

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 a ServiceNow web interface for creating a new update set. The title bar says "Update Set - Create Educational Organisation 6". The main area contains 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 creating a new table named "Salesforce".

Table Configuration Fields:

- * Label: Salesforce
- * Name: u_uis_salesforce
- Application: Global
- Remote Table: (empty)

Table Columns:

Column label	Type	Reference	Max length	Default value	Display
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number.Admin Number	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	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
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 creating a new table named "Admission".

Table Configuration Fields:

- * Label: Admission
- * Name: u_uis_admission
- Extends table: Salesforce

Table Columns:

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
Admission Number.Admin Number	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	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
Area	String	(empty)	40		false

Student Progress table:

The screenshot shows the ServiceNow Table - Student Progress configuration page. At the top, there are tabs for 'Columns', 'Controls', and 'Application Access'. Below that is a search bar and a table titled 'Table Columns'. The table has columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The 'Column label' column contains labels such as 'Admission Number', 'Result', and 'English'. The 'Type' column includes 'Reference', 'String', and 'Date/Time'. The 'Reference' column lists 'Salesforce', '(empty)', and '(empty)'. The 'Max length' column shows values like 32, 40, and 40. The 'Default value' and 'Display' columns both show 'false'.

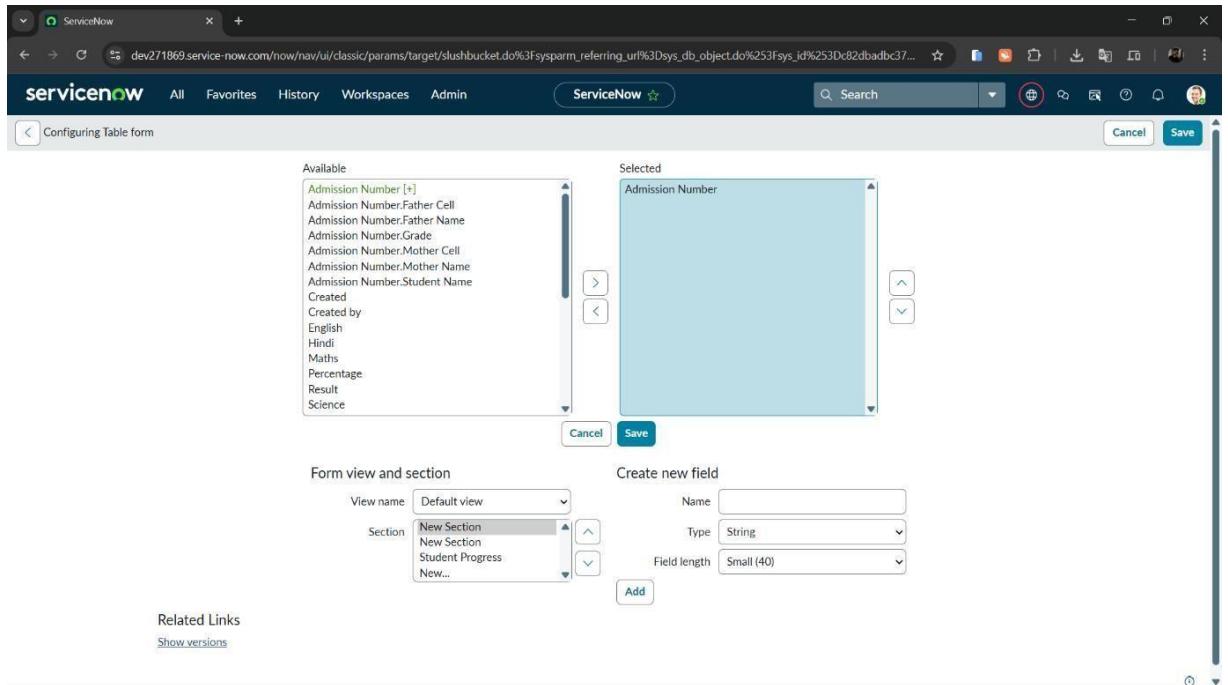
3. Form Layout:

Configuring Table form for Student Progress Table:

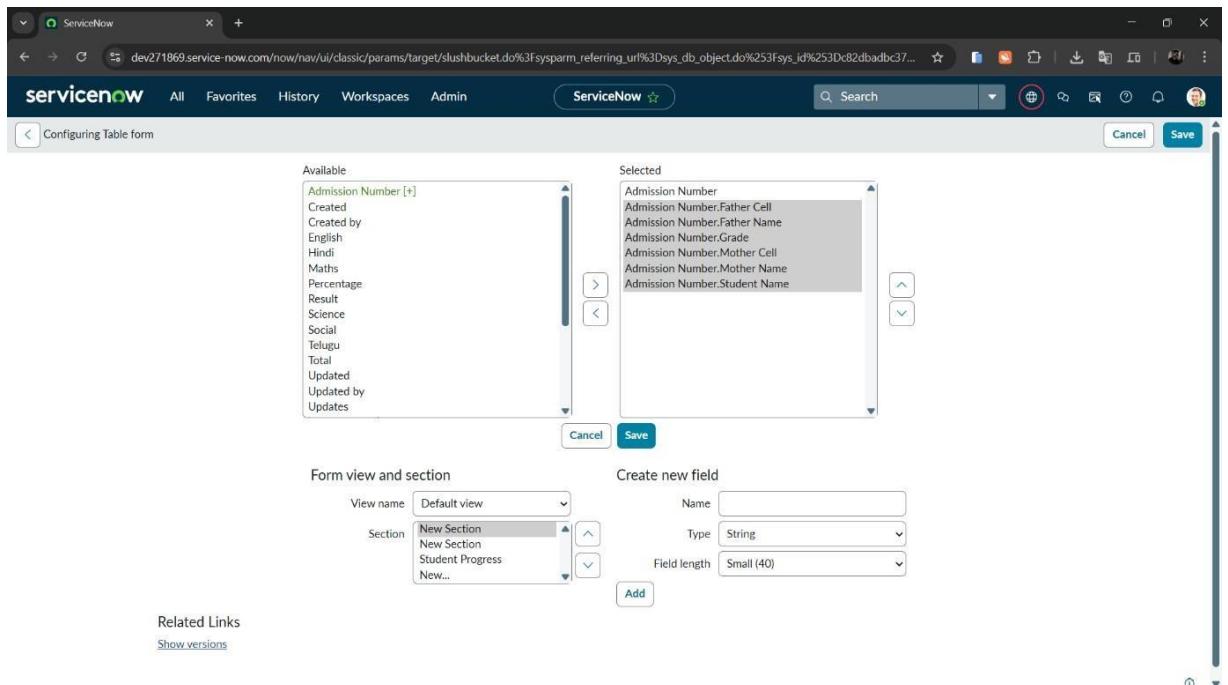
In the Student Progress Table Page, Click on Layout form.

The screenshot shows the ServiceNow Table - Student Progress page. In the sidebar under 'Related Links', the 'Layout Form' option is selected. The main area displays a table with columns for 'English', 'Hindi', 'Maths', 'Percentage', 'Result', 'Science', 'Social', 'Sys ID', 'Telugu', and 'Total'. There is also a row for 'Updated' with a 'Date/Time' type. At the bottom of the table, there are buttons for 'Delete', 'Update', and 'Delete All Records'.

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
salesforce	account_subscription_entitlement	(empty)	false	2025-09-08 21:40:14
	adaptive_auth_event	(empty)	false	2025-09-08 21:18:14
	agent_assist_recommendation	Application File	false	2025-09-08 21:19:58
	agent_file	(empty)	false	2025-09-08 21:01:32

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

Label	Name	Type
Salesforce	u_uis_salesforce	(empty)
Admin Status		String
Admission Number.Admin Number		String
Admission Number.Father Cell		String
Admission Number.Father Name		String
Admission Number.Mother Cell		String
Admission Number.Mother Name		String
Admission Number.Student Name		String
Class		System Class Name
Created		Date/Time
Created by		String

4. In drop down select Salesforce(u_uis_salesforce).

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

The screenshot shows the ServiceNow Form Design interface. On the left, there's a sidebar with tabs for 'Fields' and 'Field Types'. Under 'Fields', several items are listed: 'Class', 'Updates', 'Formatters', 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area displays a table titled 'Salesforce [u_uls_salesforce]' with eight rows. Each row contains two columns of field definitions, separated by a vertical line. The fields include 'Admission Number Admin Number', 'Admission Number.Father Name', 'Admission Number.Student Name', 'Admission Number.Mother Name', 'Admin Status', 'Admission Number.Father Cell', 'Grade', and 'Admission Number.Mother Cell'. Each field entry has a small gear icon to its right.

5. Number Maintenance:

Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New

The screenshot shows the ServiceNow Tables interface. At the top, there's a search bar with the text 'number' and a dropdown menu showing 'Tables' and 'Search'. Below the search bar, the page title is 'Tables'. The main area is a table with columns: 'Name', 'Extends table', 'Extensible', and 'Updated'. There are four rows in the table. The first row is 'Search' (Application File, true, 2025-10-29 07:02:45). The second row is '(empty)' (Application File, true, 2025-10-28 08:04:09). The third row is '(empty)' (Application File, true, 2025-10-30 10:14:10). The fourth row is 'Salesforce' (Application File, true, 2025-10-29 07:17:16). To the left of the table, there's a sidebar with sections for 'FAVORITES' and 'ALL RESULTS'. Under 'ALL RESULTS', there's a section for 'System Definition' containing 'Number Maintenance' (highlighted with a dark background), and another section for 'Salesforce'.

Fill the details >> Submit.

The screenshot shows the ServiceNow 'Number - New Record' form. At the top, it says 'New Record | Number | ServiceNow'. The main area has several input fields: 'Table' (set to 'Salesforce'), 'Prefix' (set to 'SAL'), 'Number' (set to '1.000'), 'Application' (set to 'Global'), and 'Number of digits' (set to '7'). Below these fields is a 'Submit' button. At the bottom left, there are 'Related Links' with options like 'Show Counter'.

6. Process Flow:

Creating Process Flow for Admission Table:

All >> Process Flow>> New.

Fill the Details as given Below

* Table

* Name

Application Global

* Label

Order

Active

Condition
 -- 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

* Name

Application Global

* Label

Order

Active

Condition
 -- 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 page. The 'Name' field is set to 'Auto populate'. The 'Table' is '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' editor contains the following code:

```

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  }

```

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 page. The 'Name' field is 'Pincode Update'. The 'Table' is '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' editor contains the following code:

```

1  Function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2    if (isLoading || newValue === '') {
3      return;
4    }
5
6    var a = g_form.getValue('u_pincode');
7    if(a == '509358'){
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.