

# **Project**

## **Educational Organisation Using ServiceNow**

**Team ID : LTVIP2026TMIDS24889**

**Team Size : 4**

**Team Leader : Kanaparthi.Aruna Sri**

**Team member : Ganapathi G**

**Team member : Bhavya Tatineni**

**Team member : Divvela Jagadeesh**

**Problem Statement:** In many educational organisations, daily operations such as admissions, student progress tracking, staff management, and communication are often handled manually or through different disconnected systems. This creates several challenges like delays in processes, lack of transparency for students and staff, and difficulties in managing large amounts of data. Without proper automation, tasks such as approvals, notifications, and report generation consume more time and effort. Moreover, the absence of a single digital platform leads to communication gaps between students, teachers, and administrators. These issues highlight the need for a centralized and automated system to make educational management more efficient and reliable.

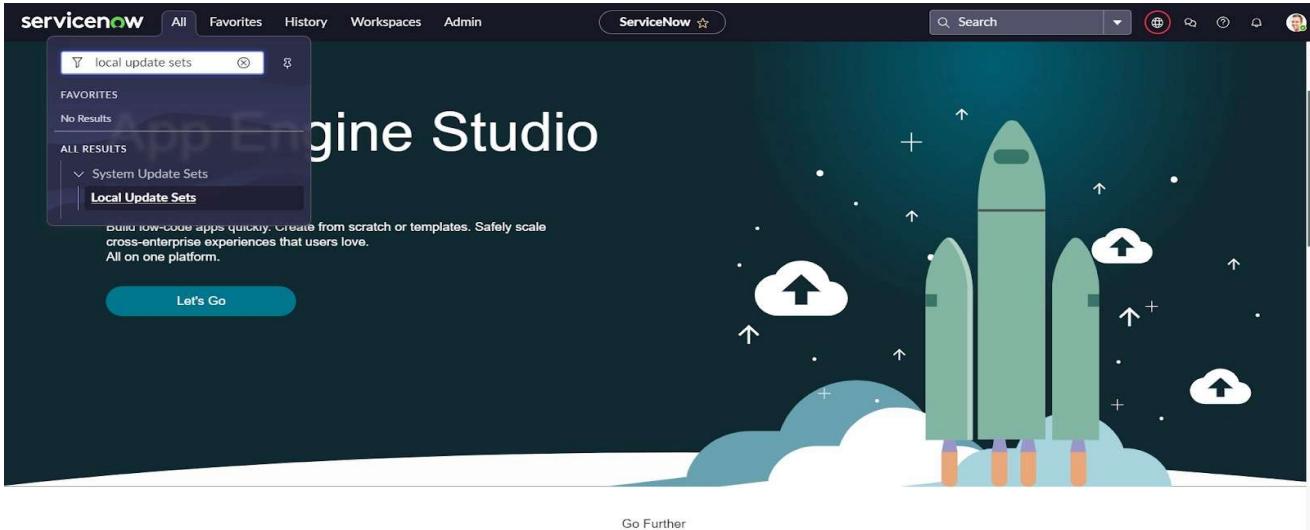
**Objective:** The project aims to develop a system for schools and colleges to manage admissions, student details, and academic progress, making the entire process quick, paperless, and user-friendly.

### **Skills:**

- ❖ ServiceNow Platform Knowledge
- ❖ Scripting (JavaScript)
- ❖ Database Concepts (RDBMS)
- ❖ Web Technologies (HTML, CSS, PHP/Node.js)
- ❖ Workflow Automation
- ❖ Problem-Solving
- ❖ Team Collaboration
- ❖ Project Presentation
- ❖ Analytical Thinking

# TASK INITIATION

## ▪ Module 1: Creating an Update Set



Step 1: Click on All >> Local update sets.

This screenshot shows the 'Update Sets' list view in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Update Sets', 'Search', and other icons. A red box highlights the 'New' button in the top right corner. The main table lists two update sets: 'Default' (Application: App Engine Studio, State: In progress) and another 'Default' (Application: Global, State: In progress). The columns include Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base.

Step 2: Click on New

This screenshot shows the 'Update Set - Create New Update Set' form. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Update Set - Create New Update Set', 'Search', and other icons. The form fields are: \* Name (set to 'New Update Set'), State (set to 'In progress'), Parent (empty), Release date (empty), and Description (empty). The 'Submit' and 'Submit and Make Current' buttons are at the bottom. A red box highlights the 'Submit and Make Current' button.

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

## ▪ Module 2: Creating A Table

### Sub Module 1: Creating Salesforce Table.

#### Step 1: All>>Tables

The screenshot shows the ServiceNow navigation bar with 'All' selected. Below it, the 'Tables' menu item is highlighted with a red box and a red arrow pointing to it. The full path in the breadcrumb trail is 'All > System Definition > Tables'.

#### Step 2: Click On New

The screenshot shows the 'Tables' list view. The 'Name' column is sorted by name. The table entries include:

Name	Label	Extends table	Extensible	Updated
adaptive_auth_event	Adaptive Authentication Event	(empty)	false	2024-03-29 07:44:59
agent_assist_recommendation	Agent Assist Recommendation	Application File	false	2023-10-06 15:44:09
agent_file	MID Server File	(empty)	false	2023-10-06 15:29:08
aisa_rp_config	Record Producer Configuration	Application File	false	2023-10-06 15:47:19
aisa_ui_action	Search Actions	Application File	false	2023-10-06 15:47:19
ais_acl_overrides	AI Search ACL Overrides	Application File	false	2023-10-06 15:15:20
ais_active_table_ingestion_tracker	AI Search Active Table Ingestion Tracker	(empty)	false	2023-10-06 15:15:18

#### Step 3: Enter the Label (Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

The screenshot shows the 'Table - New Record' creation form. The 'Label' field is populated with 'TestTable'. Other fields include 'Name' (auto-generated as 'TestTable'), 'Extends table' (empty), 'Application' (Global), 'Create module' (checked), 'Create mobile module' (checked), 'Add module to menu' (dropdown set to 'Create new'), and 'New menu name' (empty).

#### Step 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

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

* Label	<input type="text"/>
* Name	<input type="text"/>
Extends table	<input type="text"/> 

Creates... Ad...

Columns \* Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length
+	<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

Submit Cancel

**Step 5: For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.**

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

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

The screenshot shows the Salesforce Table Editor interface. At the top left, there's a back arrow, a table icon, and the word "Table". Below that, the word "Salesforce" is followed by a red box highlighting the "Save" button in a context menu. The menu also includes options like "Analyze Access", "Show File Properties", "Move to Application...", "Show Latest Update", "Create Child Table", and "Show Dictionary Record". On the right side of the interface, there are buttons for "Update", "Delete", and "Delete All Records". Below these buttons, a navigation bar shows "1 to 15 of 15" and a "New" button. The main area displays a table with columns for "Column label", "Type", "Reference", "Max length", and "De". The rows show standard Salesforce metadata fields like "Class", "Created by", "Created", "Sys ID", "Updates", "Updated by", and "Updated".

## Step 6: Click on controls >> Enable Extensible.

The screenshot shows the 'Controls' configuration page. At the top, there are three tabs: 'Columns', 'Controls' (which is selected and highlighted with a red box), and 'Application Access'. Below the tabs, there is a section for 'Extensible' settings. A red box highlights the 'Extensible' checkbox, which is checked, and a red arrow points to it from the left. Other settings include 'Live feed' (unchecked), 'Prefix' (SAL), 'Number' (1,000), 'Number of digits' (7), 'Create access controls' (checked), and a dropdown for 'User role' (u\_salesforce\_user) with search and refresh icons.

**Step 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.**

The screenshot shows the 'Default Value' configuration page. At the top, there are three tabs: 'Choice List Specification', 'Calculated Value' (selected and highlighted with a red box), and 'Default Value'. Below the tabs, there is a section for 'Use dynamic default' settings. A red box highlights the 'Use dynamic default' checkbox, which is checked, and a red arrow points to it from the left. Other settings include a dropdown for 'Dynamic default value' (Get Next Padded Number) with search and refresh icons.

**Step 8: Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.**

The screenshot shows the 'Dictionary Entry - Grade' list view. At the top, there is a navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. Below the navigation bar, there are buttons for 'Create Choice List', 'Delete Column', 'Update', and 'New'. The main area shows a table titled 'Choices'. The 'Choices' tab is selected and highlighted with a red box. The table has columns: 'Label', 'Value', 'Language', 'Sequence', 'Inactive', and 'Updated'. The data in the table is as follows:

Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	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

## Sub Module 2: Creating Admission Table

### Step 1: Create an Admission Table with Columns given.

Step 2: Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

Step 3: Create Fields as shown.

\* Label: Admission  
\* Name: u\_admission  
Extends table: **Salesforce**  
Application: Global  
Create module:   
Create mobile module:   
Add module to menu: **Salesforce**

Columns Controls Application Access

Column label	Type	Reference	Max length	Default value	Display

Submit Cancel

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
<b>School</b>	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

Step 4: Create choice for Admin Status as:

Dictionary Entry Admin Status		<a href="#">Create Choice List</a>	<a href="#">Delete Column</a>	<a href="#">Update</a>		
		<a href="#">Create Choice List</a>	<a href="#">Delete Column</a>	<a href="#">Update</a>		
Related Links						
<a href="#">Show Table</a>						
<a href="#">Run Point Scan</a>						
<a href="#">Advanced View</a>						
<a href="#">Access Controls</a> <a href="#">Choices (7)</a> <a href="#">Attributes</a> <a href="#">Labels (1)</a> <a href="#">Dictionary Overrides</a>						
<input type="checkbox"/> <input type="checkbox"/> Label <input type="text" value="Search"/> <span style="float: right;"> <a href="#">Actions on selected rows...</a> <a href="#">New</a> </span>						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
	New	New	en	1	false	2024-04-02 21:10:25
	Join in progress	In progress	en	2	false	2024-04-02 21:11:03
	Joined	Joined	en	3	false	2024-04-02 21:11:26
	Rejected	Rejected	en	4	false	2024-04-02 21:12:00
	Closed	Closed	en	5	false	2024-04-02 21:13:05
	Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
	Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27
<a href="#">+</a>	Insert a new row...					

### **Step 5: Create choice for Pin code as:**

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	509358	509358	en		1 false	2024-04-02 21:15:19
<input type="checkbox"/>	500079	500079	en		2 false	2024-04-02 21:15:46
<input type="checkbox"/>	500081	500081	en		3 false	2024-04-02 21:16:05
<a href="#">+</a>	Insert a new row...					

### **Step 6: Create choice for Purpose of Join as:**

### **Step 7: Create choice for School as:**

#### **Step 8: Create choice for School Area as:**

## Sub Module 3: Creating Student Progress Table

**Step 1: Create a Student Progress Table with Columns given.**

**Step 2: Select Add module to menu >> Salesforce.**

**Step 3: Create Fields as shown:**

X	Admission Number	Reference	Salesforce	32	false
X	English	String	(empty)	40	false
X	Hindi	String	(empty)	40	false
X	Maths	String	(empty)	40	false
X	Percentage	String	(empty)	40	false
X	Result	String	(empty)	40	false
X	Science	String	(empty)	40	false
X	Social	String	(empty)	40	false
X	Telugu	String	(empty)	40	false
X	Total	String	(empty)	40	false
+	Insert a new row...				

## ▪ Module 3: Form Layout

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

The screenshot shows the 'student progress' table with two rows: 'Telugu' and 'Total'. Below the table are buttons for 'Update', 'Delete', and 'Delete All Records'. A sidebar titled 'Related Links' includes options like 'Design Form', 'Layout Form' (which is selected and highlighted), 'Layout List', 'Show Form', 'Show List', 'Show Schema Map', 'Add to Service Catalog', 'Run Point Scan', and 'Explore REST API'.

**Step 2: Click on Admission Number [+].**

The screenshot shows the 'Configuring Table form' dialog. On the left, under 'Available', the 'Admission Number [+]' field is selected. On the right, under 'Selected', it is listed along with other fields: '[- begin\_split -]', 'Admission Number', 'Hindi', 'English', 'Telugu', 'Science', '[- split -]', 'Total', 'Average', 'Social', 'Maths', and '[- end\_split -]'. At the bottom are 'Cancel' and 'Save' buttons. Below the dialog, the 'Form view and section' and 'Create new field' sections are visible, along with a taskbar at the bottom.

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

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- |- begin\_split -|
- |- split -|
- |- end\_split -|
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- Admission Number
- Hindi
- English
- Telugu
- Science
- Maths
- |- end\_split -|
- Total
- Average
- Social
- Maths
- |- end\_split -|
- Admission Number.Admin Date
- Admission Number.Student Name
- Admission Number.Father Name
- Admission Number.Mother Name
- Admission Number.Father Cell
- Admission Number.Mother Cell

Form view and section

Create new field

View name

Name

Cancel Save

## ▪ Module 4: Form Layout

### Sub Module 1: Creating Form Design for Salesforce Table

**Step 1: All >> System Definition >> Tables.**

**Step 2: In Label Search for Salesforce and open.**

Label	Name	Extends table	Extensible	Updated
salesforce	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Adaptive Authentication Event	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09
Agent Assist Recommendation				

## Step 3: Right Click on top Toggle >> Configure >> Form Design

The screenshot shows the ServiceNow interface with a table named "Table - Salesforce". A context menu is open over a record, with a red arrow pointing to the "Configure" option under the "Form Design" section. The menu also includes options like "Save", "Show File Properties", "Move to Application", "Show Latest Update", "Create Child Table", "Show Dictionary Record", "Export", "View", "Create Favorite", "Copy URL", "Copy sys\_id", "Show XML", "History", and "Reload form".

## Step 4: In drop down select Salesforce(u\_salesforce).

The screenshot shows the "Form Design" tool. On the left, there is a sidebar with a search bar containing "salesforce" and a dropdown menu showing "Salesforce [u\_salesforce]". A red arrow points to this dropdown. The main area displays a table structure with columns for "Label", "Name", and "Extends table". Below the table, sections for "Columns" and "Controls" are visible.

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

The screenshot shows the "Form Design" tool after dragging and dropping fields. The sidebar now shows "Fields" selected, and the main area displays a table with four columns: "Admin Number", "Father Name", "Admin Date", "Mother Name", "Grade", "Father Cell", "Student Name", and "Mother Cell".

## Step 6: Save

### Sub Module 2: Creating Form Design for Admission Table

**Step 1: Follow the same steps as Activity 1, Configure the fields as below and save.**

The screenshot shows the 'Form Design' interface for the 'Admission [a\_admission]' table. On the left, there's a sidebar with tabs for 'Fields' and 'Field Types', and sections for 'Filter', 'Fields', 'Formatters', and 'Activities (filtered)'. The main area is titled 'Form Design' and contains several sections: 'I' (with fields like Admin Number, Purpose of join, Student Name, Father Name, Mother Name, Admin Date, Grade, Fee, Father Cell, Mother Cell), 'Comments', 'School Details' (with School Area and School), and 'Address' (with Poonole, Mandal, House No, Area, City, District). Each section has a '1 Column' or '2 Column' dropdown and a 'Save' button.

### Sub Module 3: Creating Form Design for Student progress Table

**Step 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 [a\_stude]' table. The sidebar is identical to the previous screenshot. The main area contains sections: 'New Section' (with fields like Admission Number, 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' (with subjects Telugu, Hindi, English, Maths, Science, and their corresponding Total, Percentage, and Result fields). Each section has a '1 Column' or '2 Column' dropdown and a 'Save' button.

## ▪ Module 5: Number Maintenance

Step 1: All >> Number Maintenance >> New

A screenshot of the ServiceNow interface showing the search results for 'number'. A red box highlights the 'Number Maintenance' entry in the 'ALL RESULTS' section. An arrow points from the text 'Number Maintenance' in the previous step description to this highlighted entry.

Class Name	Reference	Max length	Default value	Display
Created by	String	(empty)	80 javascript:current.getTableName();	false
Created	Date/Time	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	40	false
Updates	Integer	(empty)	32	false
Updated by	String	(empty)	40	false

Step 2: Fill the details >> Submit.

A screenshot of the ServiceNow Number maintenance form for 'Number - SAL'. The 'Table' field is set to 'Salesforce' and the 'Prefix' is 'SAL.'. The 'Number' field contains '1.000'. The 'Application' is 'Global' and 'Number of digits' is '7'. The 'Update' and 'Delete' buttons are visible at the bottom.

## ▪ Module 6: Process Flow

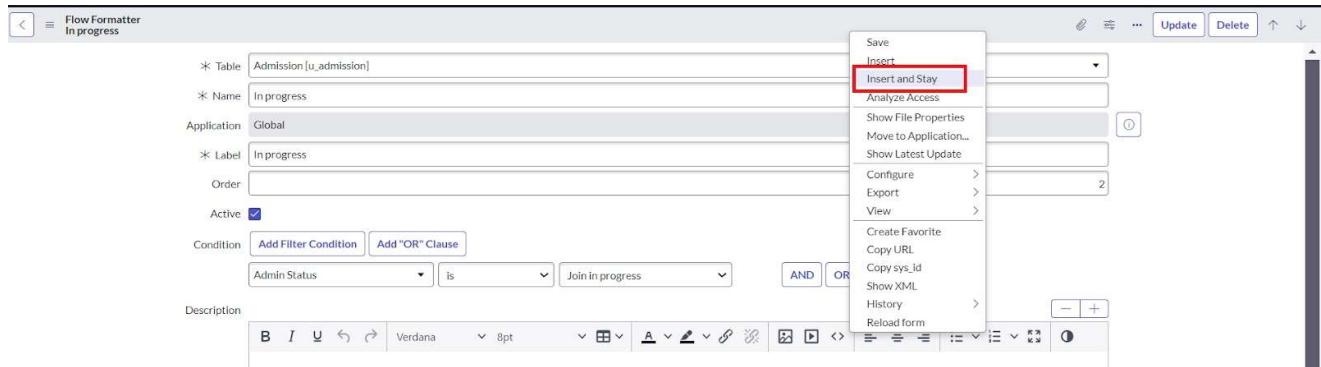
Step 1: All >> Process Flow>> New.

Step 2: Fill the Details as given Below

A screenshot of the ServiceNow Flow Formatter 'New' form. The 'Table' is 'Admission [u\_admission]', 'Name' is 'New', 'Application' is 'Global', and 'Label' is 'New'. The 'Condition' dropdown shows 'Admin Status is New'. The 'Description' rich text area is empty. A context menu is open over the form, with 'Show Latest Update' highlighted. Other options include Save, Insert, Insert and Stay, Analyze Access, Show File Properties, Move to Application..., Configure, Export, View, Create Favorite, Copy URL, Copy sys\_id, Show XML, History, and Reload form.

**Step 3: Right Click on toggle and click on the save.**

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



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

**(Joined >> Rejected >> Rejoined >> Closed >> Cancelled.)**

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

- **Module 7: Client Script**

**Sub Module 1: Creating “Auto populate” Client Scripts for Admission Table**

**Step 1: All >> Client Scripts >> New.**

**Step 2: Fill the Details as given.**

**Step 3: Write the Code as below, Enable Isolate script and save.**

Client Script  
New Record

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

Name	Auto populate	Application	Global
Table	Admission [u_admission]	Active	<input checked="" type="checkbox"/>
UI Type	Mobile / Service Portal	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Admin Number		
Description			
Messages			
Script	<pre> 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 </pre>		

```

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);

```

```

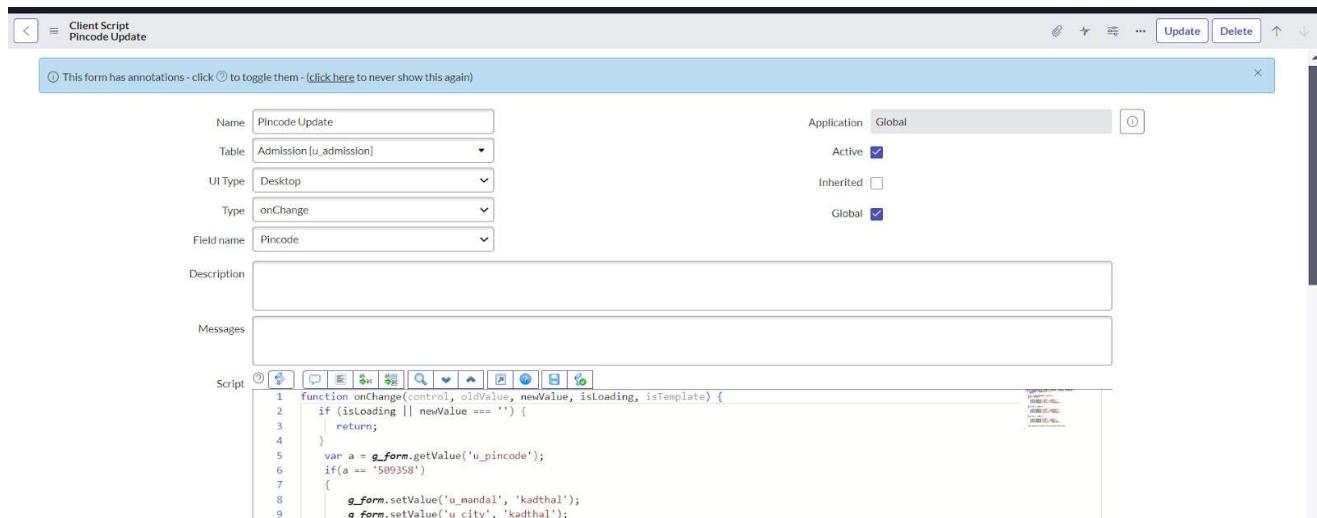
g_form.setDisabled('u_father_name',a.u_father_name);
g_form.setDisabled('u_mother_name',a.u_mother_name);
g_form.setDisabled('u_father_cell',a.u_father_cell);
g_form.setDisabled('u_mother_cell',a.u_mother_cell);
}

```

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

## Sub Module 2: Creating “Pin code Update” Client Scripts for Admission Table

### Step 1: Fill the Details as given.



### Step 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_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
} //Type appropriate comment here, and begin script below
}
```

## **Sub Module 3: Creating “Disable Fields” Client Scripts for Student progress Table**

**Step 1: Fill the Details as given.**

Client Script  
Disable Fields

Update Delete

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

Name	Disable Fields	Application	Global
Table	Student Progress [u_student_progress]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onLoad	Global	<input checked="" type="checkbox"/>

Description

Messages

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 }
```

**Step 2: 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);  
}
```

## **Sub Module 4: Creating “Total Update” Client Scripts for Student progress Table**

## **Step 1: Fill the Details as given.**

**Step 2: Write the Code as below, Enable Isolate script and save.**

The screenshot shows the ServiceNow Client Script configuration interface. The script is titled "Total Update" and is applied to the "Student Progress [u\_student\_progress]" table. It uses the "onChange" type and the "Social" field name. The script is active and global. The code itself is as follows:

```

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     if (newValue){
7         var a = parseInt(g_form.getValue('u_telugu'));
8         var b = parseInt(g_form.getValue('u_hindi'));
9         var c = parseInt(g_form.getValue('u_english'));
10        var d = parseInt(g_form.getValue('u_maths'));
11        var e = parseInt(g_form.getValue('u_science'));
12        var f = parseInt(g_form.getValue('u_social'));
13        var Total = parseInt(a+b+c+d+e+f);
14        g_form.setValue('u_total', Total);
15    };
16 }

```

**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);**

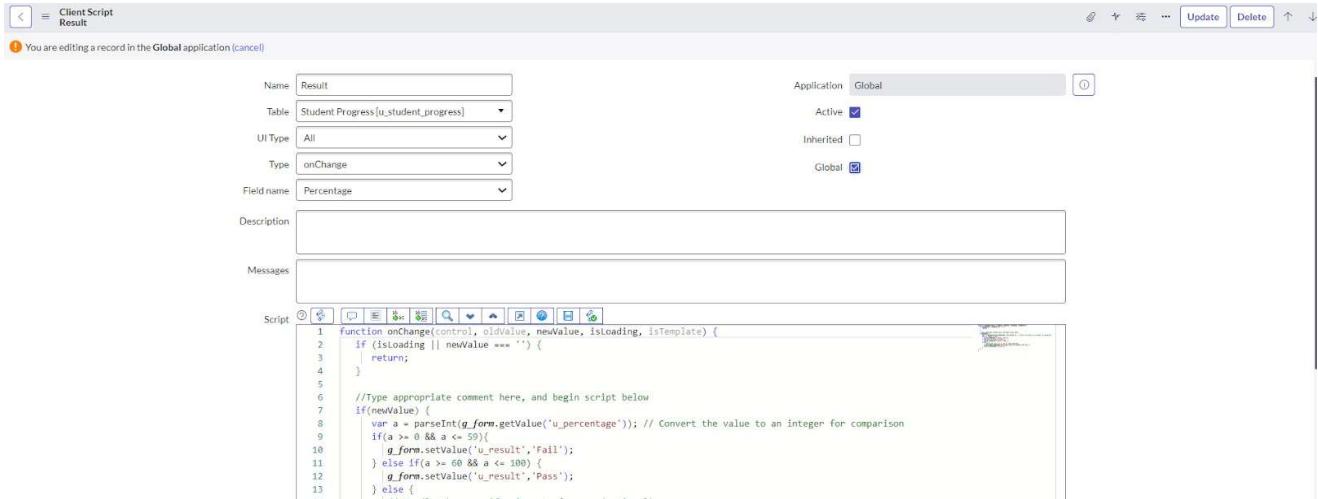
**g\_form.setValue('u\_total', Total);**

**}**

**}**

## Sub Module 5: Creating “Result” Client Scripts for Student progress Table

### Step 1: Fill the Details as given.



### Step 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

    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 {
    }
}
```

```

} 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');

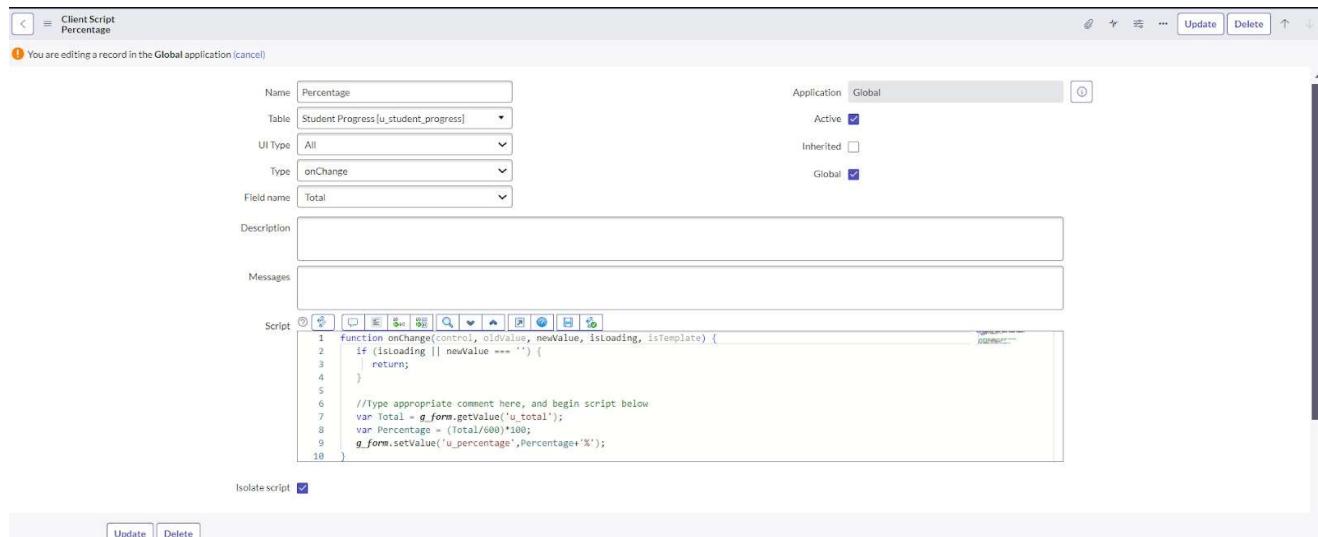
}

}

```

## Sub Module 6: Creating “Percentage” Client Scripts for Student progress Table

### Step 1: Fill the Details as given.



### Step 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
```

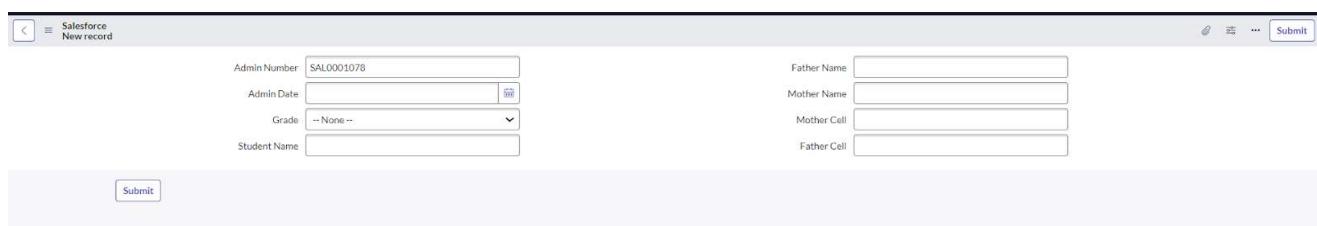
```
var Total = g_form.getValue('u_total');
```

```
var Percentage = (Total/600)*100;
```

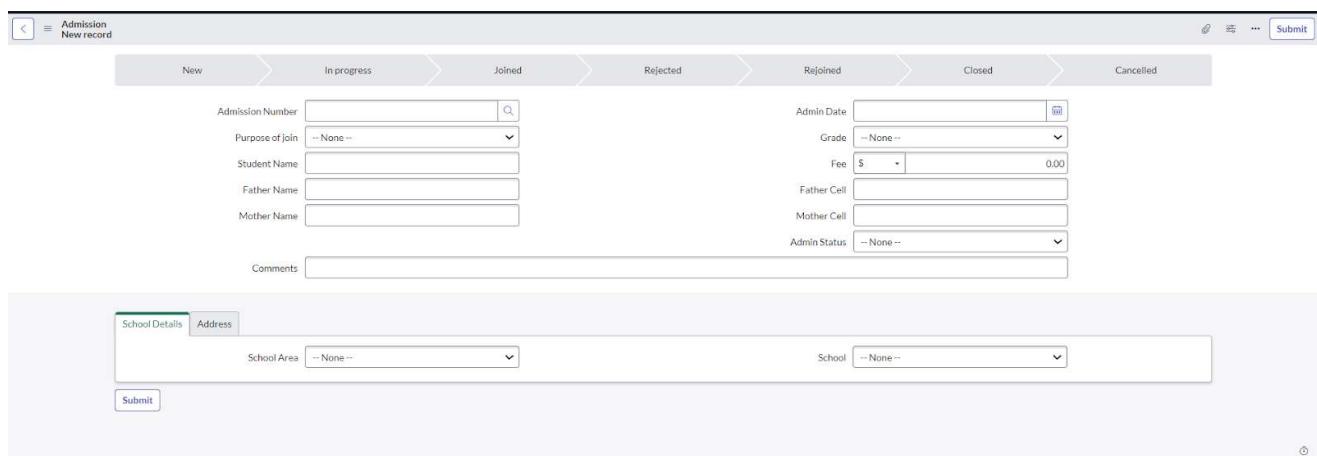
```
g_form.setValue('u_percentage',Percentage+'%');
```

```
}
```

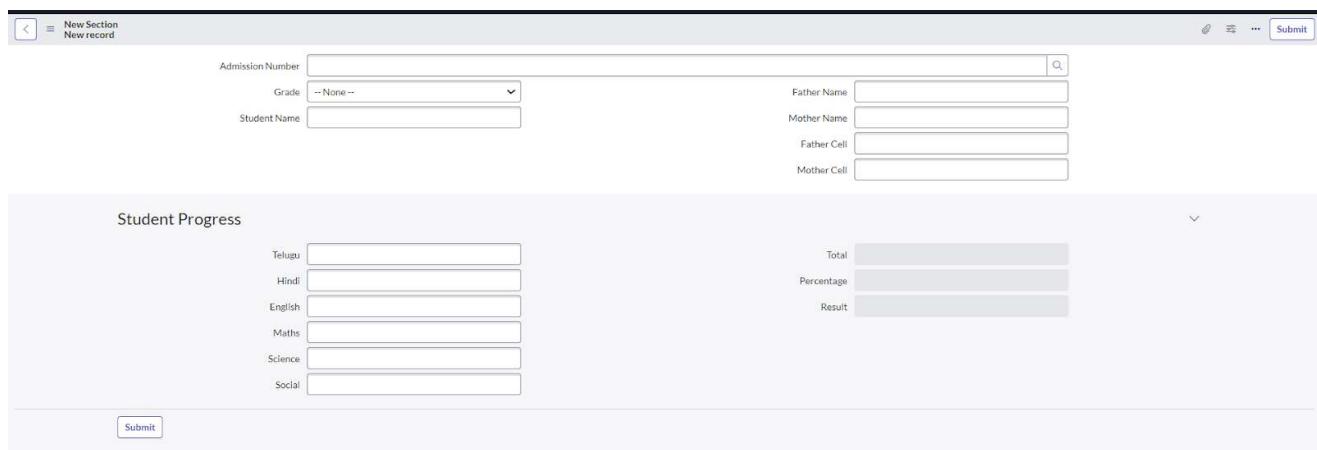
## Outcome:



This screenshot shows a Salesforce 'New record' form for student information. The fields include Admin Number (SAL0001078), Admin Date, Grade (set to -- None --), Student Name, Father Name, Mother Name, Mother Cell, and Father Cell. A 'Submit' button is at the bottom.



This screenshot shows an 'Admission' tracking form. It features a horizontal progress bar with stages: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. The 'Joined' stage is currently active. The form includes fields for Admission Number, Purpose of join (set to -- None --), Student Name, Father Name, Mother Name, Admin Date, Grade, Fee (\$ 0.00), Father Cell, Mother Cell, and Admin Status. A 'Comments' section and a 'School Details' section (with School Area and School dropdowns) are also present. A 'Submit' button is at the bottom.



This screenshot shows a 'New Section' form. It includes fields for Admission Number, Grade (set to -- None --), Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. Below this, a 'Student Progress' section displays grades for Telugu, Hindi, English, Maths, Science, and Social. It also includes fields for Total, Percentage, and Result. A 'Submit' button is at the bottom.

## **Conclusion:**

The project “Educational Organisation Using ServiceNow” successfully demonstrates how digital automation can simplify and improve the management of educational institutions. By using ServiceNow, we were able to centralize student data, automate workflows, and create an efficient platform for admissions, student progress tracking, and communication between staff and students. This solution reduces manual effort, saves time, and ensures accuracy in handling institutional processes. Overall, the project highlights the importance of using modern IT service management tools to build a smarter and more reliable educational system.

