Project Documentation

Educational Organisation Using ServiceNow

1. Objective

The objective of this project is to design and implement an **Educational Organisation Management System** using **ServiceNow**.
The solution aims to digitalize student information management processes including admissions, student records, and progress tracking.

Goals:

- Automate educational record management using ServiceNow tables and forms.

- Improve data consistency across Admission, Salesforce, and Student Progress modules.

- Enable dynamic and user-friendly form interfaces using client scripts and UI policies.

- Facilitate seamless progress tracking through automated calculations and results generation.

2. Scope

This project covers the creation of a ServiceNow-based educational management module.
The implementation includes:

- Setting up ServiceNow instance and update set.

- Creating custom tables for different educational functions.

- Designing form layouts and UI for data entry.

- Implementing client-side scripts for automation.

- Building process flows for admission tracking.

- Testing and validating the final integrated workflow.

3. Process Workflow

3.1 Setting Up ServiceNow Instance

1. Log in to ServiceNow Developer Instance.

2. Navigate to **System Definition → Tables**.

3. Ensure admin access and instance is active.

4. Verify all configurations are being recorded in a new update set.
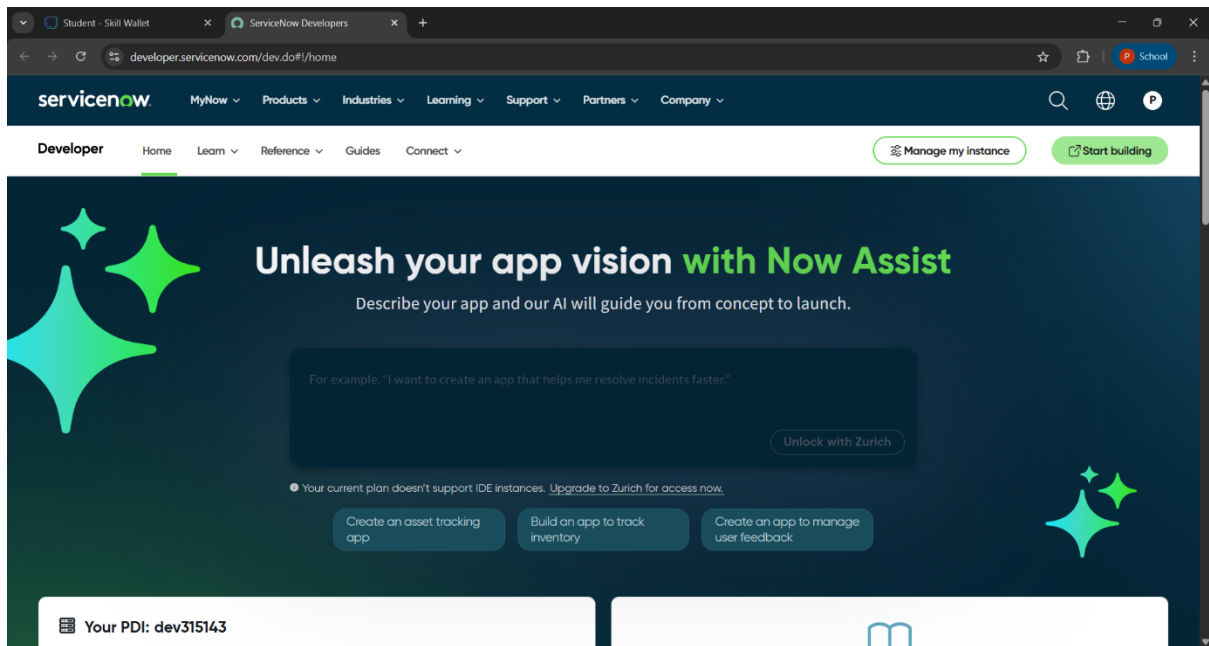
3.2 Creating an Update Set

1. Navigate to **System Update Sets → Local Update Sets**.

2. Click **New** and create a local update set:

   - **Name:** Educational Organisation

3. Click **Submit**, then **Make Current**.

4. All configurations henceforth are saved in this update set for portability.
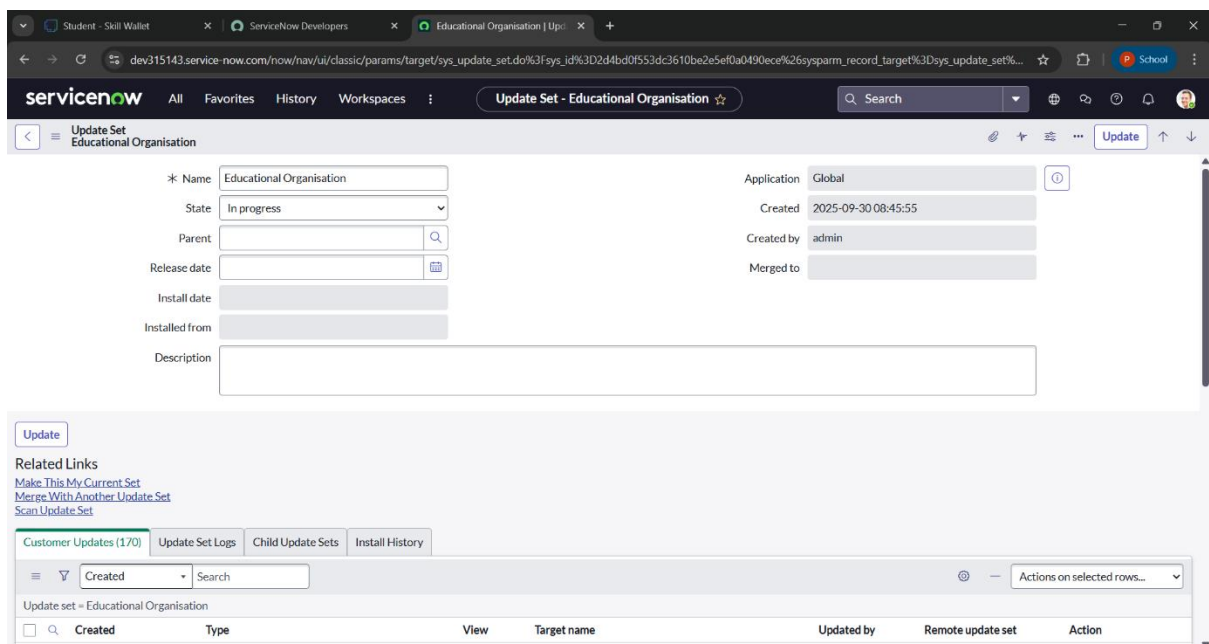
3.3 Creating Tables

a. Salesforce Table

1. Navigate to **All → Tables → New**

2. **Label:** Salesforce

3. Create columns as follows:

4. Enable **Extensible** under Controls.

5. For *Admin Number* → Advanced View → Set **Dynamic Default Value** to *Get Next Padded Number*.

6. For *Grade* → Add Choices.

b. Admission Table

1. Navigate to **All→ Tables → New**

2. **Label:** Admission

3. **Extends Table:** Salesforce

4. **Add Module to Menu:** Checked

5. Add fields as follows:

6. Add Choices for:

Admin Status:

Pincode:

Purpose of Join:

School:

School Area:

c. Student Progress Table

1. Navigate to **All → Tables → New**

2. **Label:** Student Progress

3. **Add Module to Menu:** Salesforce
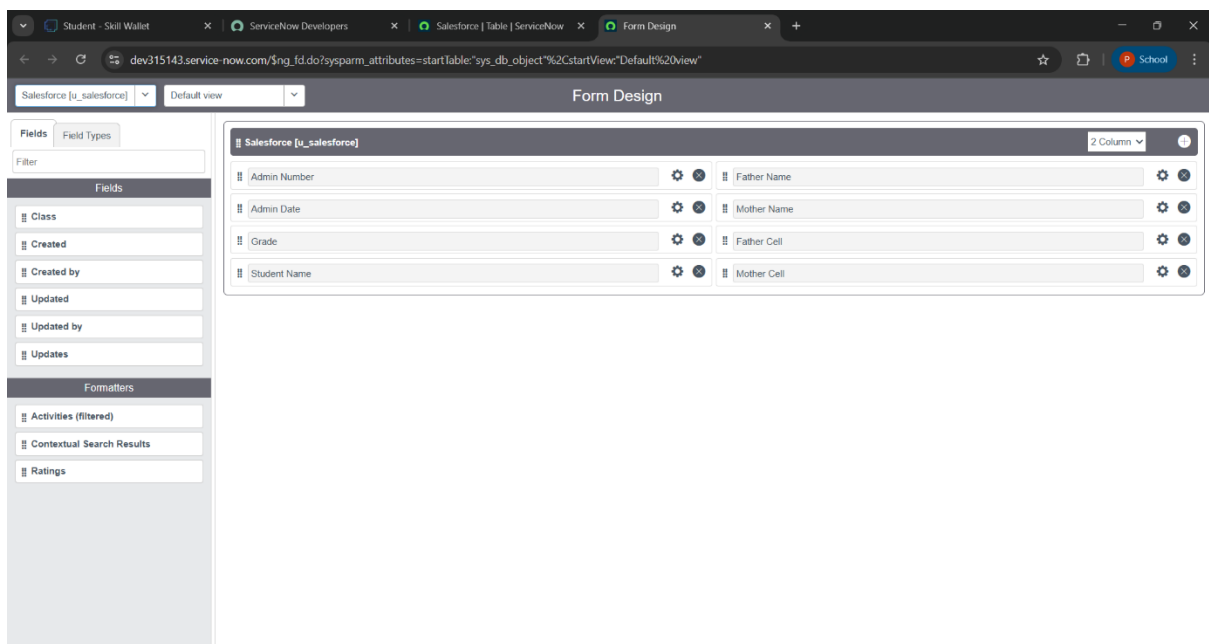

4. Add fields as follows:

3.4 Form Layout

Configure **Form Layout** for the *Student Progress Table* to ensure all subjects and computed result fields (Total, Percentage, Result) appear in sequence.
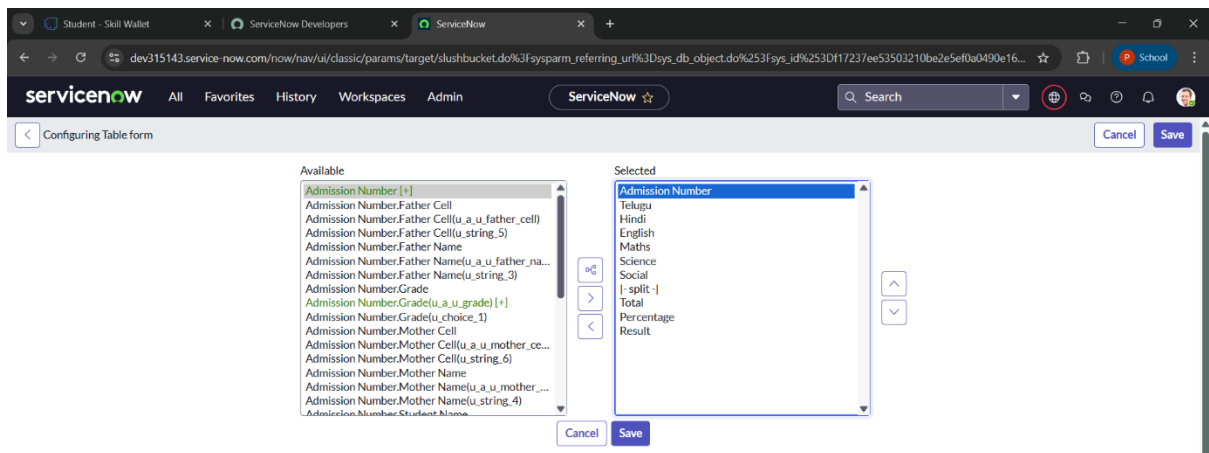
3.5 Form Design

Customized form designs for better usability:

1. **Salesforce Table Form**

2. **Admission Table Form**

3. **Student Progress Table Form**

3.6 Number Maintenance

Automated **Admission Number Generation** using Number Maintenance.

1. Navigate to **Number Maintenance → New**.

2. Create a record for Admin Number generation.

3. Prefix: SAL   (Ensures unique ID generation for every new admission record).
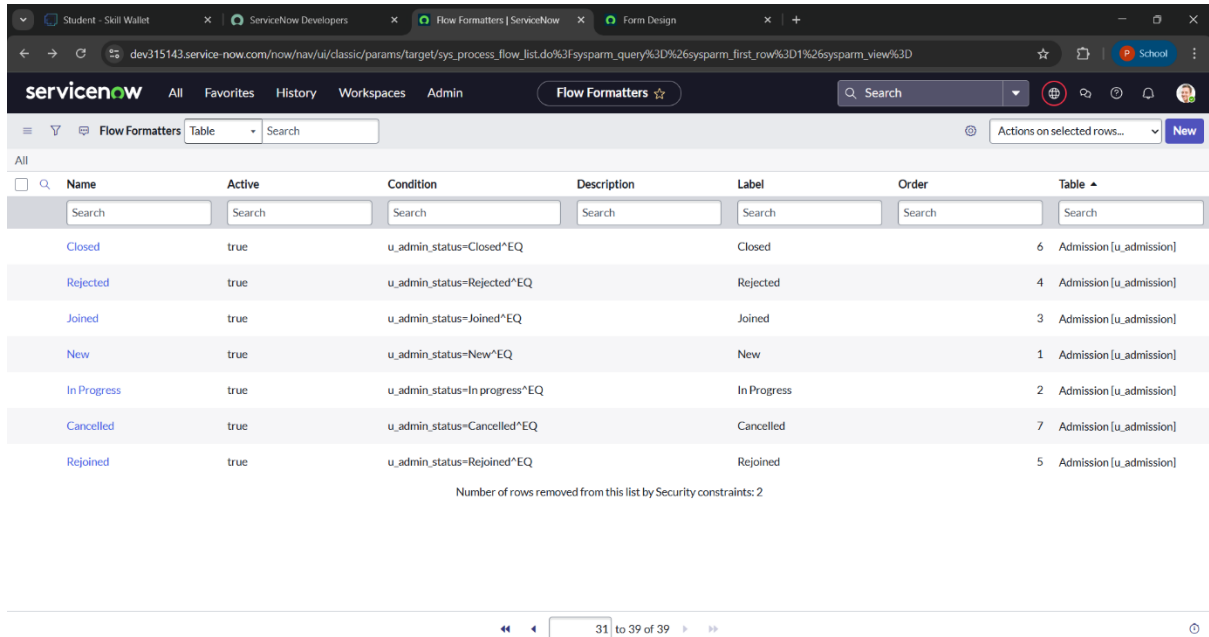
3.7 Process Flow

 Implement a **Process Flow Indicator** for tracking admission status.

1. Navigate to **Process Flow → Admission Table**.

2. Define states:

   - New, In Progress, Joined, Rejected, Rejoined, Closed, Cancelled.

3. Associate flow states with the Admission Status field.

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3.8 Client Scripts

Created several client scripts to automate field behaviors and calculations.

   1. **Auto Populate (Admission Table)**

        ▪ Auto-fills Parent details based on Student Name.

   2. **Pincode Update (Admission Table)**

        ▪ Auto-updates address fields based on entered pincode.

3. **Disable Fields (Student Progress Table)**

   ▪ Locks Total, Percentage, and Result fields from manual entry.

4. **Total Update (Student Progress Table)**

   ▪ Calculates total marks automatically as subjects are entered.

5. **Result (Student Progress Table)**

   ▪ Displays "Pass" or "Fail" based on subject-wise performance.

6. **Percentage (Student Progress Table)**

   ▪ Computes percentage dynamically from total marks.

4. Result

Modules Implemented:

- **Salesforce Table:** Captures personal and parental details.

- **Admission Table:** Tracks student admissions using process flow.

- **Student Progress Table:** Calculates academic results dynamically.

5. Conclusion

The **Educational Organisation Using ServiceNow** project successfully demonstrates ServiceNow's ability to manage academic operations digitally.

Key Achievements:

- Streamlined student admission and progress tracking process.

- Eliminated manual result computation using automated client scripts.

- Improved user interface with structured form layouts and process flows.

- Ensured scalability through reusable tables and number maintenance logic.

- Enabled full configuration portability through update sets.

This project showcases how ServiceNow's platform capabilities can be leveraged to build comprehensive educational management solutions—enhancing efficiency, accuracy, and digital transformation in institutional workflows.