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**ADMINISTRATION**

Completed the project named as

**Educational Organization Using  
ServiceNow**

# **Educational Organisation Using ServiceNow**

**Team ID: NM2025TMID06352**

**Team Size: 4**

**Team Leader: Dharanirajam R**

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## **1. Project Overview**

The Educational Management System (EMS) is a streamlined solution built on the ServiceNow platform to enhance administrative efficiency within educational institutions. It manages student and teacher data, simplifies the admission process, and provides tools for tracking academic progress. By implementing EMS in ServiceNow, institutions benefit from a user-friendly, customizable, and automated environment that supports better decision-making and operational management.

## **2. Setting Up the ServiceNow Instance**

### **Sign Up for a Developer Account**

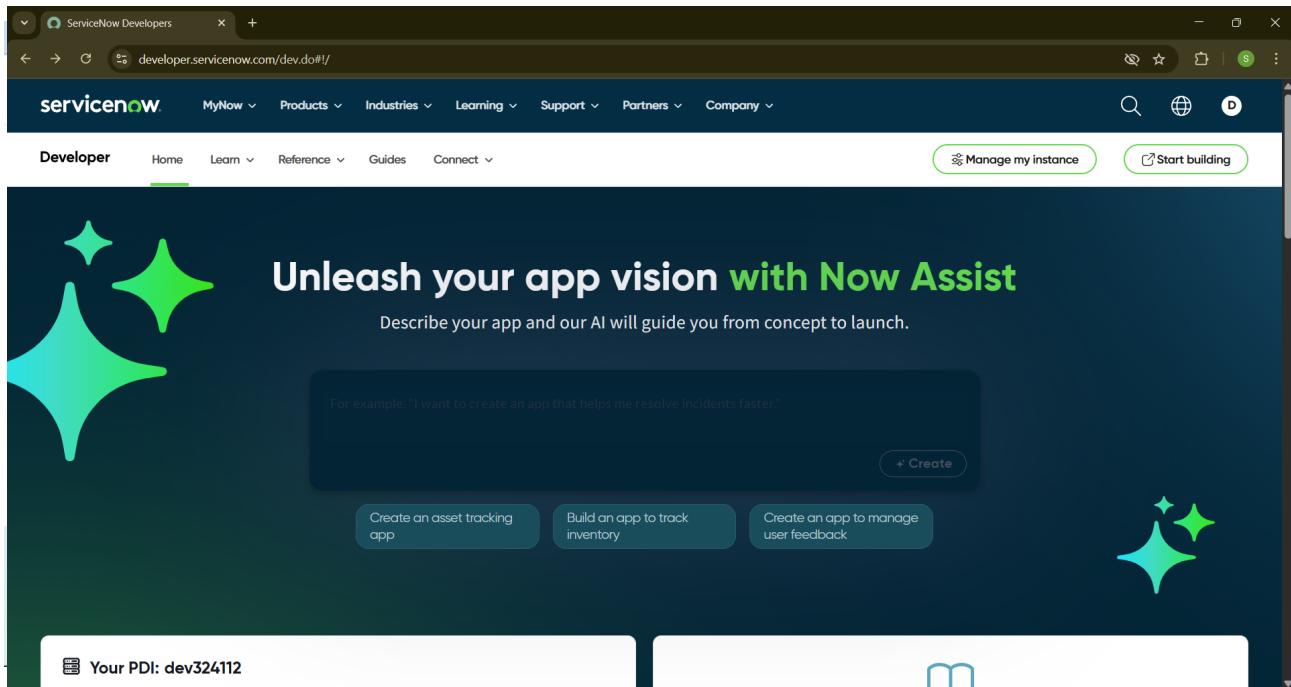
- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

### **Request a Personal Developer Instance**

- Log in to your developer account.
- Navigate to the “Manage > Instance” section.
- Click “Request Instance” and choose the latest available release.
- You will receive an email with the instance details (URL, username, and password).

### **Access Your Instance**

- Open the instance URL received via email.
- Log in using the provided credentials to access your personal ServiceNow instance.



### 3. Creating an Update Set

An Update Set tracks all configuration changes made in a ServiceNow instance, enabling migration between instances.

Steps:

- Navigate to All > Local Update Sets.
- Click New to create an update set.
- Enter the name "Educational Organisation" and submit.
- Click Make Current to activate the update set.

This screenshot shows the 'Update Set - Educational Organisation' page in the ServiceNow interface. The top navigation bar includes 'All', 'Favorites', 'History' (which is selected), 'Workspaces', and other global navigation links. The main form has fields for 'Name' (set to 'Educational Organisation'), 'State' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), 'Install date' (empty), 'Installed from' (empty), and 'Description' (empty). To the right of the form are details: 'Application' (Global), 'Created' (2025-06-06 02:20:54), 'Created by' (admin), and 'Merged to' (empty). Below the form is a 'Related Links' section with links to 'Make This My Current Set', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there's a table titled 'Customer Updates (169)' with columns for 'Created', 'Type', 'View', 'Target name', 'Updated by', 'Remote update set', and 'Action'. The table shows one row with the target name 'Customer Data Dimension Record for External Connections' and updated by 'admin'. There are buttons for 'Actions on selected rows...' and 'INSERT AND UPDATE'.

## 4. Creating the Salesforce Table

The Salesforce table manages core student information.

Steps:

- Navigate to All > Tables > New.
- Enter the label "Salesforce". The system will auto-generate the table name.
- Add required fields, including:
  - Admin Number (Set Display to True, mark Extensible, and set Dynamic Default to "Get Next Padded Number").
  - Grade (Configure as a choice field with values such as Primary, Secondary, etc.).

The screenshot shows the 'Form Design' interface for creating a new table named 'Admission [u\_admission]'. The left sidebar lists available fields: Admin Number, Class, Created, Created by, Updated, Updated by, and Updates. The main area displays a grid of fields grouped into sections: 'Admission [u\_admission]' (1 Column), 'Activities (filtered) (Formatter)' (1 Column), 'Comments' (1 Column), 'school Details' (2 Column), and 'Address' (2 Column). The 'Admission [u\_admission]' section contains fields for Admin Number, Admin Date, Purpose of join, Grade, Student Name, Fee, Father Name, Father Cell, Mother Name, Mother Cell, and Admin Status. The 'Comments' section contains a single field for Comments. The 'school Details' section contains fields for School Area and School. The 'Address' section contains fields for Pincode and Area. Each field has a settings icon (gear and cross) and a 'Dynamic Default' dropdown.

## 5. Creating the Admission Table

This table manages data related to student admissions and extends the Salesforce table.

Steps:

- Navigate to Tables > New.
- Label the table as "Admission".
- Set "Extends Table" to Salesforce.
- Add to application menu for visibility.
- Add necessary fields such as Admission Number, Grade, School, and Pincode.