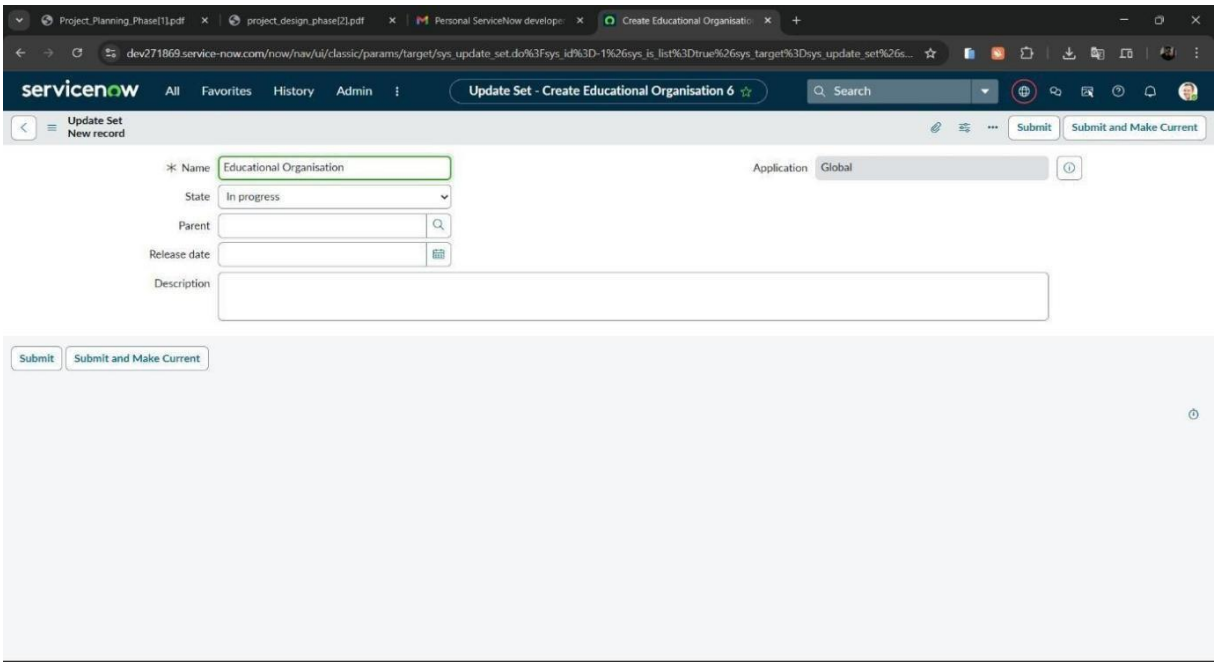
Date	**01-11-2025**
Team ID	**NM2025TMID00027**
Project Name	**Educational Organization using ServiceNow**

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:

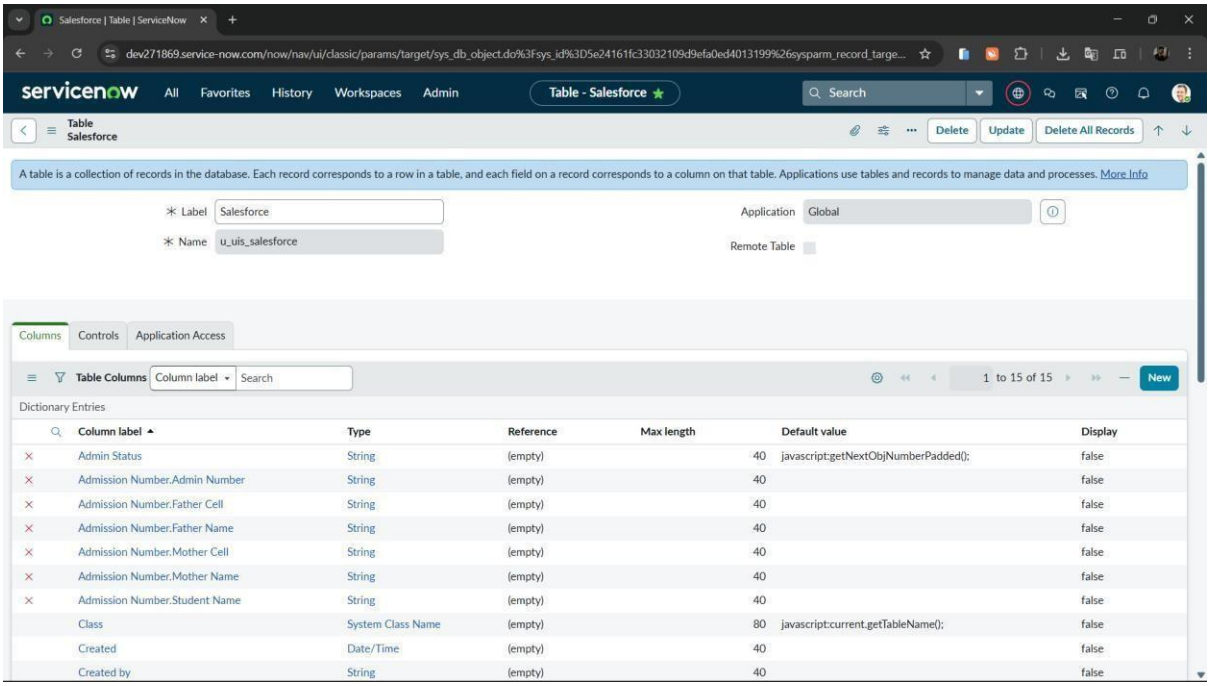
1. **Creation of New Update Set**



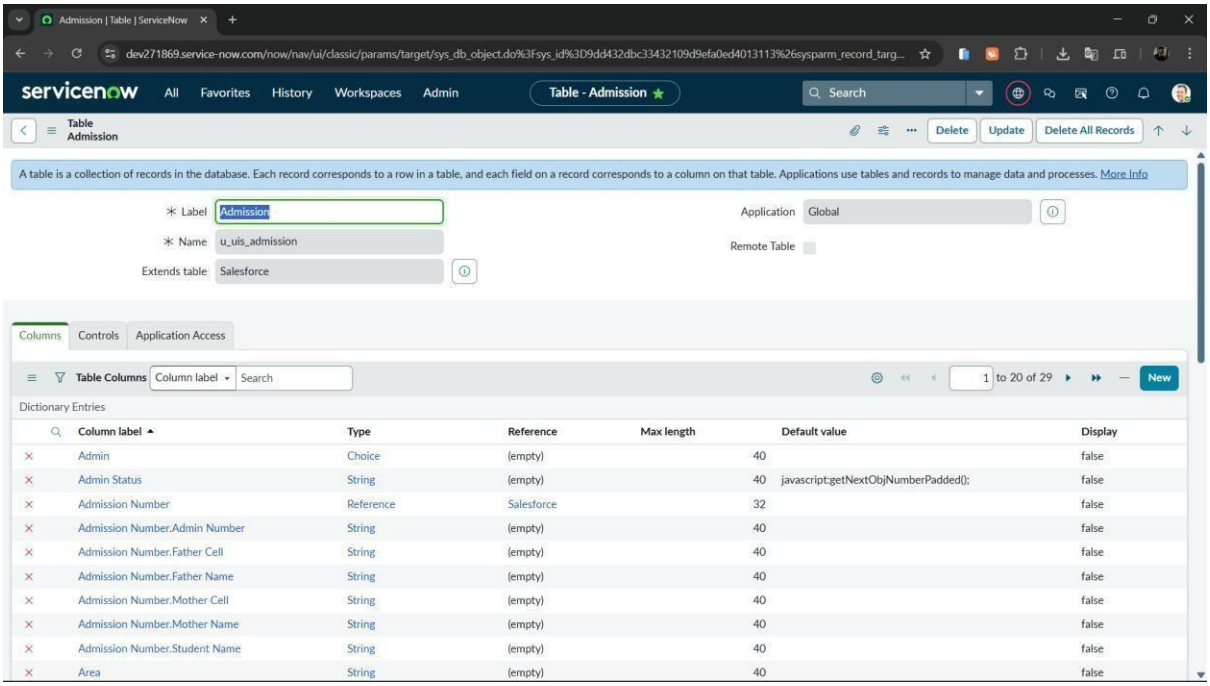
Go to All >> In the filter search for Local Update set > click on New.
Enter the Details as:
Name: Educational Organisation then click Submit and Make Current

2. **Table Creation:**

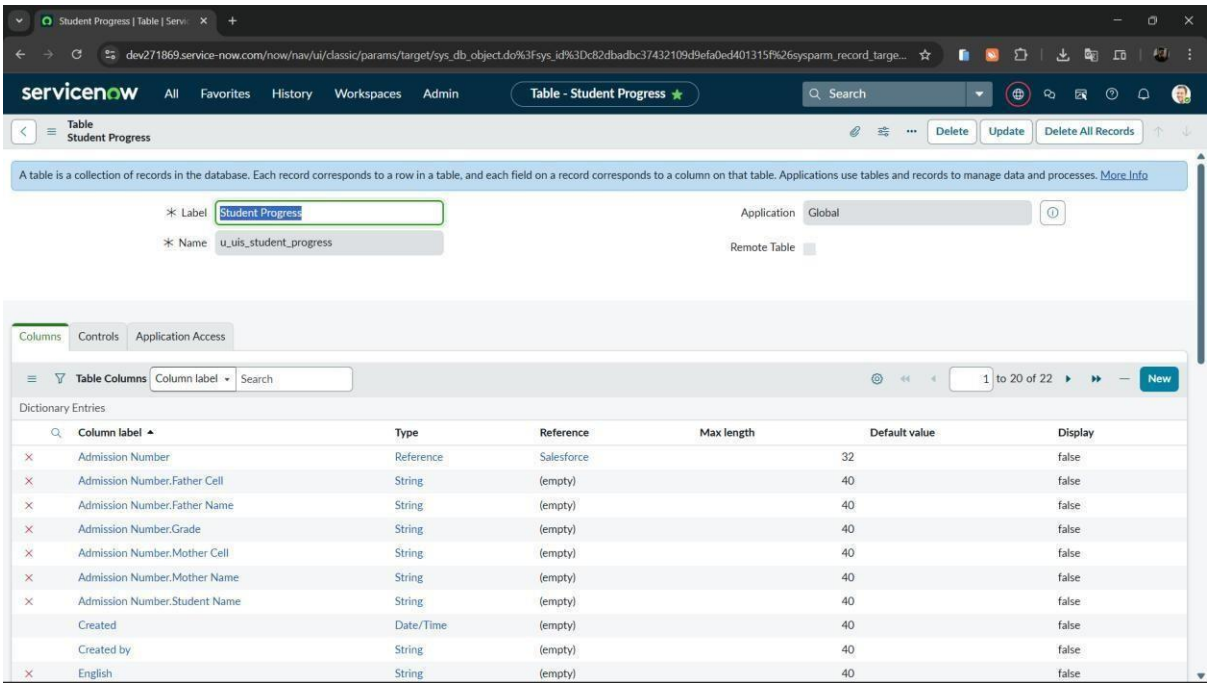
Salesforce table:



Admission table:



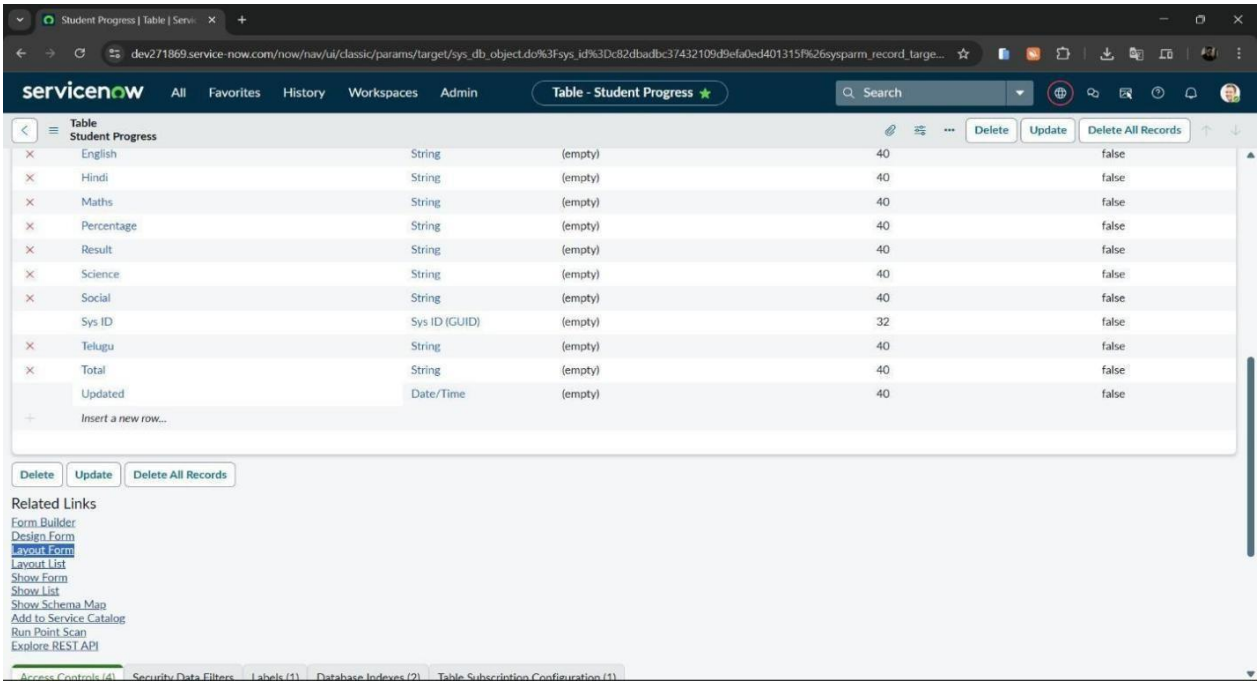
Student Progress table:



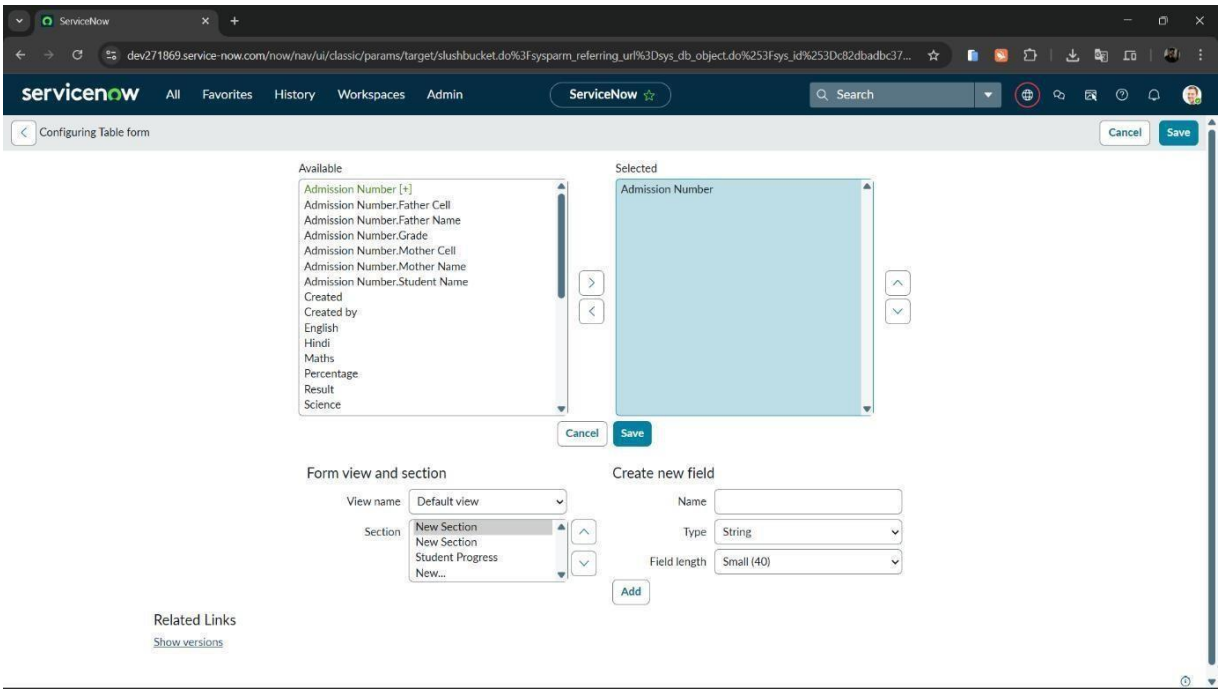
3. Form Layout:

Configuring Table form for Student Progress Table:

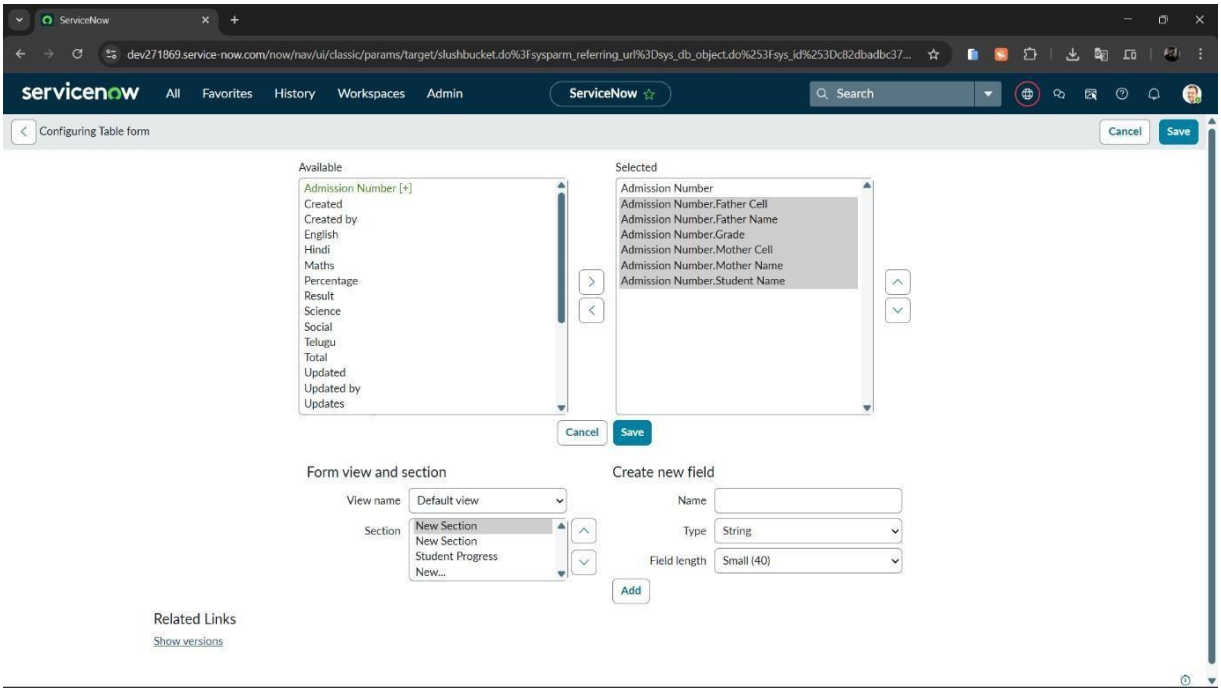
In the Student Progress Table Page, Click on Layout form**.**



Click on Admission Number [+].



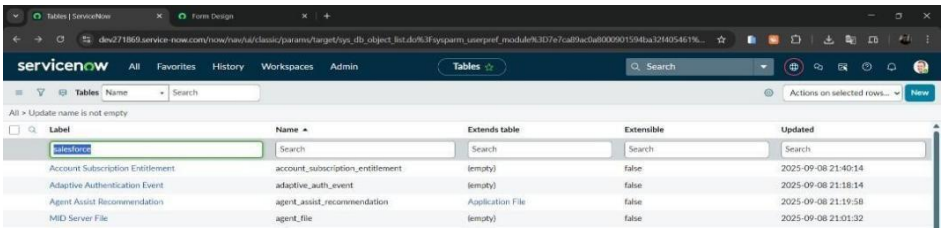
Select below Admission Number fields in Available side and send it to selected side as below >> save.



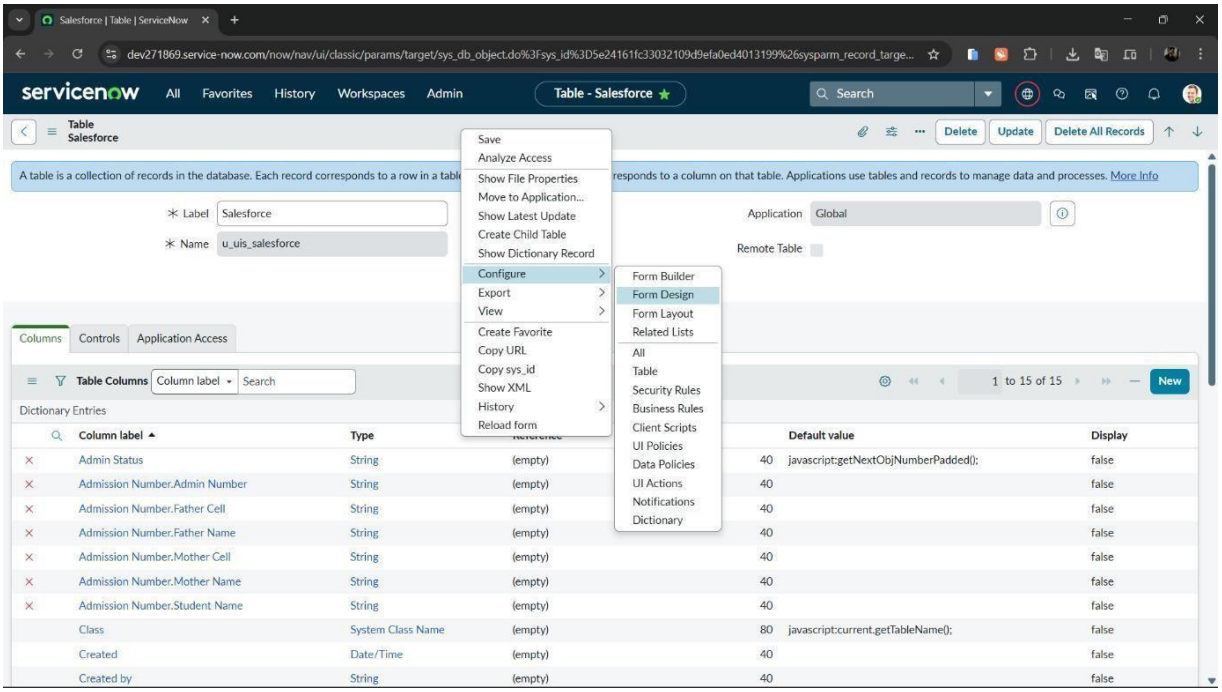
4. Form Design:

Creating Form Design for Salesforce Table:

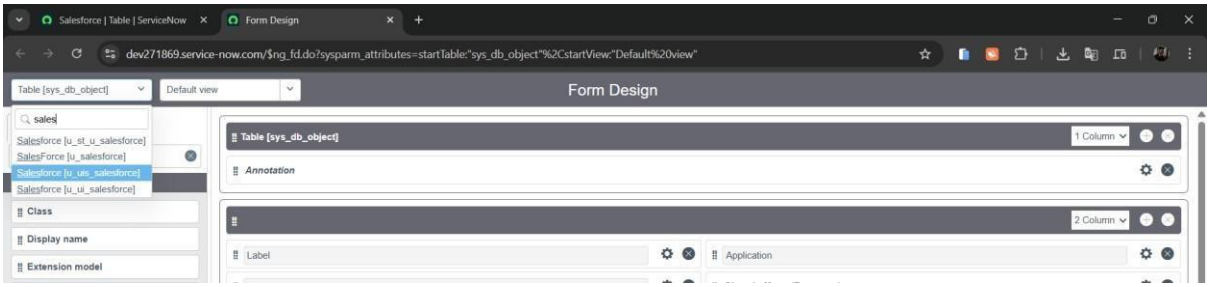
1. All >> System Definition >> Tables.
2. In Label Search for Salesforce and open.



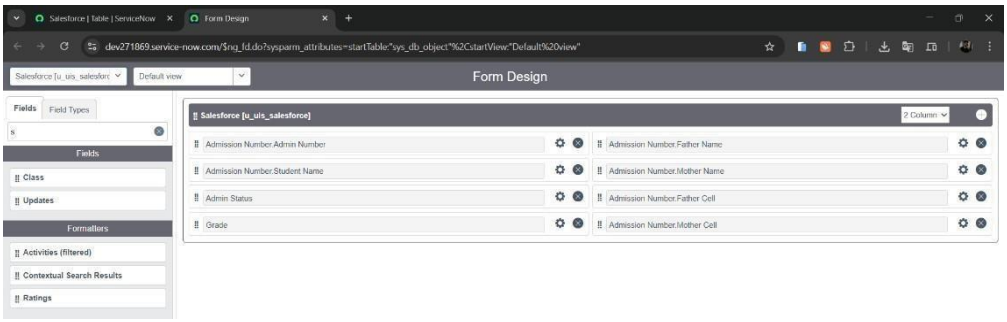
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_uis_salesforce).



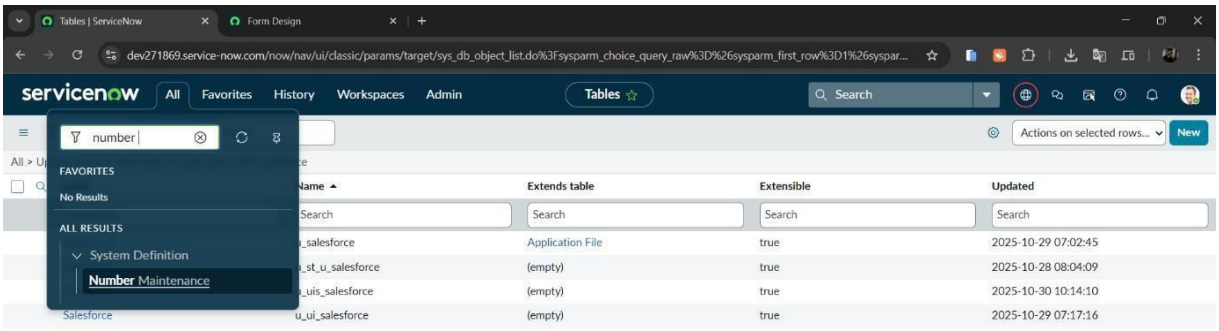
5. Drag and drop the fields to the left side as below.



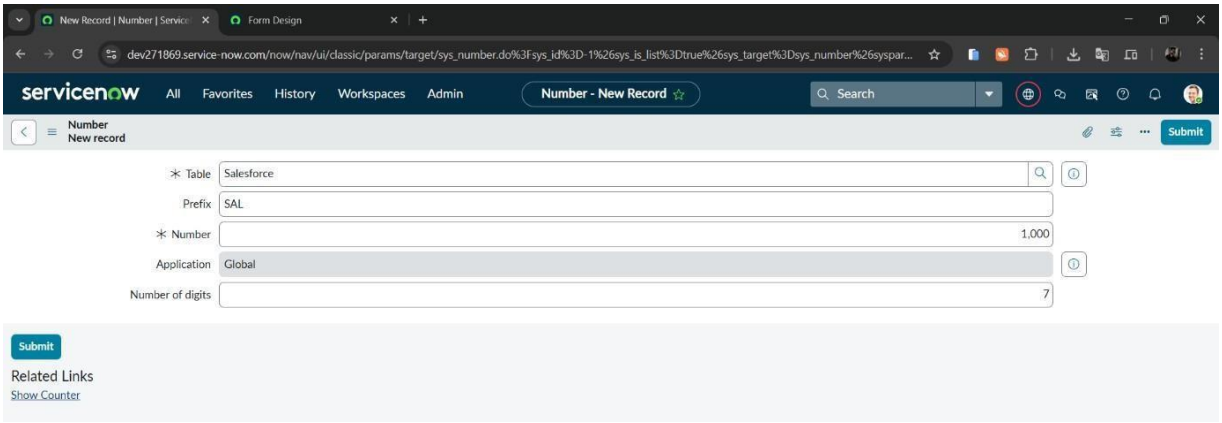
5. Number Maintenance:

Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New



Fill the details >> Submit.

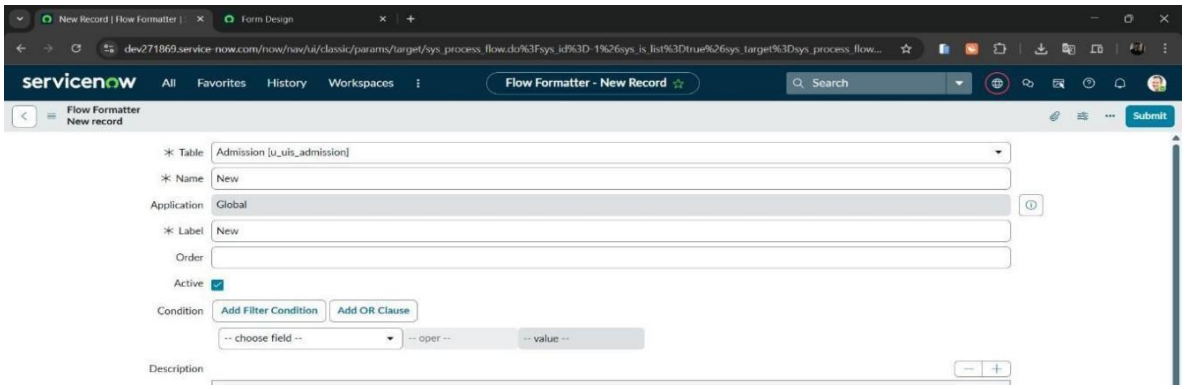


6. Process Flow:

Creating Process Flow for Admission Table:

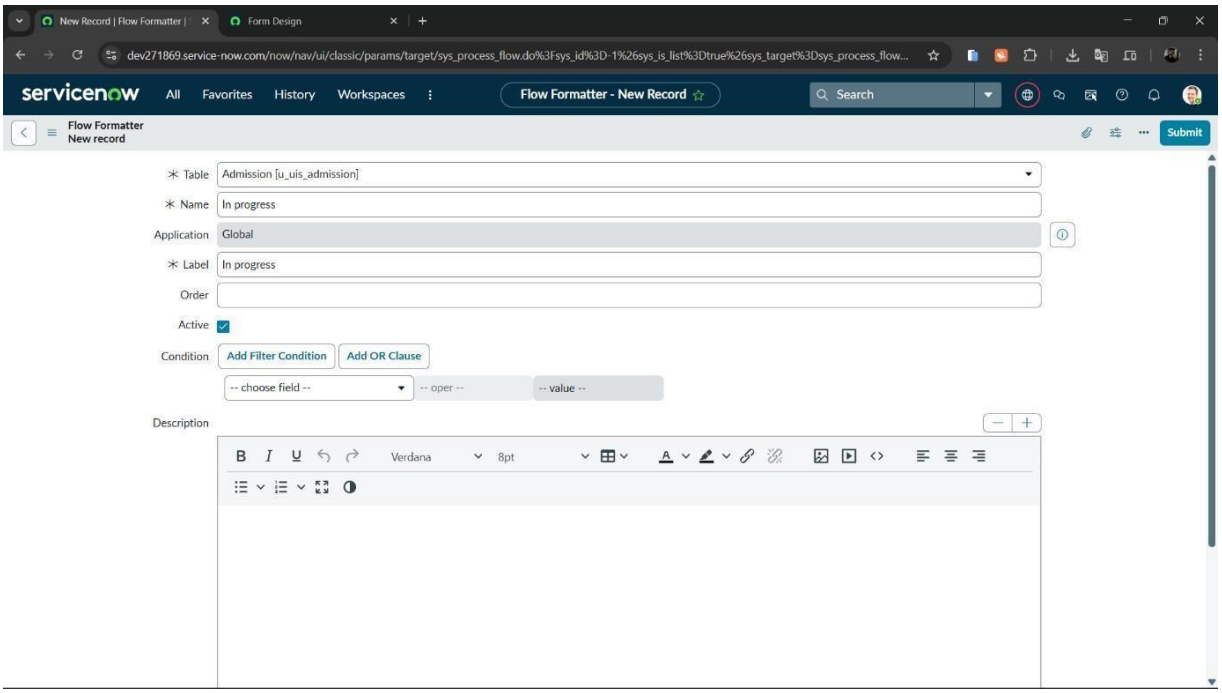
All >> Process Flow>> New.

Fill the Details as given Below



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.

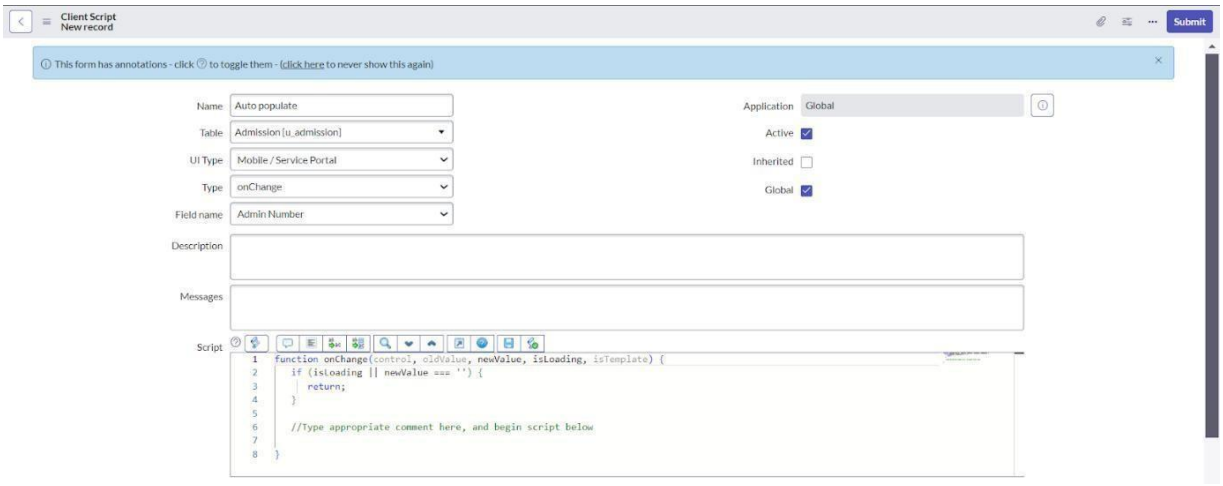
Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

7. Client Script:

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

All >> Client Scripts >> New.

Fill the Details as given.

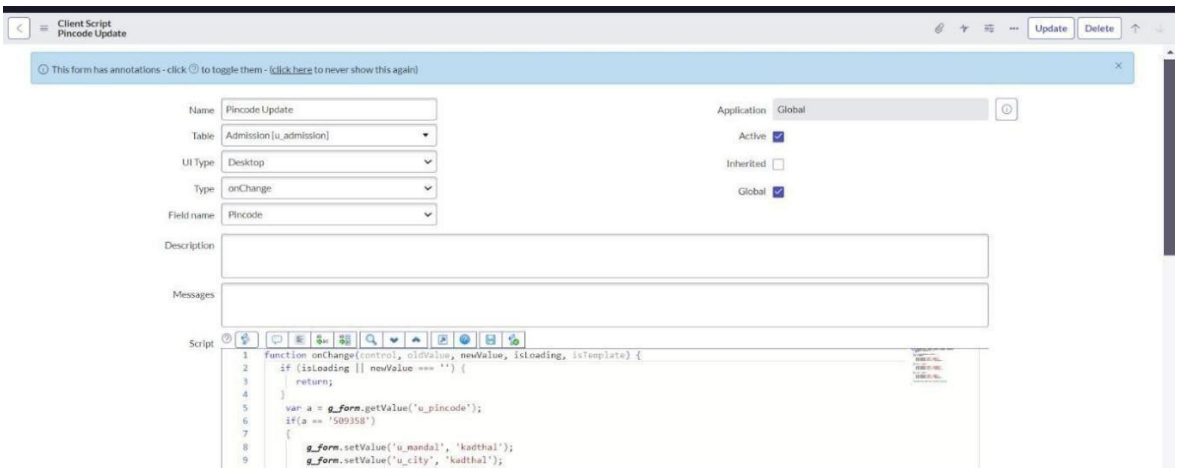


Write the Code as below, Enable Isolate script and Save. function onChange(control, oldValue, newValue, isLoading, isTemplate) { if (isLoading || newValue === '') { return;
}
//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);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

}

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

}

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.