

Education organisation using servicenow

Team Id: NM2025TMID16364

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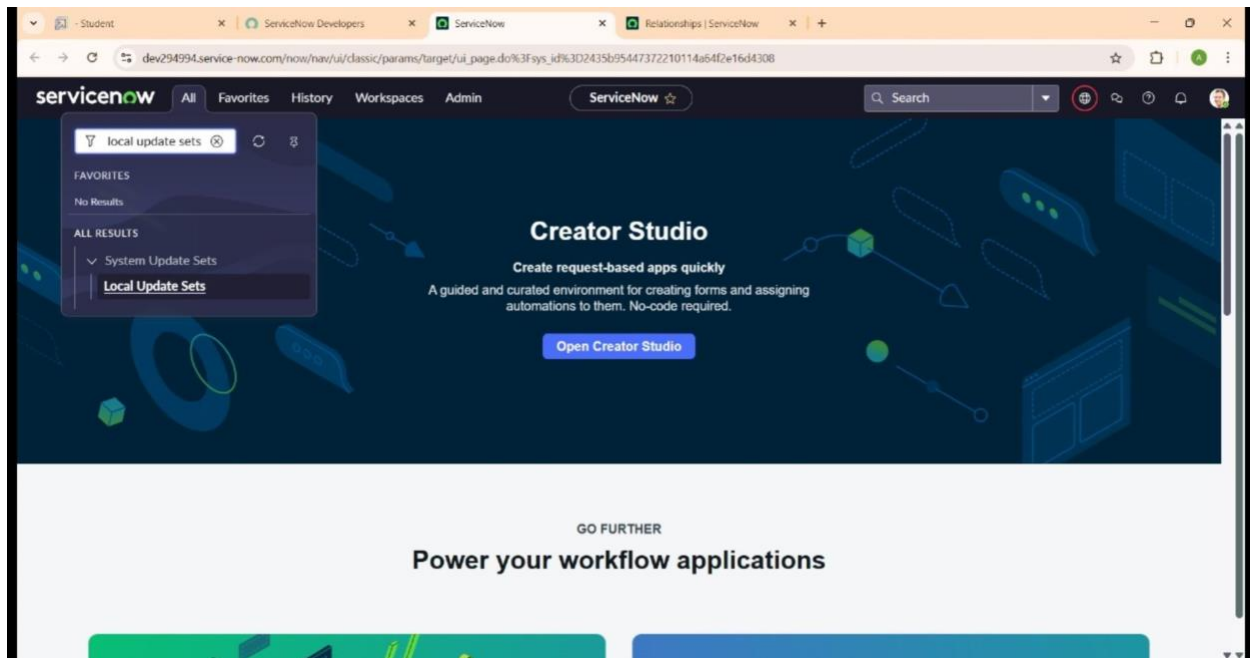
Problem Statement: The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

TASK INITIATION

Milestone 1 : Creating Update set

Activity 1: Create local update set

1. Open service now
2. Click on All >> search for Local Update set
3. Select Users under system Definition
4. Click on new
5. Fill the following details to create a new Local Update set
6. Click on submit and make Current



dev309049.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do%3Fsysparm_userpref_module%3D50047c06c0a8016c0135a14cebc8191b%26sysparm_clear_stack%3Dtrue

service-now All Favorites History Workspaces Admin Update Sets

Update Set
New record

Submit Submit and Make Current

Name Educational Organisation Application Global

State In progress

Parent

Release date

Description

Submit Submit and Make Current

Activity 1: Creating Salesforce table

1. Open service now.
2. Click on All >> search for Table
3. Select Table under system Definition
4. Click on new
5. Enter the Label Salesforce>>Click on name it will be automatically generate API
6. Create column as given below, double click on column label and enter the colum labels on click on the tick mark>>Given type as given
7. Right Click on the toggle bar and save
8. Click on control >>enable extensible

The screenshot shows the ServiceNow interface for configuring a new table named 'Salesforce'. The 'Controls' tab is selected, displaying various configuration options. The 'Extensible' checkbox is checked, and the 'Live feed' checkbox is unchecked. A blue informational box explains that auto-numbering is used for sequential identifying codes. Another blue box states that security rules (ACLs) are required if anyone other than an administrator needs to work with the table. The 'Create access controls' checkbox is checked, and the 'User role' is set to 'u_salesforce_user'. The 'Columns' tab is also visible, and the 'Application Access' tab is partially visible. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The top right corner has a search bar and a 'Table - Salesforce' breadcrumb.

Table - Salesforce

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

* Name: u_salesforce

Application: Global

Remote Table: ☐

Columns | Controls | Application Access

Extensible ☒

Live feed ☐

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

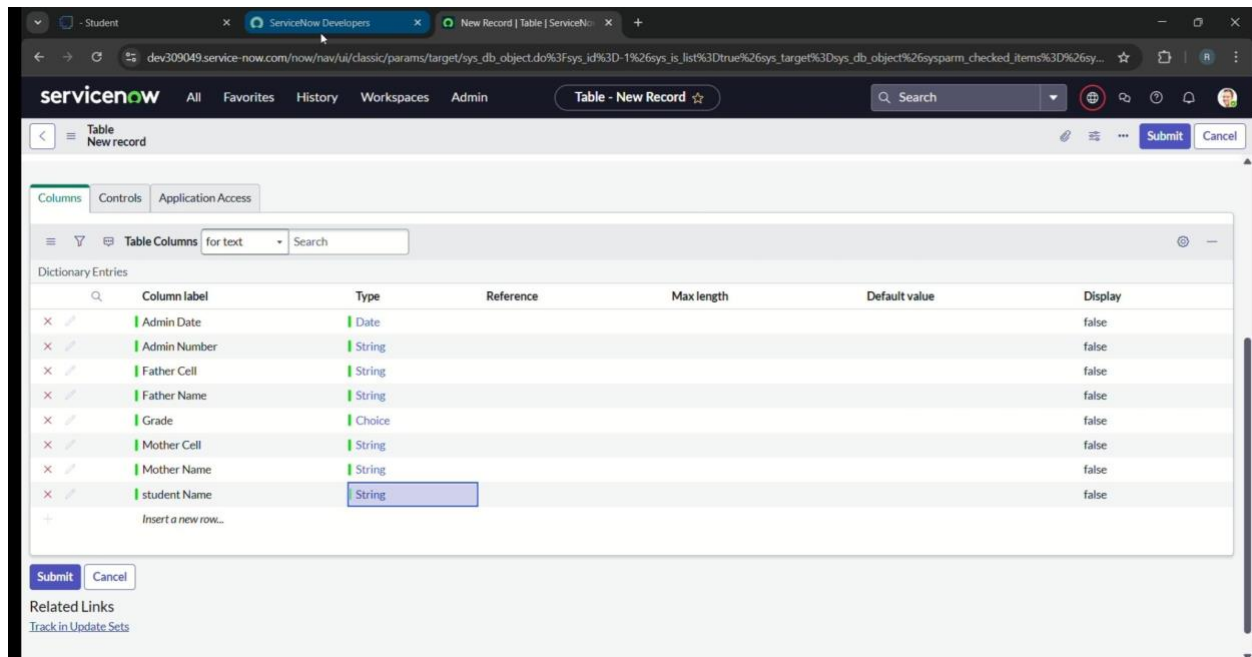
Auto-number ☐

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

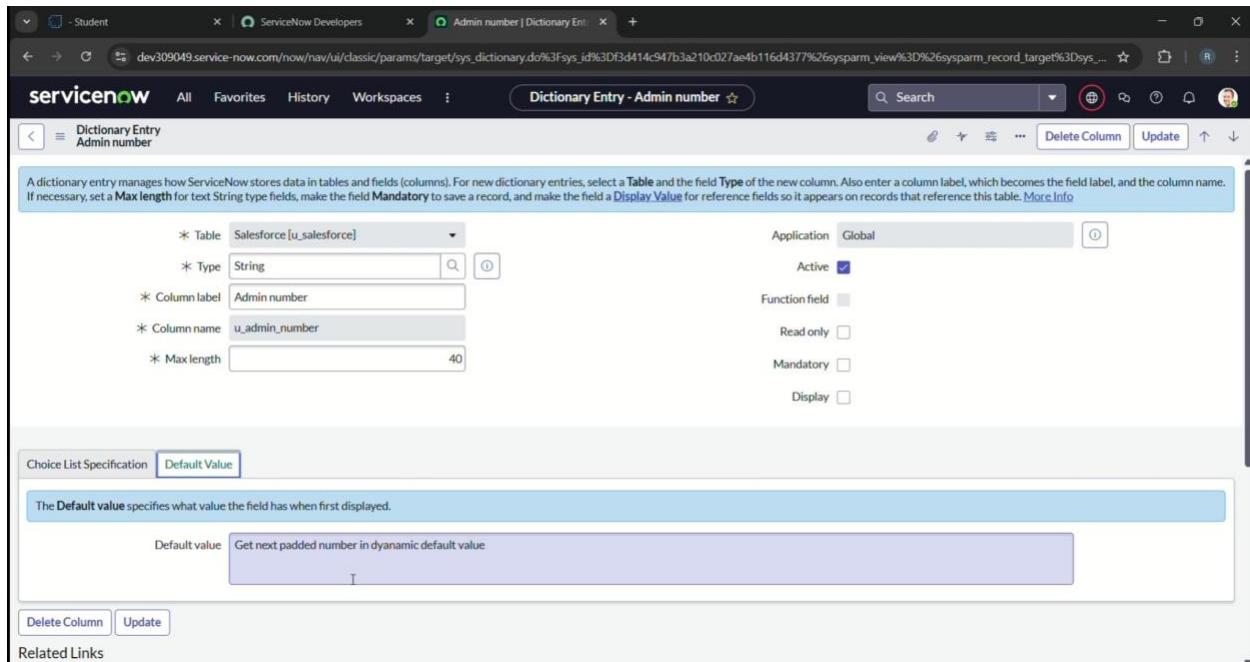
Create access controls ☒

* User role: u_salesforce_user

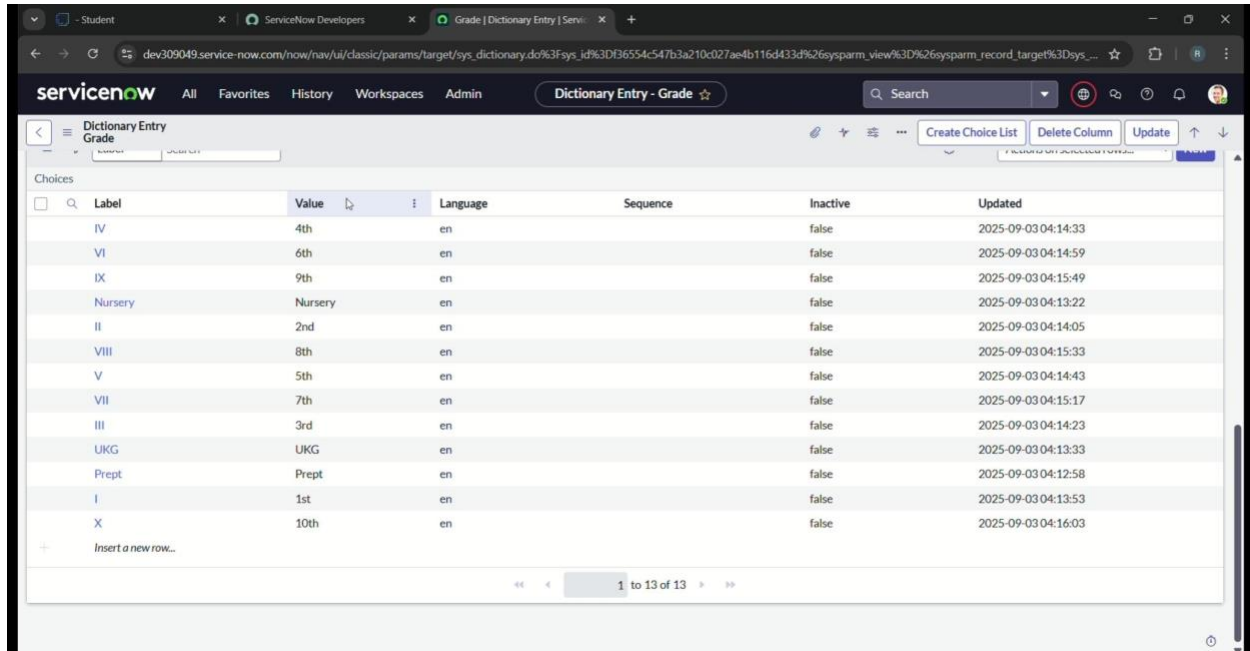
Delete Update Delete All Records



- Click on Admin number column, in related link click on the advance to view>> Default view(enable use dynamic default)>> Select get next padded number in dynamic default value>>>Update



10. Click on Grade column>> click on choice and give label value and sequence as given below



The screenshot shows the ServiceNow interface for the 'Dictionary Entry - Grade' table. The table has columns for Label, Value, Language, Sequence, Inactive, and Updated. The data is as follows:

Label	Value	Language	Sequence	Inactive	Updated
IV	4th	en		false	2025-09-03 04:14:33
VI	6th	en		false	2025-09-03 04:14:59
IX	9th	en		false	2025-09-03 04:15:49
Nursery	Nursery	en		false	2025-09-03 04:13:22
II	2nd	en		false	2025-09-03 04:14:05
VIII	8th	en		false	2025-09-03 04:15:33
V	5th	en		false	2025-09-03 04:14:43
VII	7th	en		false	2025-09-03 04:15:17
III	3rd	en		false	2025-09-03 04:14:23
UKG	UKG	en		false	2025-09-03 04:13:33
Prept	Prept	en		false	2025-09-03 04:12:58
I	1st	en		false	2025-09-03 04:13:53
X	10th	en		false	2025-09-03 04:16:03

Activity 2 : Creating Admission table

1. Create an admission table with column given
2. Select extends table>> salesforce and also select at model to Menu>> salesforce
3. Create fields as shown

ServiceNow Developers | Table - New Record

Name: Extends table:

Create module: ☒ Create mobile module: ☒ Add module to menu: New menu name: Remote Table: ☐

Columns | Controls | Application Access

Table Columns for text Search

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
	<input type="text" value="Insert a new row..."/>					

Submit Cancel

Related Links
[Track in Update Sets](#)

4. Create choice for admin status as:

servicenow

Dictionary Entry - Admission Status

Choice: Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table Run Point Scan Advanced view

Access Controls Choices (5) Attributes Labels (1)

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Cancelled	Cancelled	en		false	2025-09-03 08:30:34
Closed	Closed	en		false	2025-09-03 08:30:03
Join in progress	in progress	en		false	2025-09-03 08:28:57
Rejected	Rejected	en		false	2025-09-03 08:29:43
new	new	en		false	2025-09-03 08:28:21
Rejoined	Rejoin	en		false	2025-09-07 03:55:19
Rejected	Rejected	en		false	2025-09-07 03:55:52

Insert a new row...

1 to 5 of 5

5. Create choice for Pincode as

servicenow

Dictionary Entry - Pincode

Choice List Specification Default Value

Displays a list of suggested values in a Choice list. In the Advanced view you can select the Choice table and the Choice field to take choice values from, plus a Dependent field.

Choice: Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table Run Point Scan Advanced view

Access Controls Choices (3) Attributes Labels (1)

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
500079	500079	en		false	2025-09-03 08:32:57
509358	509358	en		false	2025-09-03 08:32:36
500081	500081	en		false	2025-09-03 08:33:19

Insert a new row...

1 to 3 of 3

6. Create choice for Purpose of join as:

Dictionary Entry
Purpose of join

Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent** field.

Choice: Dropdown with -- None --

Create Choice List Delete Column Update

Related Links
[Show Table](#)
[Run Point Scan](#)
[Advanced view](#)

Access Controls Choices (3) Attributes Labels (1)

Label Search Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Tuition	Tuition	en		false	2025-09-03 08:34:21
Coaching	Coaching	en		false	2025-09-03 08:34:49
Teacher	Teacher	en		false	2025-09-03 08:35:11

Insert a new row...

1 to 3 of 3

7. Create choice for school as:

servicenow Dictionary Entry - school

Displays a list of suggested values in a Choice list. In the Advanced view you can select the Choice table and the Choice field to take choice values from, plus a Dependent field.

Choice: Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table
Run Point Scan
Advanced view

Access Controls Choices (2) Attributes Labels (1)

Label Search

Choices

	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Stanley	Stanley	en		false	2025-09-03 08:36:21
<input type="checkbox"/>	Naresh it	Naresh it	en		false	2025-09-03 08:36:56
<input data-cs="6" data-kind="parent" type="button" value="Insert a new row..."/>						

1 to 2 of 2

8. Create choice for school area as;

servicenow Dictionary Entry - school area

Choice List Specification Default Value

Displays a list of suggested values in a Choice list. In the Advanced view you can select the Choice table and the Choice field to take choice values from, plus a Dependent field.

Choice: Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table
Run Point Scan
Advanced view

Access Controls Choices (2) Attributes Labels (1)

Label Search

Choices

	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Near Bus Stand	Near Bus Stand	en		false	2025-09-03 08:39:02
<input type="checkbox"/>	Near Market	Near Market	en		false	2025-09-03 08:38:21

1 to 2 of 2

Activity 3: Create Table Student progress

1. Created a Student Progress Table with Column given.
2. Select Add Module to Menu>> Salesforce
3. Create Fields as shown.

Table - Student progress

Label: Student progress

Name: u_student_progress

Extends table: Salesforce

Application: Global

Remote Table: ☐

Columns

Table Columns for text Search

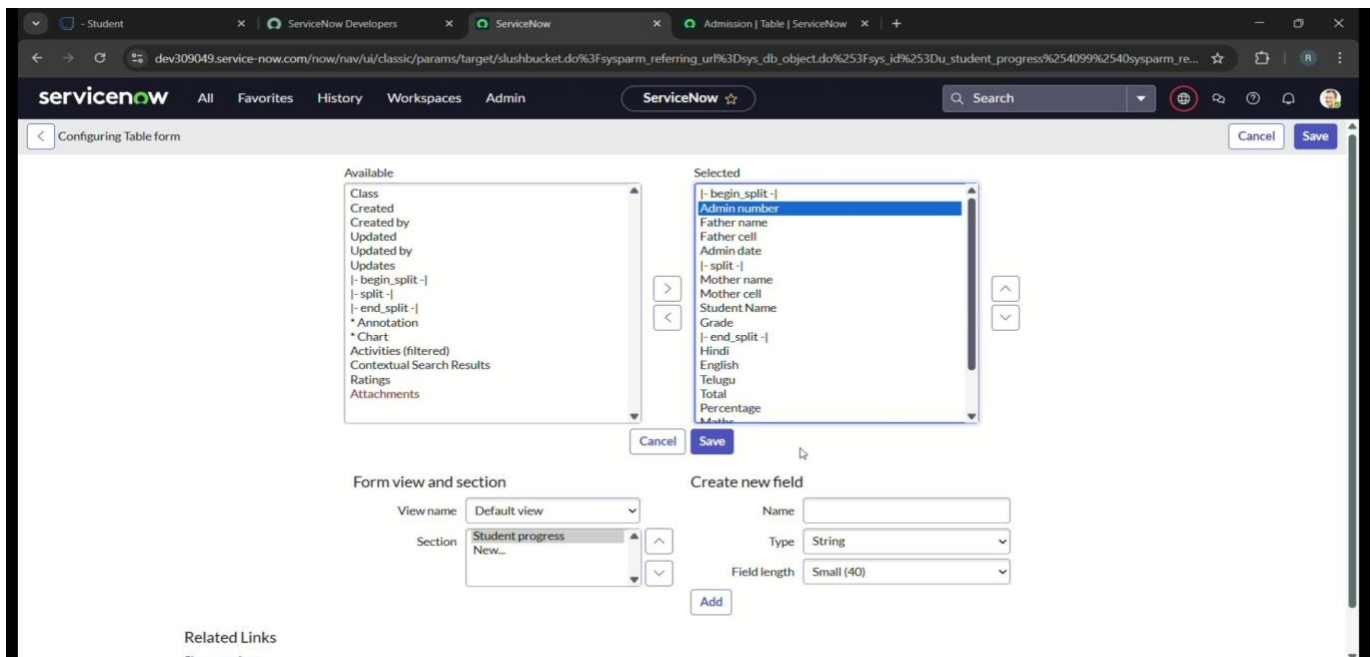
Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Mother name	String	(empty)	40		false
Mother cell	String	(empty)	40		false
Student Name	String	(empty)	40		false
Father name	String	(empty)	40		false
Father cell	String	(empty)	40		false
Admin date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Grade	Choice	(empty)	40		false
Admin number	Integer	(empty)	40		false

Milestone 3: Form layout

Activity 1: configuring table from for student progress table

1. In this student progress table page click on layout from
2. Click on admission number
3. Select below admission number field In available side And send it selected Side as below>> save

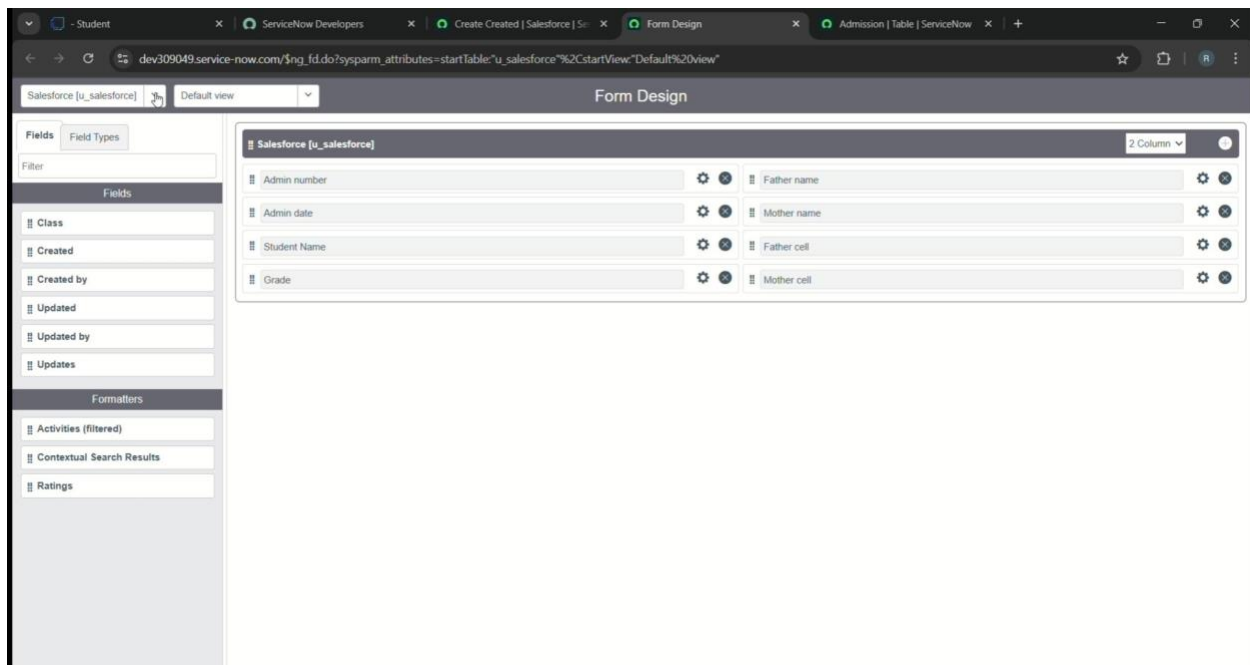


Milestone 4: Form Design

Activity 1: Creating form Design for Salesforce table

Open service now.

1. Click on All >> search Table
2. Select tables under system definition
3. In label search for Salesforce And Open
4. Right click On top Toggle >>Configure>> From design
5. In Drop Select Salesforce (u_Salesforce)
6. Drag and drop the field to the left side as below
7. Save



Activity 2: Creating form Design for Student progress table

1. .Open service now.
2. Click on All >> search Table
3. Select tables under system definition
4. In label search for student progress And Open
5. Right click On top Toggle >>Configure>> From design
6. In Drop Select student progress (u_student_progress)
Drag and drop the field to the left side as below

7. Save

The screenshot shows the ServiceNow Form Design interface for the 'Admission' table. The browser tabs include 'Student', 'ServiceNow Developers', 'Create Created | Salesforce | S...', 'Form Design', and 'Admission | Table | ServiceNow'. The URL is 'dev309049.service-now.com/\$mg_fd.do?sysparm_attributes=startTable:"u_salesforce"%2CstartView:"Default%20view"'. The interface has a left sidebar with 'Fields' and 'Field Types' tabs, a 'Filter' input, and a list of fields including 'Admin Status', 'Class', 'Created', 'Created by', 'Free', 'Sys ID', 'Updated', 'Updated by', 'Updates', and 'class'. Below this is a 'Formatters' section with 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area shows the form design with sections: 'New Section' (1 Column) containing a 'comment' field, 'School Area' (2 Column) containing a 'school area' field, and 'Address' (2 Column) containing 'Pincode', 'Area', 'Mendal', 'city', 'House No', and 'District' fields. Each field has a settings icon.

Activity 3: Creating from Design for Admission table

1. Open service now.
2. Click on All >> search Table
3. Select tables under system definition
4. In label search for Admission And Open
5. Right click On top Toggle >>Configure>> From design
6. In Drop Select Admission (u_admisdion)
7. Drag and drop the field to the left side as below

8. Save

The screenshot shows the ServiceNow Form Design interface for a 'Student' form. The browser tabs include 'Student', 'ServiceNow Developers', 'Create Created | Salesforce | S...', 'Form Design', and 'Admission | Table | ServiceNow'. The URL is 'dev309049.service-now.com/\$mg_fd.do?sysparm_attributes=startTable:"u_salesforce"%2CstartView:"Default%20view"'. The interface has a top bar with 'Student progress [u_stude]' and 'Default view' dropdowns, and 'Form Design' title with 'Undo' and 'Save' buttons. On the left, there are 'Fields' and 'Field Types' tabs, a 'Filter' section, and a list of fields: Class, Created, Created by, Father name, Updated, Updated by, Updates, Activities (filtered), Contextual Search Results, and Ratings. The main area shows a form layout with fields: Admin number, Admin date, Grade, Mother name, Father cell, Mother cell, Student Name, Telugu, Hindi, English, Maths, Science, Social, Total, Percentage, and Result. A '2 Column' layout is selected.

Milestone 5 : Number Maintenance

Activity 1: Creating number maintenance for acne number

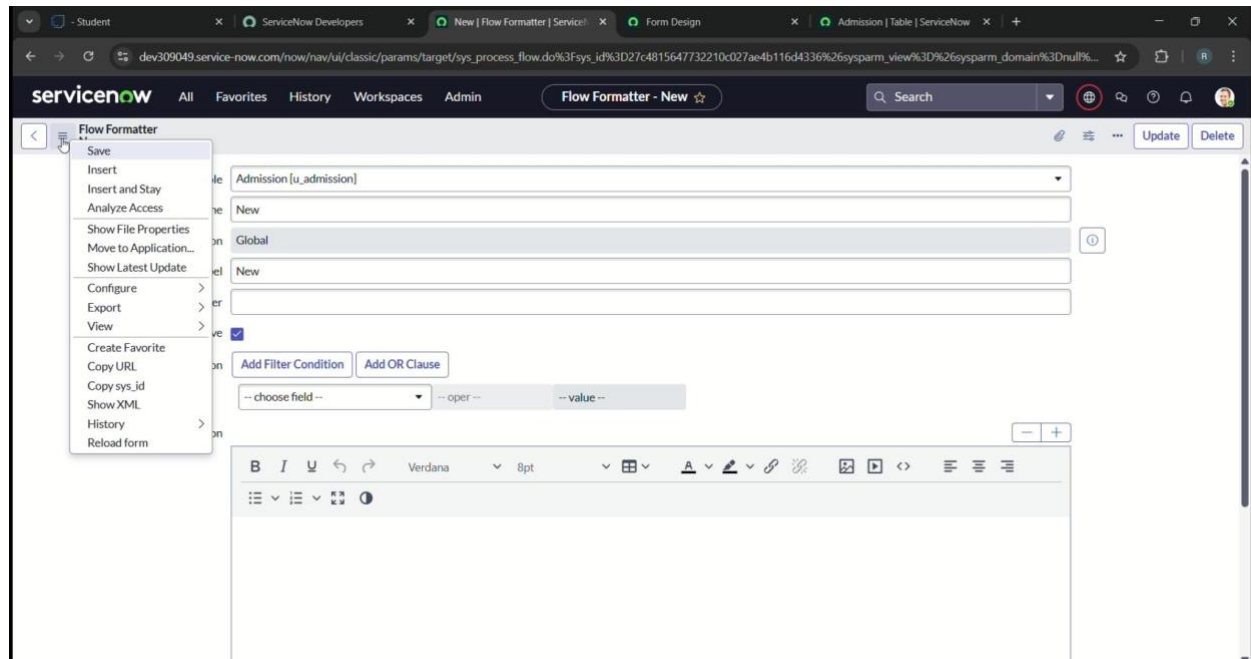
1. All>>Number maintenance>>new
2. Fill the details>>summit

The screenshot shows the ServiceNow 'Number - New Record' form. The browser tabs include 'Student', 'ServiceNow Developers', 'New Record | Number | Service...', 'Form Design', and 'Admission | Table | ServiceNow'. The URL is 'dev309049.service-now.com/now/nav/ui/classic/params/target/sys_number.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_number%26sysparm_checked_items%3D%26syspar...'. The form has a top bar with 'Number - New Record' title and 'Submit' button. The form fields are: Table (Salesforce), Prefix (SAL), Number (1,000), Application (Global), and Number of digits (7). There is a 'Submit' button at the bottom left and a 'Related Links' section with a 'Show Counter' link.

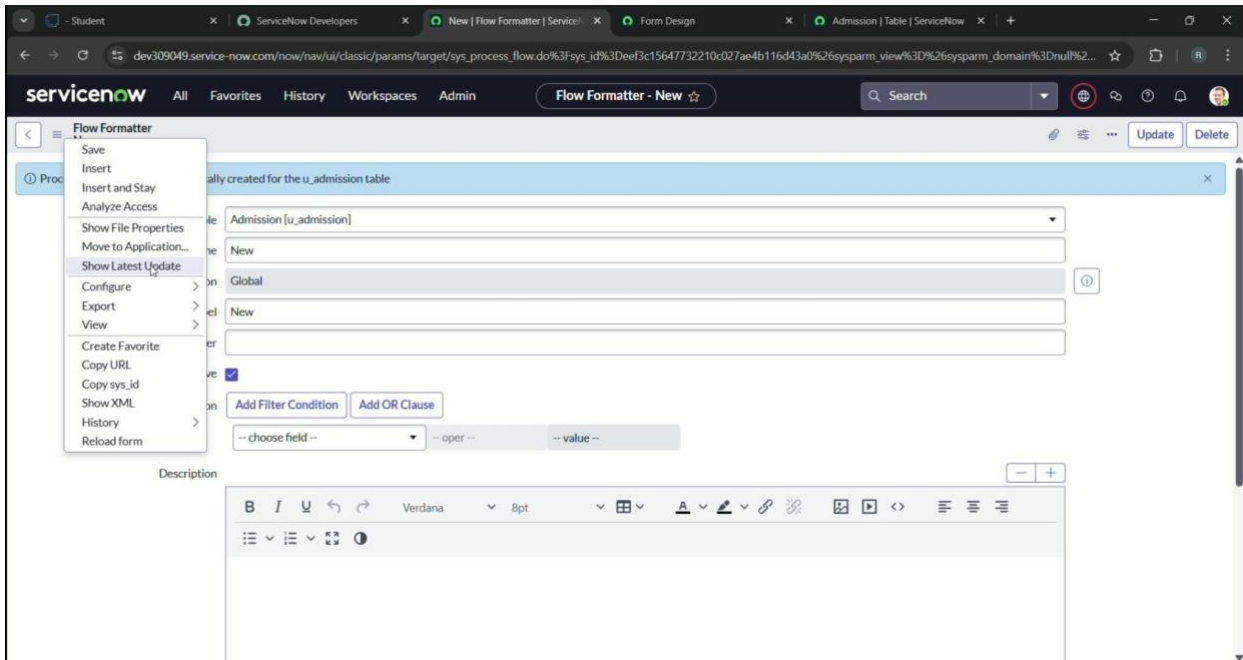
Milestone 6 : Process Flow

Activity 1: Creating process flow for admission table

1. Open service now.
2. Click on All >>Process Flow>>New
3. Fill the details as given below
4. Right Click on Toggle and click on the save.



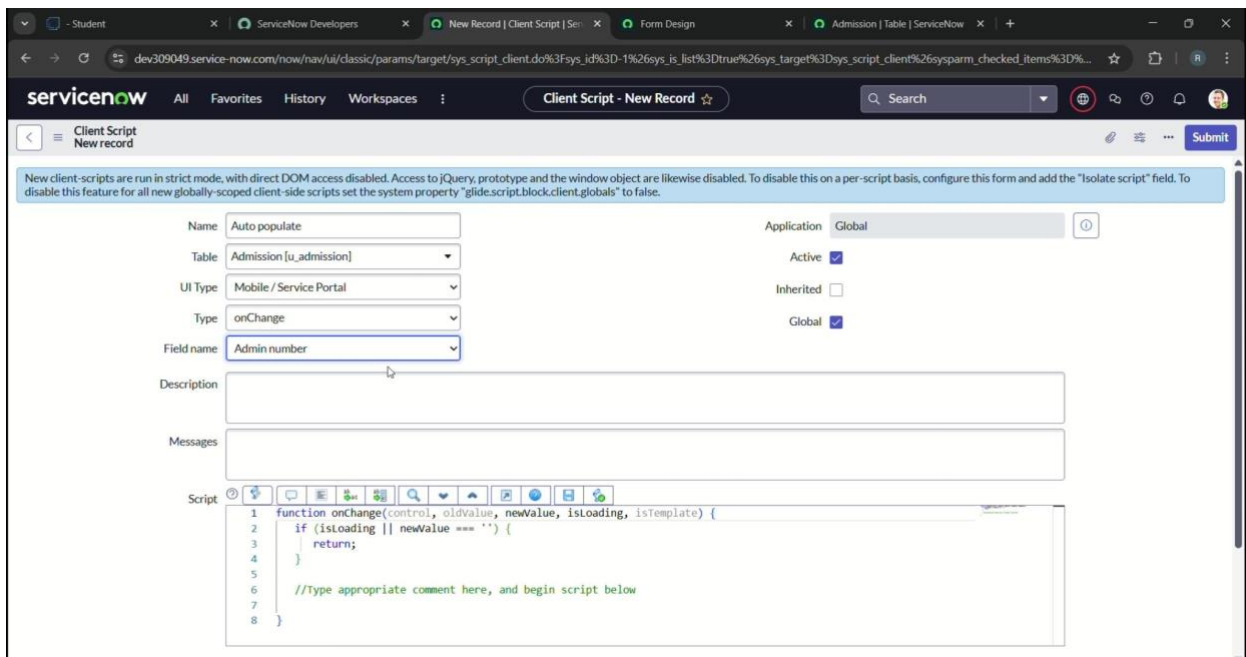
5. Replace the name and label as below and click on insert on stay
6. Replace the name and label in order and click on insert on stay
joined>>Rejected>>Rejoined>>Closed>>Cancelled
7. Order should be new>>In
progress>>Joined>>Rejoined>>Closed>>Cancelled



Milestone 7: Client Script

Activity 1: Creating “Auto Populate” client Script for Admission table

1. Open service now
2. All>> Client Script>>New
3. Fill the details as given



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  
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);  
}
```

```
}
}
```

Activity 2: creating pin code update silent trip for admission table

1. Open service now
2. All>> Client Script>>New
3. Fill the details as given

The screenshot shows the 'Client Script - New Record' form in ServiceNow. The form is titled 'Client Script - New Record' and has a 'Submit' button. The form fields are as follows:

- Name: Pincode Update
- Table: Admission [u_admission]
- UI Type: Desktop
- Type: onChange
- Field name: -- None --
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒
- Description: I
- 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
8 }
```

4. 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
}
```

Activity 3: Creating Disable Field Update client script for admission

1. Open service now
2. All>> Client Script>>New
3. Fill the details as given

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: Application:

Table: Active: ☒

UI Type: Inherited: ☐

Type: Global: ☒

Description:

Messages:

Script

```

6
7   g_form.setDisabled('u_percentage',true);
8
9   g_form.setDisabled('u_result',true);
10
11 }
12
13

```

4. 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);

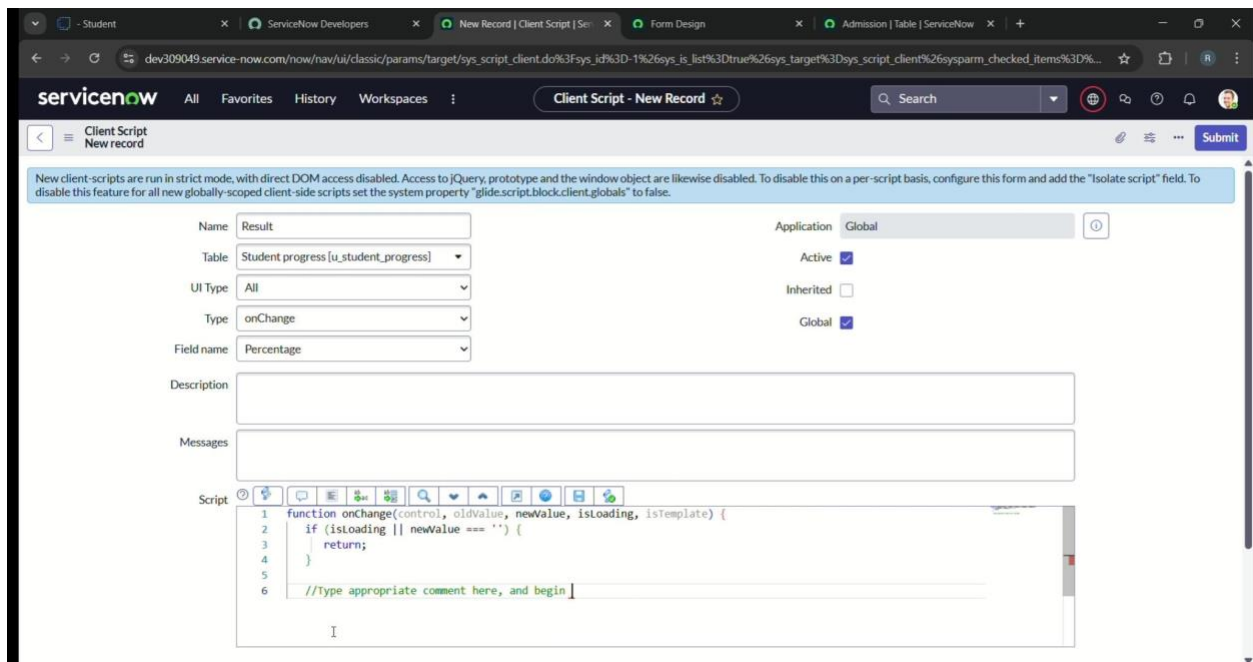
G_form.setDisabled('u_result',true);

}

```

Activity 4 : Creating Resul client script for Student progress

1. Open service now
2. All>> Client Script>>New
3. Fill the details as give



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

Function on Change(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 5: Creating Total update client script for Student progress Table

1. Open service now
2. All>> Client Script>>New

3. Fill the details as given

dev309049.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_script_client%26sysparm_checked_items%3D%...

Client Script - New Record

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: Total Update

Table: Student progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Social

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
8 }
```

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 6: Creating Persnndaeye client script for Student progress Table

1. Open service now
2. All>> Client Script>>New

The screenshot shows the 'Client Script - New Record' form in ServiceNow. The form is titled 'Client Script - New Record' and has a 'Submit' button. The form fields are as follows:

- Name: Percentage
- Table: Student progress [u_student_progress]
- UI Type: All
- Type: onChange
- Field name: Tags
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒
- Description: (empty)
- Messages: (empty)
- 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
8 }

```

3. Fill the details as given

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

Var Total = g_form.getValue('u_total'
Var Percentage = (Total/600)*100;

G_form.setValue('u_percentage',Percentage+'%');
}

```

Milestone 8 : Result

Activity 1:Result

The screenshot shows a ServiceNow web interface for creating a new record. The browser tabs indicate the user is in the 'ServiceNow Developers' environment, working on a record titled 'Create SAL0001032 | Salesforce'. The URL is a long alphanumeric string. The page header includes the ServiceNow logo, navigation links (All, Favorites, History, Workspaces), a search bar, and a breadcrumb trail: 'Salesforce - Create SAL0001032'. The main content area is titled 'Salesforce New record' and contains a form with the following fields:

Admission number	SAL0001031	Father Name	
Admin Date		Father Cell	
Grade	-- None --	Mother Name	
Student Name		Mother cell	
Number	SAL0001032		

A 'Submit' button is located at the bottom left of the form area.

ServiceNow Developers | Create SAL0001034 | Admission

dev293320.service-now.com/now/nav/ui/classic/params/target/u_admission.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_admission%26sysparm_checked_items%3D%26syspa...

servicenow | All | Favorites | History | Workspaces | Admission - Create SAL0001034 | Search

Admission New record

new ✓ In progress ✓ In progress ✓ new

Admission number: SAL0001033

Purpose of join: -- None --

Student Name:

Father Name:

Mother Name:

Comment:

Admin Date:

Grade: -- None --

Fee: \$ 0.00

Father Cell:

Mother cell:

School Area: -- None --

school: -- None --

Submit

ServiceNow Developers | Create SAL0001036 | Student

dev293320.service-now.com/now/nav/ui/classic/params/target/u_student_progress.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_student_progress%26sysparm_checked_items...

servicenow | All | Favorites | History | Workspaces | Student progress - Create SAL0001036 | Search

New Section New record

Admission number: SAL0001035

Student Name:

Grade: -- None --

Father Name:

Father Cell:

Mother Name:

Mother cell:

Admin Date:

Result:

Maths:

Hindi:

English:

Percentage:

Science:

Telugu:

Social:

Total:

Submit

