

PROJECT DESIGN PHASE

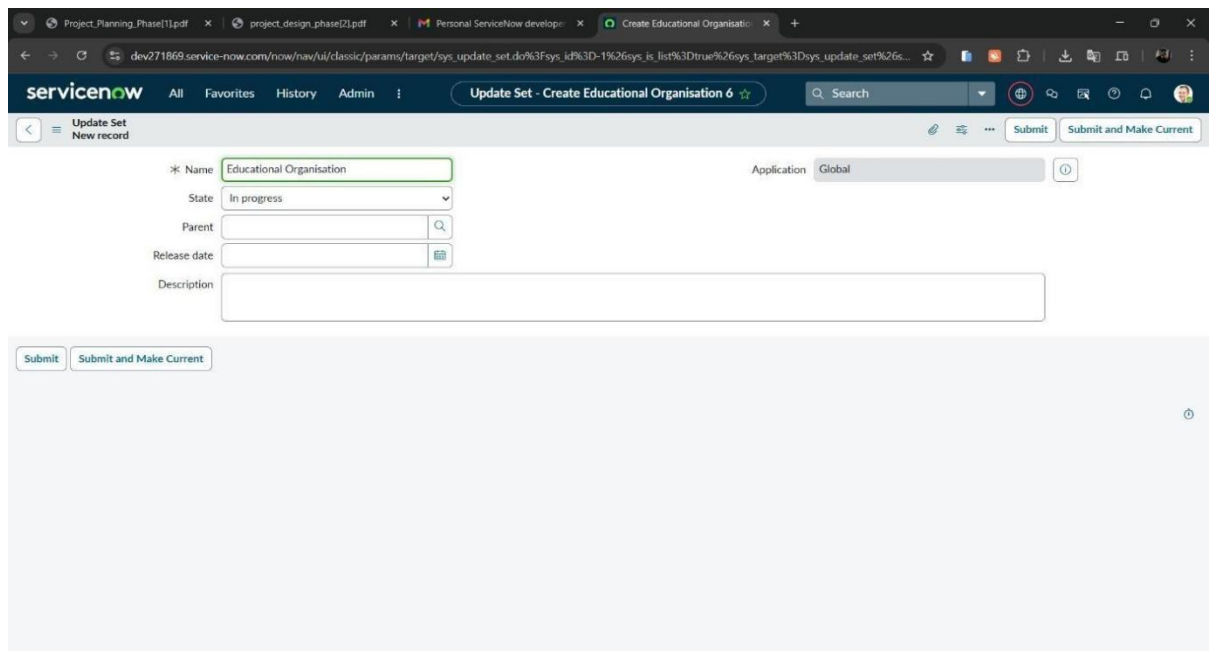
Date	01-11-2025
Team ID	NM2025TMID00059
Project Name	Educational Organization using ServiceNow

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 the ServiceNow web interface for creating a new update set. The browser tabs include 'Project_Planning_Phase[1].pdf', 'project_design_phase[2].pdf', 'Personal ServiceNow developer', and 'Create Educational Organisation'. The URL is 'dev271869.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_update_set%26...'. The page title is 'Update Set - Create Educational Organisation 6'. The form fields are: 'Name' (Educational Organisation), 'State' (In progress), 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). The 'Application' dropdown is set to 'Global'. At the bottom, there are 'Submit' and 'Submit and Make Current' buttons.

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:

Salesforce | Table | ServiceNow

dev271869.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D5e24161fc33032109d9efa0ed4013199%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin Table - Salesforce

Search

Table Salesforce

Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Salesforce Application: Global

* Name: u_uis_salesforce Remote Table: ☐

Columns Controls Application Access

Table Columns Column label Search

1 to 15 of 15 New

Dictionary Entries

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

Admission table:

Admission | Table | ServiceNow

dev271869.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D9d432dbfc33432109d9efa0ed4013113%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin Table - Admission

Search

Table Admission

Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Admission Application: Global

* Name: u_uis_admission Remote Table: ☐

Extends table: Salesforce

Columns Controls Application Access

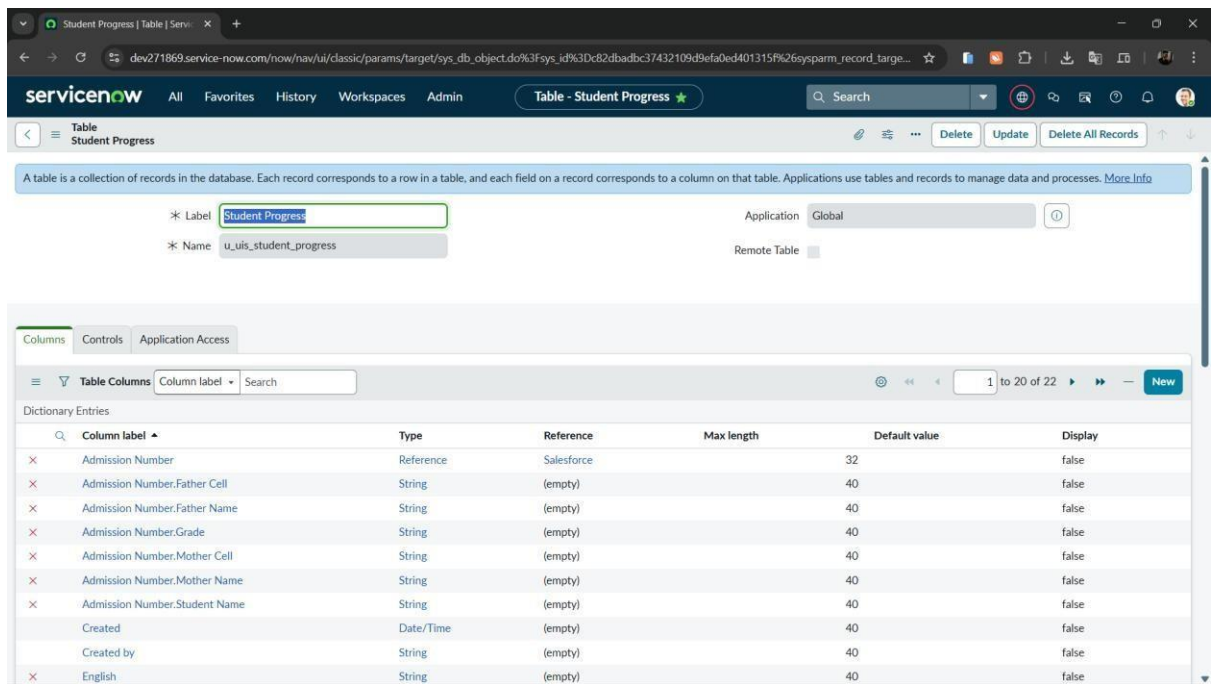
Table Columns Column label Search

1 to 20 of 29 New

Dictionary Entries

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

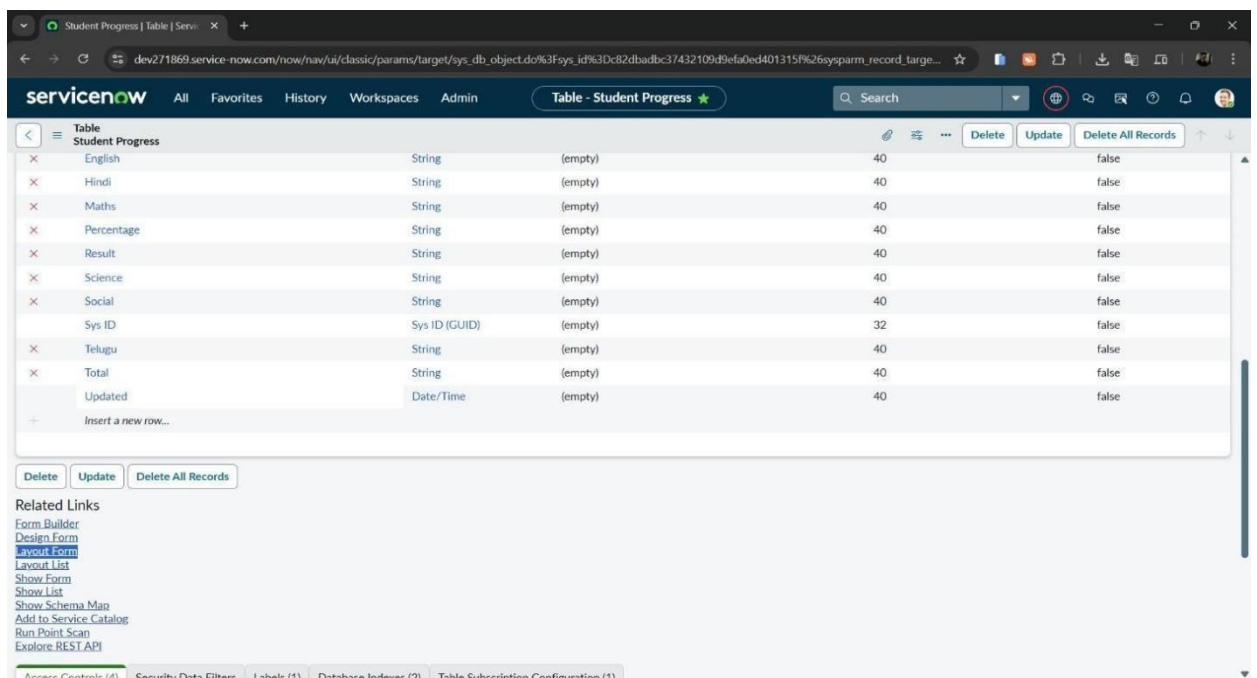
Student Progress table:



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.

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
MMD Server File	agent_file	(empty)	false	2025-09-08 21:01:32

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

The screenshot shows the 'Table - Salesforce' configuration page. A right-click context menu is open over the top right area, with the 'Configure' option selected. The 'Form Design' sub-option is also highlighted. The page displays the table's metadata, including its label 'Salesforce' and name 'u_uis_salesforce'. Below the metadata, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of columns with their labels, types, and default values.

Column label	Type	Default value	Display
Admin Status	String	(empty)	false
Admission Number.Admin Number	String	(empty)	false
Admission Number.Father Cell	String	(empty)	false
Admission Number.Father Name	String	(empty)	false
Admission Number.Mother Cell	String	(empty)	false
Admission Number.Mother Name	String	(empty)	false
Admission Number.Student Name	String	(empty)	false
Class	System Class Name	(empty)	false
Created	Date/Time	(empty)	false
Created by	String	(empty)	false

4. In drop down select Salesforce(u_uis_salesforce).

The screenshot shows the 'Form Design' interface. On the left, there is a dropdown menu with the text 'Table [sys_db_object]'. Below it, a list of available tables is shown, including 'Salesforce [u_uis_salesforce]'. The 'Salesforce [u_uis_salesforce]' option is selected and highlighted. The main area of the interface shows the form layout with various fields and controls.

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

Salesforce [u_ua_salesforce]			
Admission Number Admin Number		Admission Number Father Name	
Admission Number Student Name		Admission Number Mother Name	
Admin Status		Admission Number Father Cell	
Grade		Admission Number Mother Cell	

5. Number Maintenance:

Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New

Name	Extends table	Extensible	Updated
Search	Search	Search	Search
u_salesforce	Application File	true	2025-10-29 07:02:45
st_u_salesforce	(empty)	true	2025-10-28 08:04:09
u_ua_salesforce	(empty)	true	2025-10-30 10:14:10
u_ua_salesforce	(empty)	true	2025-10-29 07:17:16

Fill the details >> Submit.

Table: Salesforce

Prefix: SAL

Number: 1,000

Application: Global

Number of digits: 7

Submit

Related Links
Show Counter

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.

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

```

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.

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.getReference('u_pincode');
6   if(a == '509358') {
7     g_form.setValue('u_mandal', 'kadthal');
8     g_form.setValue('u_city', 'kadthal');
9   }

```


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.