



PROJECT REPORT

TITLE

"EDUCATIONAL ORGANISATION USING SERVICENOW"



Team ID : NM2025TMID17954

TEAM DETAILS :

Team Size : 4

Team ID : NM2025TMID17954

Team Leader : DHAKSHINAMOORTHY.R

Team member : SAMUVEL.V

Team member : SARAN RAJ.S

Team member : VIMAL RAJ.K

Problem Statement:

The educational institution is experiencing increasing network disruptions, impacting learning, teaching, and research activities. Current network management tools lack real-time monitoring, automation, and integration capabilities. Manual processes delay incident detection, root cause analysis, and service restoration. There is limited visibility into network health and asset performance across campuses. Critical systems like LMS, student portals, and research platforms suffer from downtime. Regulatory compliance and IT governance are at risk due to inconsistent tracking and reporting. Implementing ServiceNow Network Management will centralize operations, enhance reliability, and support digital transformation goals.

OBJECTIVE:

The objective of implementing ServiceNow Network Management (NM) in the educational organization is to centralize real-time monitoring of network performance across all campuses. This will help reduce network downtime by enabling proactive issue detection and automated alerts. The project aims to automate incident and change management workflows, improving response times and reducing manual effort. Advanced root cause analysis using AI-powered insights will help identify and resolve recurring issues. Integration with existing ServiceNow ITSM and CMDB systems will ensure a unified IT operations environment. The solution will also support compliance with IT policies and data governance standards. Ultimately, the project seeks to enhance user experience by ensuring reliable access to digital learning platforms, research systems, and administrative services.

SKILLS:

Implementing ServiceNow in an educational organization requires skills in platform configuration, especially ITSM and ITOM modules, to manage services and operations effectively. Knowledge of education-sector processes and ITIL best practices is essential for aligning workflows with academic needs. Integration expertise is needed to connect ServiceNow with campus systems like LMS, HR, and finance platforms. Strong analytical, reporting, and communication skills are also crucial for driving user adoption and continuous improvement.

Student

naamudhakan.smartinternz.com/Student/guided_project_info/25735#

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Projects

Support

Guided Project

Project Workspace

Educational Organisation Using ServiceNow

Setting Up ServiceNow Instance

Creating A Update Set

Creating A Table

Form Layout

Form Design

Number Maintenance

Process Flow

Client Script

Result

Educational Organisation Using ServiceNow

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

Type here to search

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10:10 AM
11-09-2025

TASK INITATION:

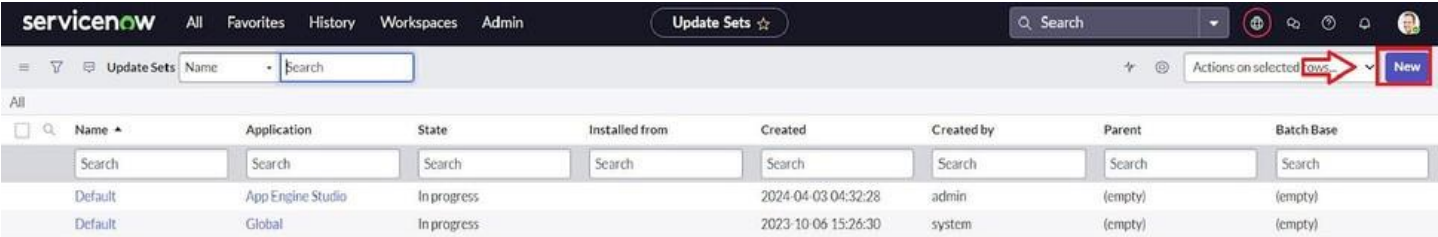
Milestone 1: EducationalOrganisation Using ServiceNow

Activity 1: create update set STEPS:

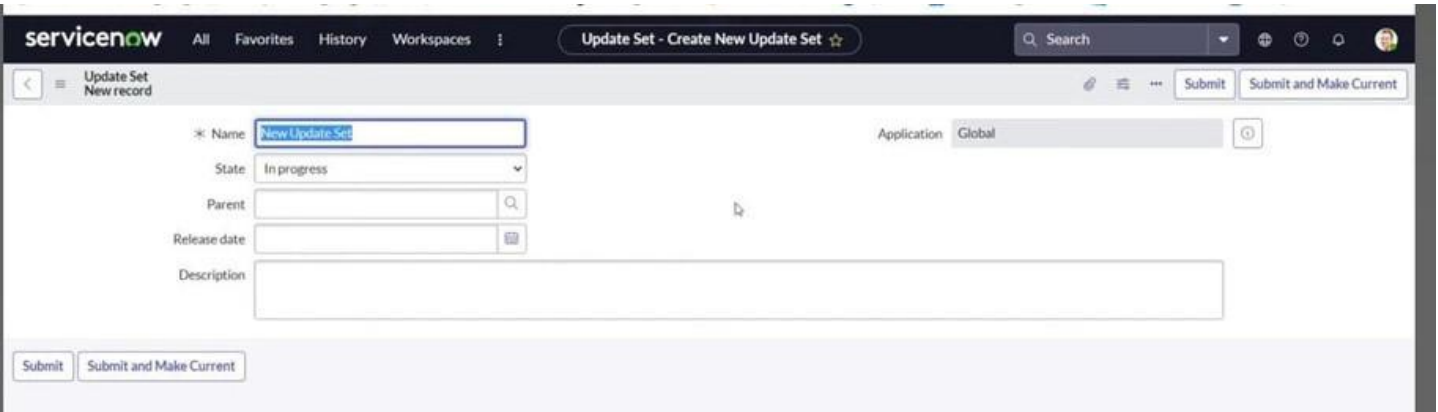
- 1. Click on All >> Local update sets



- 2. Click on new



- 3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

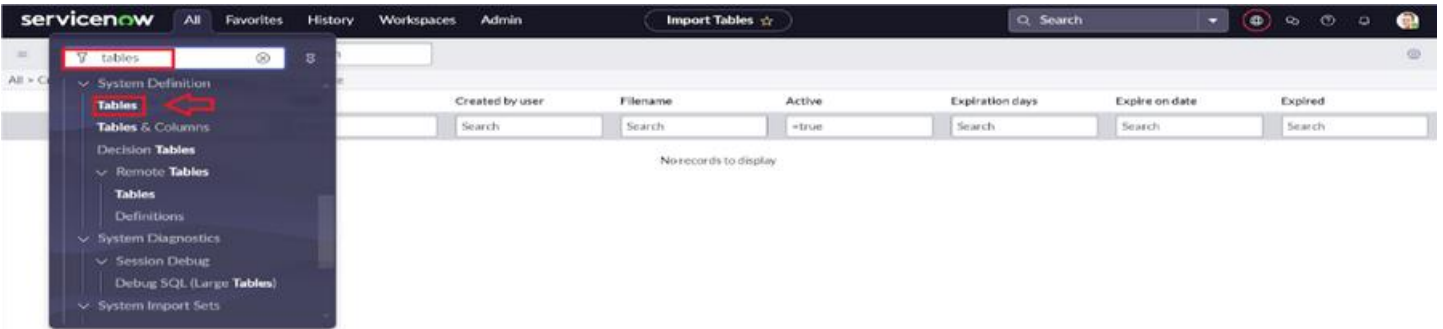


Milestone 2: Creating A Table.

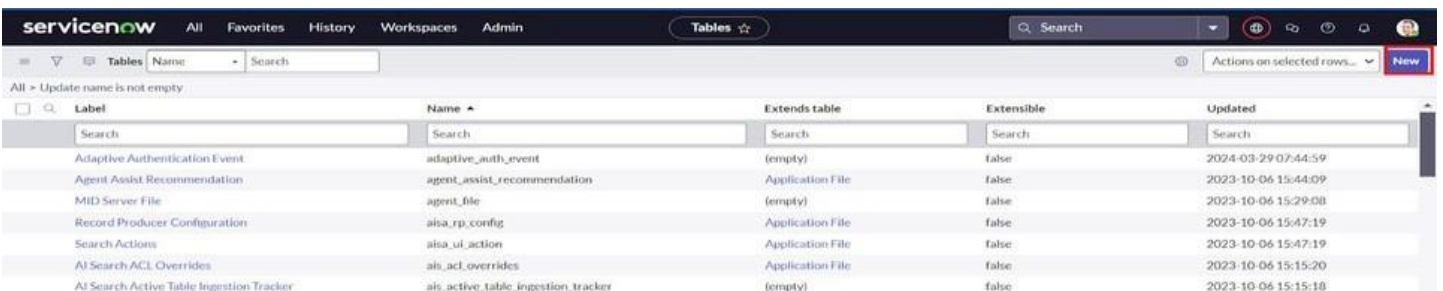
ACTIVITY 1: Creating Salesforce Table.

STEPS:

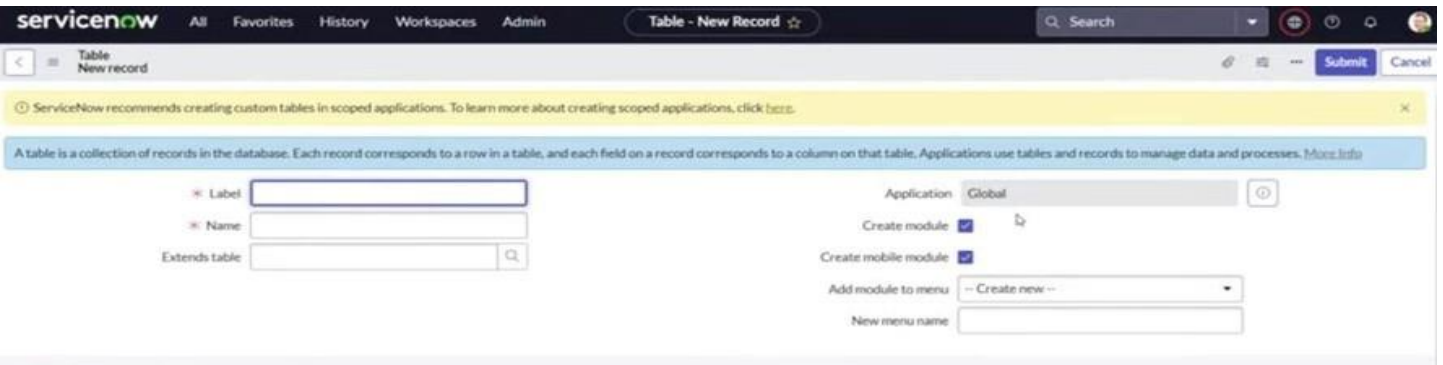
1.All >> Tables.



2.Click ON NEW



3.Enter the Label : Salesforce >> Click on Name it will Automatically generate Api name.



4. Create columns as given below Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

servicenow All Favorites History Workspaces Admin **Table - New Record** ☆

< ≡ Table New record

① This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

* Label

* Name

Extends table 🔍

Creas
Ad

Columns * Controls Application Access

≡ 🔍 Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length
+	<input type="text"/>	👍 🗑		

Submit Cancel

< ≡ Table Salesforce

ⓘ This record is in the Global application, but Educational Organisation is the current application. To edit this record click here.

Field	Type	Value	Max length	Reference	Display as
Admin Date	Date	{empty}	40		false
Admin Number	String	{empty}	40	javascript:getNextObjNumberPadded();	true
Father Cell	String	{empty}	40		false
Father Name	String	{empty}	40		false
Grade	Choice	{empty}	40		false
Mother Cell	String	{empty}	40		false
Mother Name	String	{empty}	40		false
Student Name	String	{empty}	40		false

5. For "Admin Number" Give Display as True and right click on the toggle bar on top >> save. 6. Click on controls >> Enable Extensible

Columns **Controls** Application Access

Extensible ☒ 🔍

Live feed ☐

Prefix

Number

Number of digits

Create access controls ☒

* User role 🔍 ⓘ

7. Click on "Admin Number" column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .
8. Click on "Grade" Column >> Click on Choices and give Label ,Value and Sequence as given below

servicenow All Favorites History Workspaces Admin Dictionary Entry - Grade

Search Create Choice List Delete Column Update

Access Controls Choices (13) Attributes Labels (1) Dictionary Overrides

Label Search Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Iprept	Iprept	en	1	false	2024-04-02 02:10:36
Nursery	Nursery	en	2	false	2024-04-02 02:10:40
UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:50
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	false	2024-04-02 02:13:30
V	5th	en	8	false	2024-04-02 02:13:53
VI	6th	en	9	false	2024-04-02 02:14:57
VII	7th	en	10	false	2024-04-02 02:15:02
VIII	8th	en	11	false	2024-04-02 02:15:06
IX	9th	en	12	false	2024-04-02 02:15:12
X	10th	en	13	false	2024-04-02 02:15:15

Insert a new row...

ACTIVITY 2: Creating Admission Table

- 1.Create an Admission Table with Columns given.
- 2.Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- 3.Create Fields as shown

servicenow All Favorites History Workspaces Admin Table - New Record

Search

Table: New Record

Table Columns: for text Search

Dictionary Entries

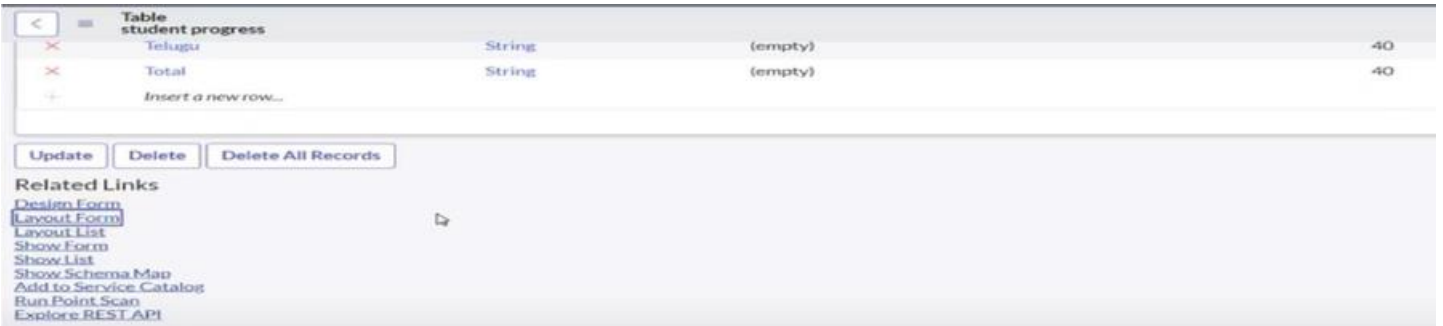
Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Area	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
District	String	(empty)	40		false
Fee	Price	(empty)	20		false
House No	String	(empty)	40		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTable();	false

- 4.Create choice for Admin Status as:

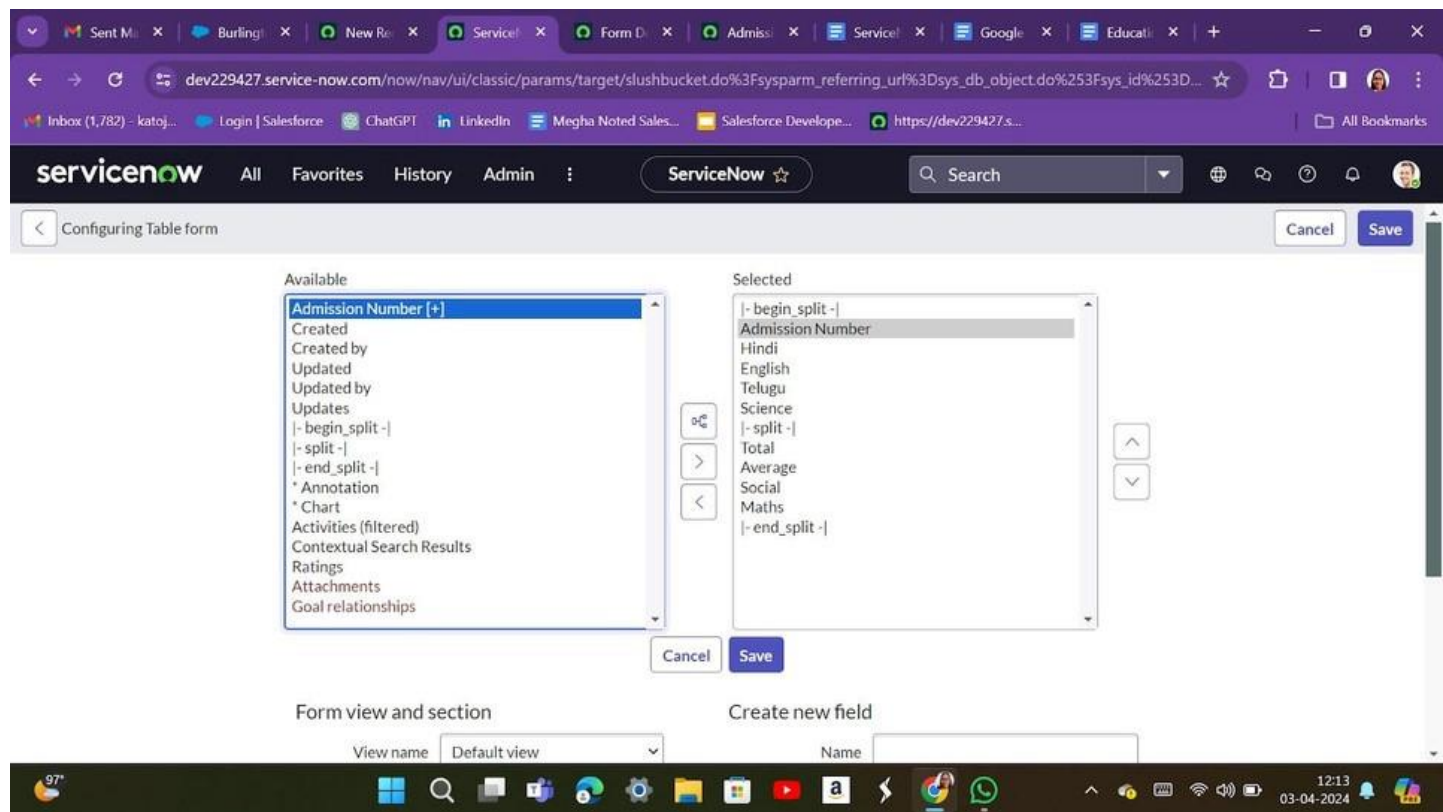
ACTIVITY 1: Configuring Table form for Student Progress Table

STEPS:

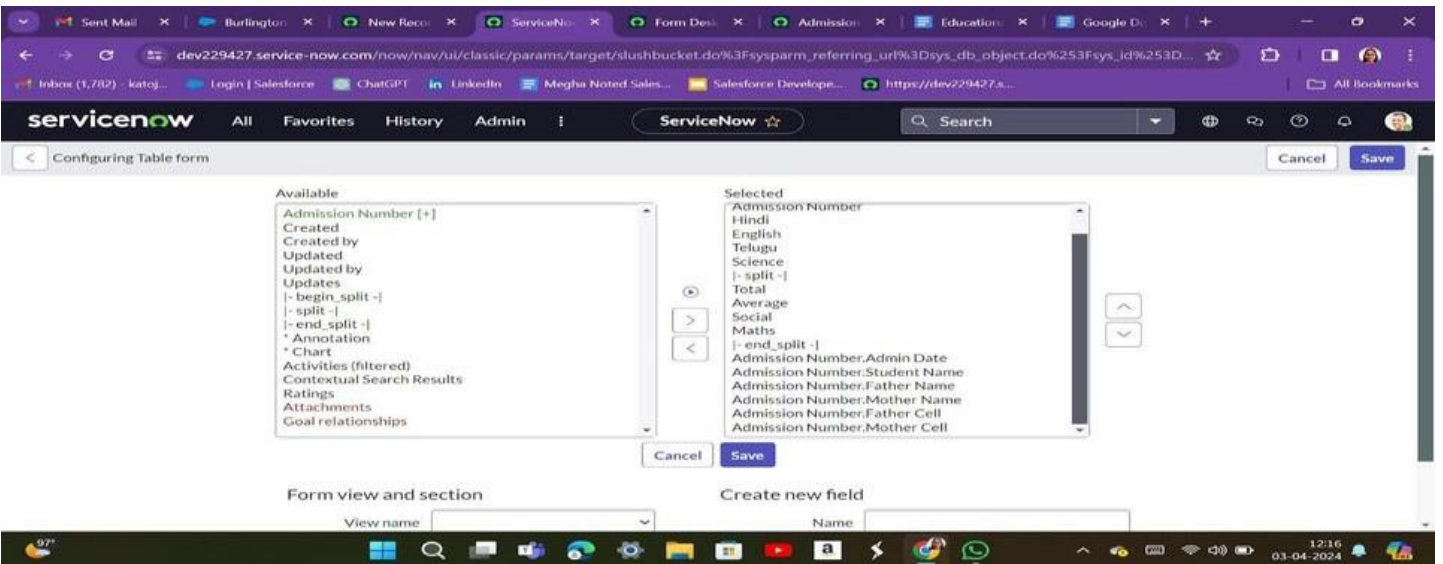
1.In the Student Progress Table Page , Click on Layout form



2. Click on Admission Number [+].



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

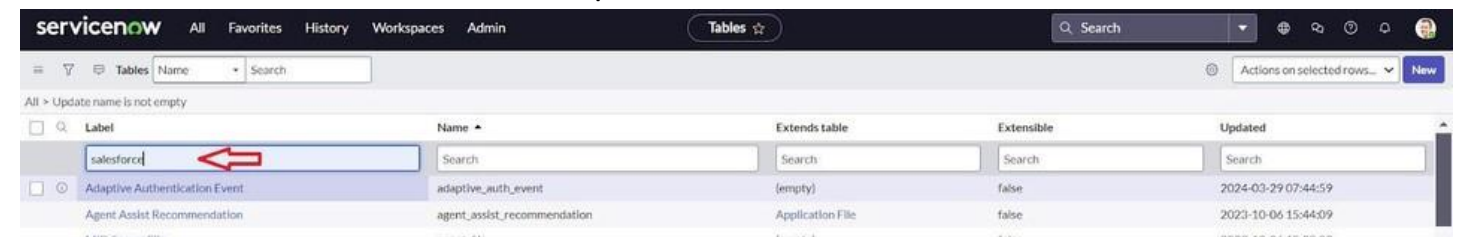


MILESTONE 4: FORM DESIGN

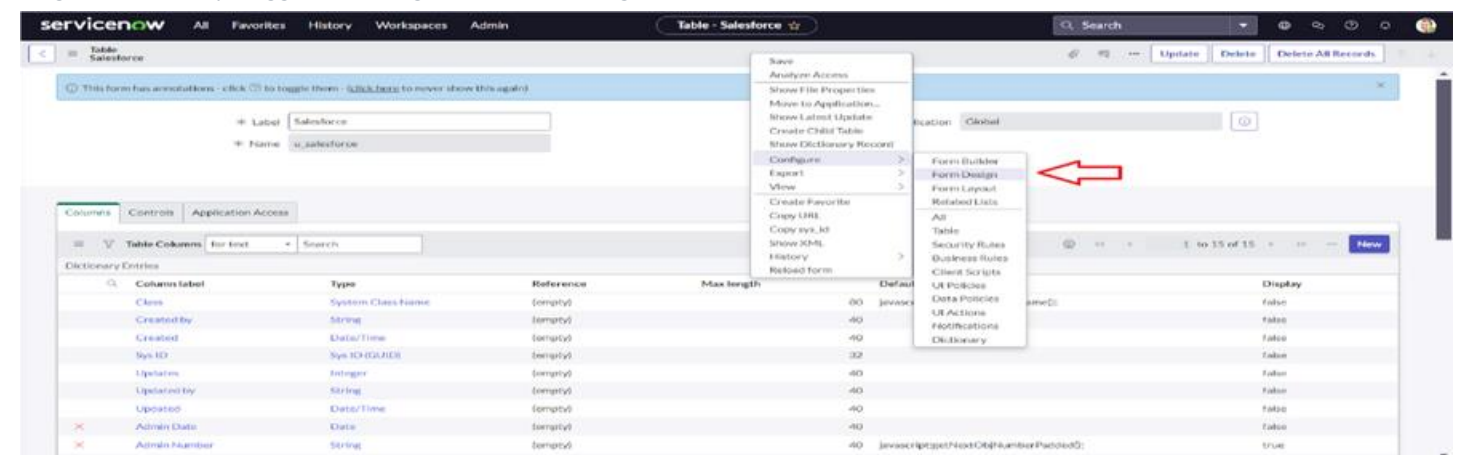
ACTIVITY 1: Configuring Table form for Student Progress Table

STEPS:

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



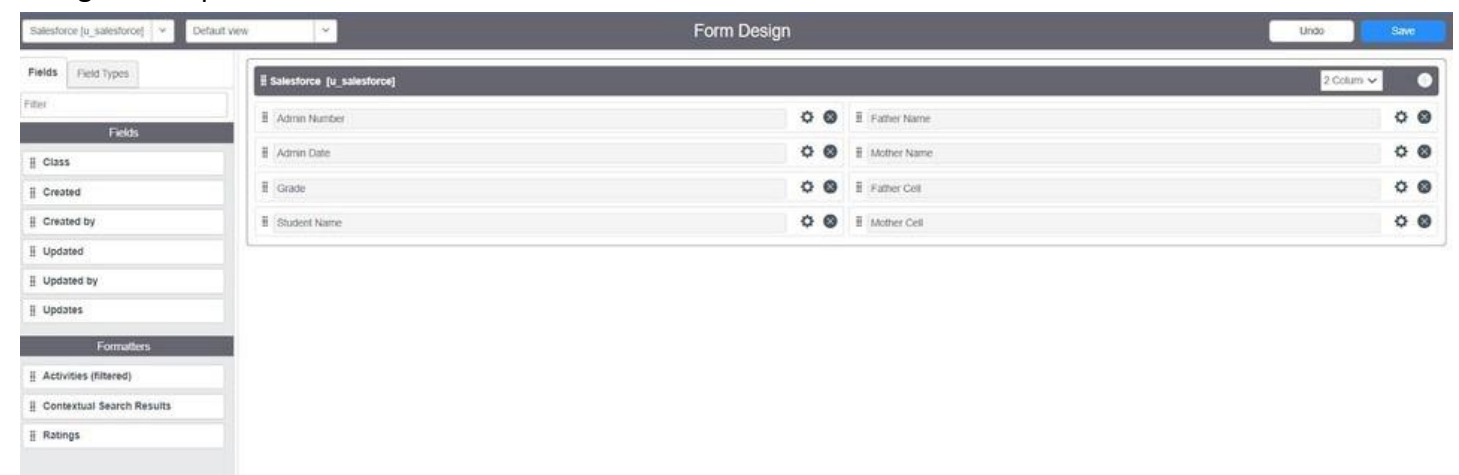
- 3.Right Click on top Toggle >> Configure >> Form Design.



- 4.. In drop down select Salesforce(u_salesforce).



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



6.Save.

ACTIVITY 2: Creating Form Design for Admission Table

STEPS:

1.Follow the same steps as Activity1,Configure the fields as below and Save.

The screenshot shows the 'Form Design' interface for the 'Admission' table. The sidebar on the left contains a 'Fields' section with a list of fields: Admission Number, Class, Created, Created by, Updated by, Updated by, and Updated. Below this is a 'Formatters' section with a list of formatters: Activities (filter), Contextual Search Results, and Ratings. The main area displays a form layout with sections: Admission (fields: Admission Number, Purpose of job, Student Name, Father Name, Mother Name, Admission Date, Grade, Fee, Father Cell, Mother Cell, Admission Status), Comments, School Details (fields: School Area, School), and Address (fields: Province, District, Area, City, District). Each field has a configuration icon.

ACTIVITY 3: Creating Form Design for Student progress Table

STEPS:

1.Follow the same steps as Activity1,Configure the fields as below and Save.

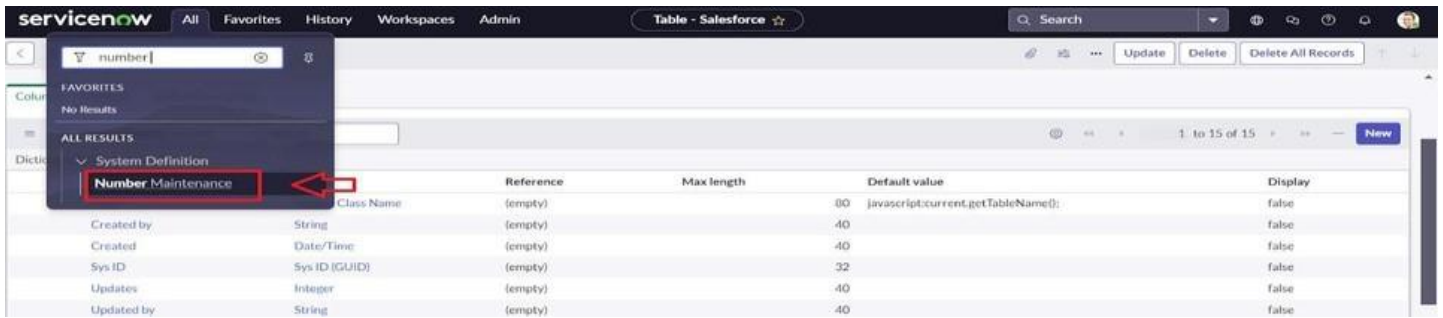
The screenshot shows the 'Form Design' interface for the 'Student Progress' table. The sidebar on the left contains a 'Fields' section with a list of fields: Class, Created, Created by, Social, Updated, Updated by, and Updated. Below this is a 'Formatters' section with a list of formatters: Activities (filter), Contextual Search Results, and Ratings. The main area displays a form layout with sections: New Enroll (fields: Admission Number), Admission Number (fields: Admission Number Grade, Admission Number Student Name, Admission Number Father Name, Admission Number Mother Name, Admission Number Father Cell, Admission Number Mother Cell), and Student Progress (fields: Telugu, Hindi, English, Maths, Science, Total, Percentage, Result). Each field has a configuration icon.

MILESTONE 5: NUMBER MAINTENANCE

ACTIVITY 1: Creating Number Maintenance for Admin Number

STEPS:

1.All >> Number Maintenance >> New



2.Fill the details >> Submit.

* Table: Salesforce

Prefix: SAL

* Number: 1,000

Application: Global

Number of digits: 7

Update Delete

Related Links

[Show Counter](#)

MILESTONE 6: PROCESS FLOW

ACTIVITY 1: Creating Process Flow for Admission Table

STEPS:

1.All >> Process Flow>> New.

2.Fill the Details as given Below

* Table: Admission[u_admission]

* Name: New

Application: Global

* Label: New

Order:

Active: ☒

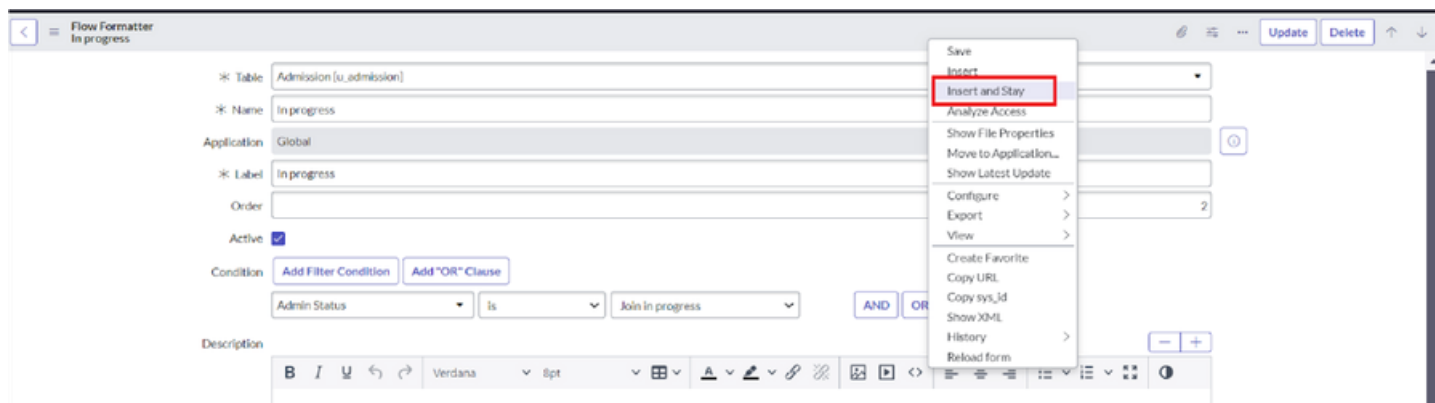
Condition: Add Filter Condition Add *OR* Clause

Description:

Update Delete

3.Right Click on toggle and click on the save .

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



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

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

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

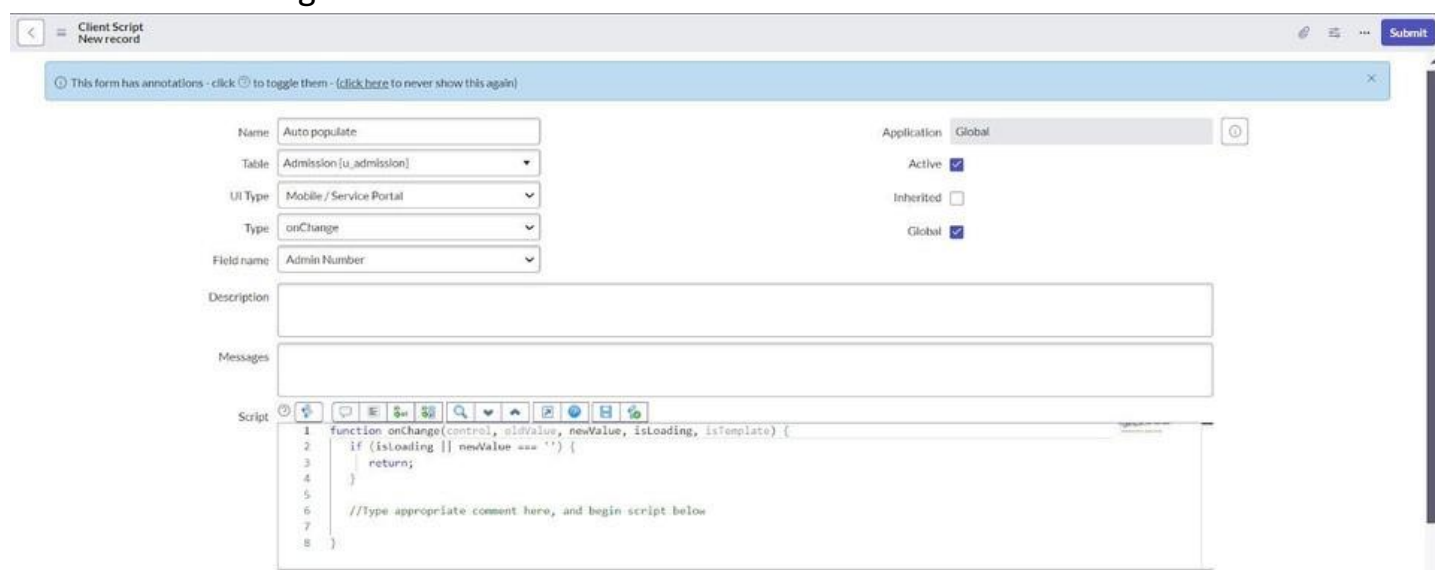
MILESTONE 7: CLIENT SCRIPT

ACTIVITY 1 :Creating“Autopopulate” Client Scripts for Admission Table

STEPS:

1. All >> Client Scripts >> New.

2. Fill the Details as given.



3. 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);
}

```

Note: Make sure the Field names should be the same as you created .

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

STEPS:

1.Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a field named 'Pincode Update'. The configuration details are as follows:

- Name:** Pincode Update
- Table:** Admission [u_admission]
- UI Type:** Desktop
- Type:** onChange
- Fieldname:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text box)
- Messages:** (Empty text box)
- 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');

```

2.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_m
andal', 'Abids');
g_form.setValue('u_ci
ty', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
}

//Type appropriate comment here, and begin script below

}

```

ACTIVITY 3: Creating “Disable Fields” Client Scripts for Student progress Table

STEPS:

1.Fill the Details as given

The screenshot shows the SAP Client Script configuration window for a script named "Disable Fields". The configuration details are as follows:

- Name:** Disable Fields
- Table:** Student Progress (u_student_progress)
- UI Type:** All
- Type:** onLoad
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- 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 }

```

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

```

function
onLoad() {
  //Type appropriate comment here, and begin script below g_form.setDisabled('u_total',true);
g_form.setDisabled('u_percentage',true); g_form.setDisabled('u_result',true);
}

```

ACTIVITY 4: Creating “Total Update” Client Scripts for Student progress Table

STEPS

1.Fill the Details as given.

The screenshot shows the ServiceNow interface for configuring a Client Script. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The breadcrumb trail is 'Client Script - Total Up...'. The main form is titled 'Client Script - Total Update' and contains the following fields:

- Name: Total Update
- Table: Student Progress (s.student_progress)
- UI Type: All
- Type: onChange
- Field name: Social
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

Below these fields are sections for 'Description', 'Messages', and 'Script'. The 'Script' section is expanded, showing 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   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);  
16  }  
17 }
```

4. 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 if  
(newValue){ var a = parseInt(g_form.getValue('u_telugu')); var b  
= parseInt(g_form.getValue('u_hindi')); var  
c = parseInt(g_form.getValue('u_english')); var  
d = parseInt(g_form.getValue('u_maths')); var  
e = parseInt(g_form.getValue('u_science')); var f  
= parseInt(g_form.getValue('u_social')); var Total  
=  
parseInt(a+b+c+d+e+f); g_form.setValue('u_total', Total); } }
```

ACTIVITY 5:

STEPS:

1. Creating "Result" Client Scripts for Student progress Table

Client Script Result

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 <= 59){
10      g_form.setValue('u_result','Fail');
11    } else if(a >= 60 && a <= 100) {
12      g_form.setValue('u_result','Pass');
13    } else {

```

3. 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 if(newValue) { var a =
parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
if(a >= 0 && a <= 59){
g_form.setValue('u_result','Fail');
} else if(a >= 60 && a <= 100) {
g_form.setValue('u_result','Pass');
} else {
// Handle the case if a is out of range (optional) g_form.addErrorMessage('Percentage
should be between 0 and 100. ');
g_form.clearValue('u_result');
}
}
}

```

ACTIVITY 6: Creating “Percentage” Client Scripts for Student progress Table

STEPS:

1. Fill the Details as given.

Client Script Percentage

You are editing a record in the Global application [cancel]

Name: Percentage

Table: Student Progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Total

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   var Total = g_form.getValue('u_total');
8   var Percentage = (Total/600)*100;
9   g_form.setValue('u_percentage',Percentage+'%');
10 }

```

Isolate script: ☒

Update Delete

2. 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 Total = g_form.getValue('u_total');  
  var Percentage = (Total/600)*100;  
  g_form.setValue('u_percentage',Percentage+'%');  
}
```

MILESTONE 8: RESULT

1.

The screenshot shows a Salesforce 'New record' form for the 'Salesforce' object. The form has a header bar with a back arrow, a menu icon, the text 'Salesforce New record', and a 'Submit' button. The form fields are organized into two columns. The left column contains: 'Admin Number' (text input with value 'SAL0001078'), 'Admin Date' (calendar icon), 'Grade' (dropdown menu with value '-- None --'), and 'Student Name' (text input). The right column contains: 'Father Name' (text input), 'Mother Name' (text input), 'Mother Cell' (text input), and 'Father Cell' (text input). A 'Submit' button is located at the bottom left of the form.

2.

The screenshot shows a Salesforce 'New record' form for the 'Admission' object. The form has a header bar with a back arrow, a menu icon, the text 'Admission New record', and a 'Submit' button. Below the header is a process bar with steps: 'New', 'In progress', 'Joined', 'Rejected', 'Rejoined', 'Closed', and 'Cancelled'. The form fields are organized into two columns. The left column contains: 'Admission Number' (text input with search icon), 'Purpose of join' (dropdown menu with value '-- None --'), 'Student Name' (text input), 'Father Name' (text input), 'Mother Name' (text input), and 'Comments' (text area). The right column contains: 'Admin Date' (calendar icon), 'Grade' (dropdown menu with value '-- None --'), 'Fee' (currency input with value '\$ 0.00'), 'Father Cell' (text input), 'Mother Cell' (text input), and 'Admin Status' (dropdown menu with value '-- None --'). Below the form fields is a section with two tabs: 'School Details' and 'Address'. The 'Address' tab is active, showing 'School Area' (dropdown menu with value '-- None --') and 'School' (dropdown menu with value '-- None --'). A 'Submit' button is located at the bottom left of the form.

3.

New Section
New record

Submit

Admission Number

Q

Grade

--None--

▼

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

▼

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

Educational Organisation using service now

https://drive.google.com/file/d/1i7MU8Z7t4rK81l_5fKWact9QP57ES8M9/view?usp=drivesdk

↑

Click Here To Watch Demo Video