

# Project Documentation

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## 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.

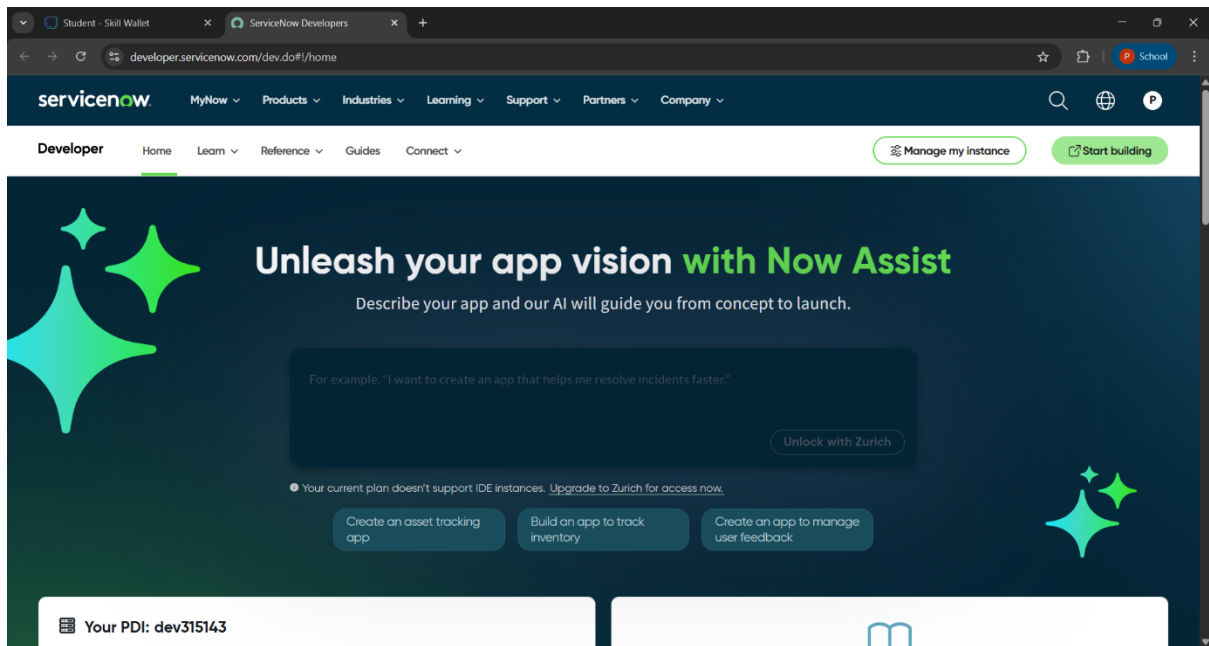
The implementation includes:

- 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

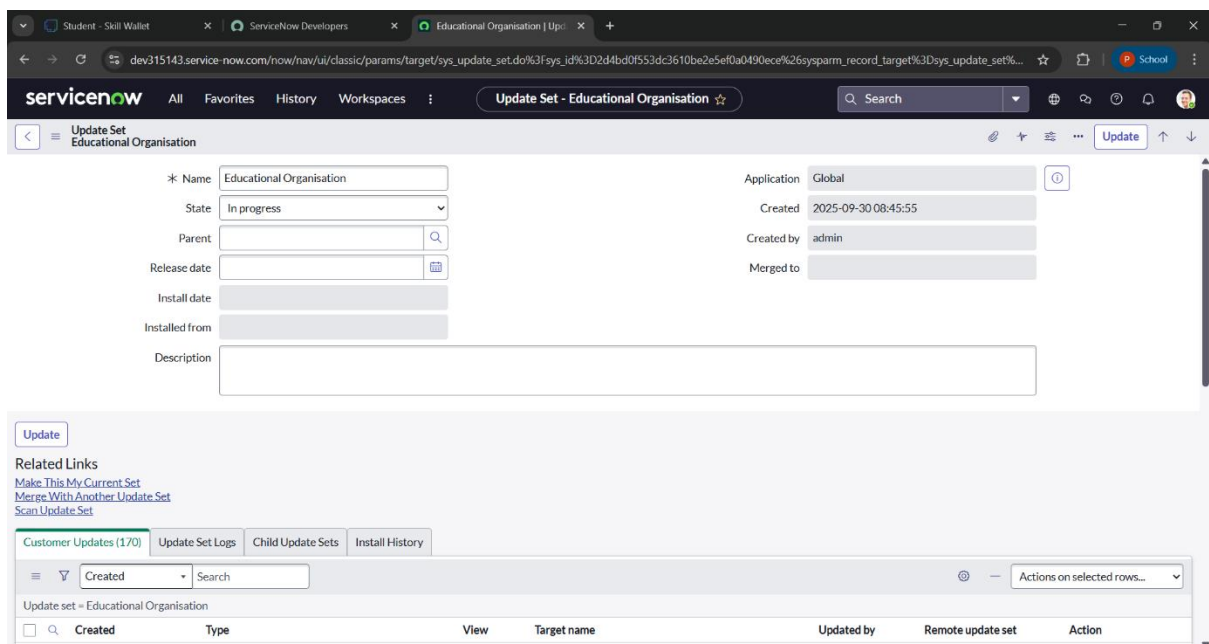
#### 3.1 Setting Up ServiceNow Instance

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

The screenshot shows the 'Table: Salesforce' configuration page in ServiceNow. The 'Columns' tab is active, displaying a list of dictionary entries. The 'Controls' tab is also visible. The 'Columns' tab shows a table with the following columns: Column label, Type, Reference, Max length, Default value, and Display. The table contains the following entries:

Column label	Type	Reference	Max length	Default value	Display
Father Cell	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Created by	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTable();	false
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true

3. Create columns as follows:

The screenshot shows the 'Table: Salesforce' configuration page in ServiceNow. The 'Columns' tab is active, displaying a list of dictionary entries. The 'Controls' tab is also visible. The 'Columns' tab shows a table with the following columns: Column label, Type, Reference, Max length, Default value, and Display. The table contains the following entries:

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Father Cell	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Created by	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTable();	false
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Student Name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Father Name	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

4. Enable **Extensible** under Controls.
5. For *Admin Number* → Advanced View → Set **Dynamic Default Value** to *Get Next Padded Number*.

ServiceNow Dictionary Entry - Admin Number

Table: Salesforce [u.salesforce] | Type: String | Column label: Admin Number | Column name: u\_admin\_number | Max length: 40

Application: Global | Active: ☒ | Function field: ☐ | Read only: ☐ | Mandatory: ☐ | Display: ☒

Attributes:

Choice List Specification | Calculated Value | **Default Value**

The Default value specifies what value the field has when first displayed.

Use dynamic default: ☒

Dynamic default value: Get Next Padded Number

## 6. For Grade → Add Choices.

ServiceNow Dictionary Entry - Grade

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

Label	Value	Language	Sequence	Inactive	Updated
III	3rd	en	6	false	2025-10-03 07:44:33
Nursery	Nursery	en	2	false	2025-10-03 07:42:48
VII	7th	en	10	false	2025-10-03 07:45:55
II	2nd	en	5	false	2025-10-03 07:44:14
I	1st	en	4	false	2025-10-03 07:43:59
UKG	UKG	en	3	false	2025-10-03 07:43:12
IX	9th	en	12	false	2025-10-03 07:46:27
IV	4th	en	7	false	2025-10-03 07:44:53
V	5th	en	8	false	2025-10-03 07:45:18
Prept	Prept	en	1	false	2025-10-03 07:42:18
VI	6th	en	9	false	2025-10-03 07:45:39
VIII	8th	en	11	false	2025-10-03 07:46:11
X	10th	en	13	false	2025-10-03 07:46:42

+ Insert a new row...

## b. Admission Table

1. Navigate to **All** → **Tables** → **New**
2. **Label:** Admission
3. **Extends Table:** Salesforce
4. **Add Module to Menu:** Checked

ServiceNow Tables | ServiceNow

dev315143.service-now.com/now/ui/classic/params/target/sys\_db\_object\_list.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_header\_search%3...

Table Admission

\* Label: Admission

\* Name: u\_admission

Extends table: Salesforce

Application: Global

Create module: ☒

Create mobile module: ☒

Add module to menu: -- Create new --

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
Comments	String (Full UTF-8)	(empty)	255		false
Pincode	Choice	(empty)	40		false
School	Choice	(empty)	40		false
City	String	(empty)	40		false
District	String	(empty)	40		false
School Area	Choice	(empty)	40		false

## 5. Add fields as follows:

ServiceNow Table - Admission

dev315143.service-now.com/now/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D8ceb6fa653503210be2e5ef0a0490e15%26sysparm\_record\_target%3Dsys\_db\_objec...

Table - Admission

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

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

ServiceNow interface showing the 'Table - Admission' configuration page. The 'Columns' tab is active, displaying a list of dictionary entries for the 'Admission' table. The table has columns for Column label, Type, Reference, Max length, Default value, and Display. The entries include Admin Number, Student Name, Sys ID, Created, Father Name, Mother Name, Mother Cell, Updates, Updated by, and Updated. The 'Delete' button is highlighted.

Column label	Type	Reference	Max length	Default value	Display
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Student Name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Father Name	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

6. Add Choices for:

## Admin Status:

ServiceNow interface showing the 'Dictionary Entry - Admin Status' configuration page. The 'Choices' tab is active, displaying a list of suggested values for the 'Admin Status' choice list. The table has columns for Label, Value, Language, Sequence, Inactive, and Updated. The 'Create Choice List' button is highlighted.

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 --

Label	Value	Language	Sequence	Inactive	Updated
Joined	Joined	en	3	false	2025-10-03 08:03:51
Join in progress	In progress	en	2	false	2025-10-03 08:03:27
New	New	en	1	false	2025-10-03 08:03:02
Rejoined	Rejoined	en	6	false	2025-10-03 08:05:07
Rejected	Rejected	en	4	false	2025-10-03 08:04:11
Closed	Closed	en	5	false	2025-10-03 08:04:29
Cancelled	Cancelled	en	7	false	2025-10-03 08:05:10

Pincode:

Student - Skill WalletServiceNow DevelopersPincode | Dictionary Entry | Ser

dev315143.service-now.com/now/nav/ui/classic/params/target/sys\_dictionary.do%3Fsys\_id%3D149dfe653503210be2e5ef0a0490e93%26sysparm\_record\_target%3Dsys\_dictionary%26...

servicenowAllFavoritesHistoryWorkspacesAdminDictionary Entry - Pincode

Search

Dictionary EntryPincode

Create Choice ListDelete ColumnUpdate

Display

Choice List SpecificationDefault 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.

ChoiceDropdown with -- None --

Create Choice ListDelete ColumnUpdate

Related Links

Show TableRun Point ScanAdvanced view

Access ControlsChoices (3)AttributesLabels (1)

LabelSearch

Actions on selected rows...New

Choices

	Label	Value	Language	Sequence	Inactive	Updated
	500079	500079	en	2	false	2025-10-03 08:06:45
	509358	509358	en	1	false	2025-10-03 08:06:14
	500081	500081	en	3	false	2025-10-03 08:07:08

Purpose of Join:

Student - Skill WalletServiceNow DevelopersPurpose of join | Dictionary Ent

dev315143.service-now.com/now/nav/ui/classic/params/target/sys\_dictionary.do%3Fsys\_id%3D172adabe653503210be2e5ef0a0490efc%26sysparm\_record\_target%3Dsys\_dictionary%26s...

servicenowAllFavoritesHistoryWorkspacesDictionary Entry - Purpose of join

Search

Dictionary EntryPurpose of join

Create Choice ListDelete ColumnUpdate

Display

Choice List SpecificationDefault 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.

ChoiceDropdown with -- None --

Create Choice ListDelete ColumnUpdate

Related Links

Show TableRun Point ScanAdvanced view

Access ControlsChoices (3)AttributesLabels (1)

LabelSearch

Actions on selected rows...New

Choices

	Label	Value	Language	Sequence	Inactive	Updated
	Teacher	Teacher	en	3	false	2025-10-03 08:09:25
	Coaching	Coaching	en	2	false	2025-10-03 08:09:01
	Tuition	Tuition	en	1	false	2025-10-03 08:08:29

School:

Student - Skill WalletServiceNow DevelopersSchool | Dictionary Entry | Serv

dev315143.service-now.com/now/nav/ui/classic/params/target/sys\_dictionary.do%3fsys\_id%3D24cda76a53503210be2e5ef0a0490e5b%26sysparm\_record\_target%3Dsys\_dictionary%26...

servicenowAllFavoritesHistoryWorkspacesAdminDictionary Entry - School

Search

Dictionary Entry School

Create Choice ListDelete ColumnUpdate

Mandatory ☐

Display ☐

Choice List SpecificationDefault 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 ListDelete ColumnUpdate

Related Links

Show TableRun Point ScanAdvanced view

Access ControlsChoices (2)AttributesLabels (1)

Label Search

Actions on selected rows...New

Choices

	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Naresh It	Naresh It	en	2	false	2025-10-03 08:10:46
<input type="checkbox"/>	Stanley	Stanley	en	1	false	2025-10-03 08:10:18

School Area:

Student - Skill WalletServiceNow DevelopersSchool Area | Dictionary Entry |

dev315143.service-now.com/now/nav/ui/classic/params/target/sys\_dictionary.do%3fsys\_id%3D56dde3a653503210be2e5ef0a0490ed%26sysparm\_record\_target%3Dsys\_dictionary%26...

servicenowAllFavoritesHistoryWorkspacesDictionary Entry - School Area

Search

Dictionary Entry School Area

Create Choice ListDelete ColumnUpdate

Mandatory ☐

Display ☐

Choice List SpecificationDefault 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 ListDelete ColumnUpdate

Related Links

Show TableRun Point ScanAdvanced view

Access ControlsChoices (2)AttributesLabels (1)

Label Search

Actions on selected rows...New

Choices

	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Near Market	Near Market	en	1	false	2025-10-03 08:12:16
<input type="checkbox"/>	Near Bus Stand	Near Bus Stand	en	2	false	2025-10-03 08:12:39



### c. Student Progress Table

1. Navigate to **All → Tables → New**
2. **Label:** Student Progress
3. **Add Module to Menu:** Salesforce

The screenshot shows the 'Table Student Progress' configuration page in ServiceNow. The 'Columns' tab is selected, displaying a table of dictionary entries. The 'Controls' and 'Application Access' tabs are also visible. The table has columns for Column label, Type, Reference, Max length, Default value, and Display. The entries are as follows:

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Result	String	(empty)	40		false
Hindi	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false

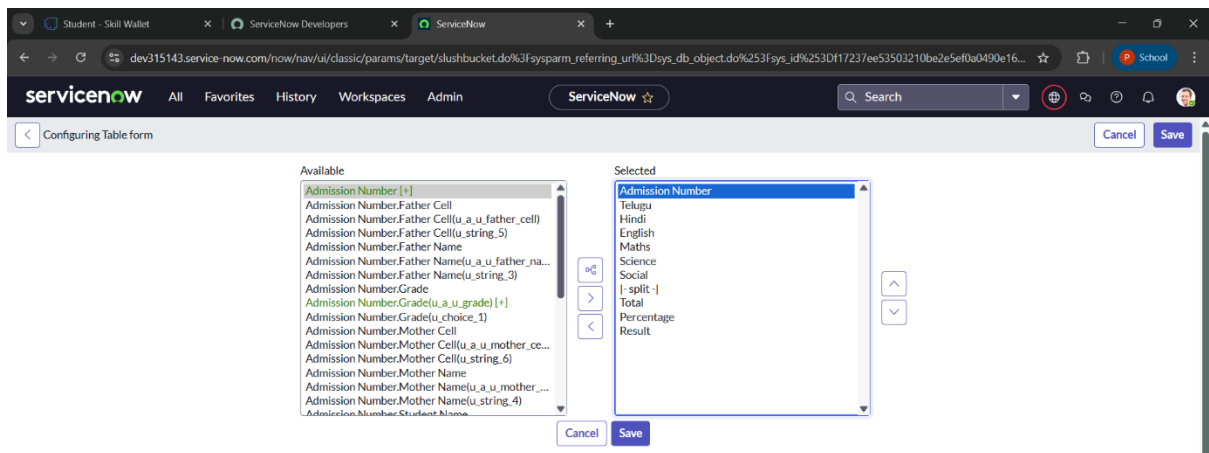
4. Add fields as follows:

The screenshot shows the 'Table Student Progress' configuration page in ServiceNow, with the 'Columns' tab selected. The table is expanded to show 28 entries. The entries are as follows:

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Result	String	(empty)	40		false
Hindi	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Admission Number.Grade	String	(empty)	40		false
Admission Number.Student Name	String	(empty)	40		false
Total	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Science	String	(empty)	40		false
Percentage	String	(empty)	40		false
Created by	String	(empty)	40		false
Telugu	String	(empty)	40		false
Social	String	(empty)	40		false

### 3.4 Form Layout

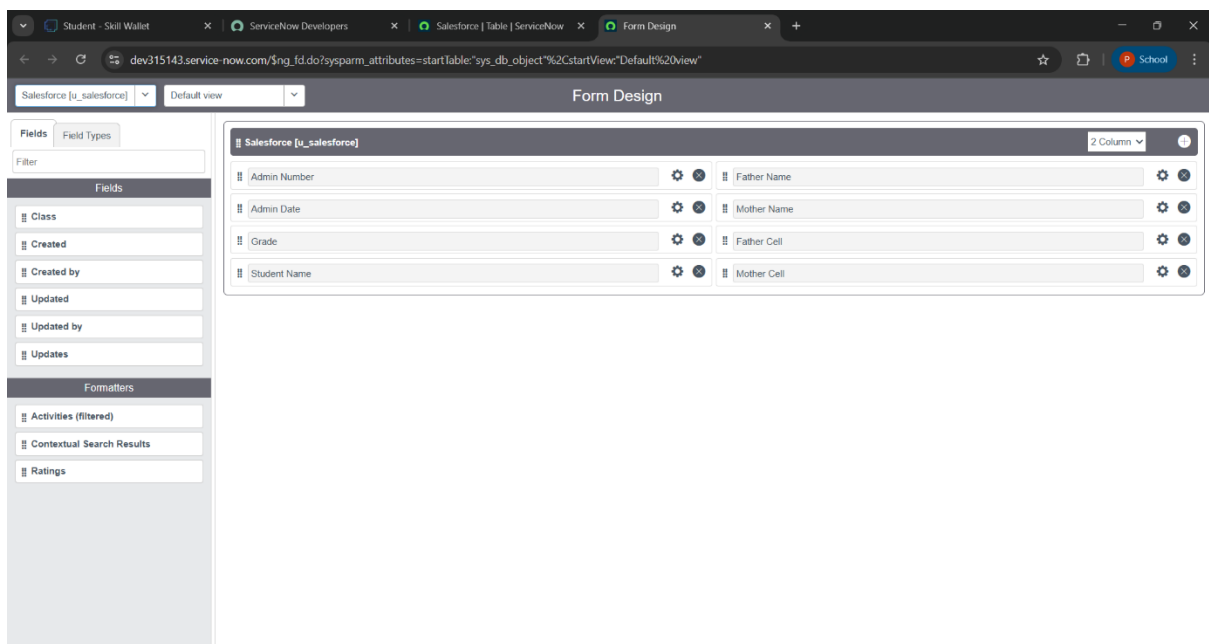
Configure **Form Layout** for the *Student Progress Table* to ensure all subjects and computed result fields (Total, Percentage, Result) appear in sequence.



### 3.5 Form Design

Customized form designs for better usability:

#### 1. Salesforce Table Form



## 2. Admission Table Form

The screenshot shows the ServiceNow Form Designer interface for the 'Admission' table. The left sidebar contains a 'Fields' list with various attributes like Admin Number, Class, Created, and Updated. The main workspace displays the form layout with sections for 'Process Flow (Formatter)', 'School Details', and 'Address'. The 'Process Flow' section includes fields for Admission Number, Admin Date, Purpose of join, Grade, Student Name, Fee, Father Name, Father Cell, Mother Name, Mother Cell, and Admin Status. The 'School Details' section includes School Area and School. The 'Address' section includes Pincode, Area, Mandal, City, and District. The form is designed with a clean, modern look and includes a 'Form Design' tab at the top.

## 3. Student Progress Table Form

The screenshot shows the ServiceNow Form Designer interface for the 'Student Progress' table. The left sidebar contains a 'Fields' list with various attributes like Audio, Calendar Date/Time, Choice, Currency, Data Structure, Date, Date/Time, Decimal, Due Date, Duration, Dynamic Attribute Store, Field Name, File Attachment, Floating Point Number, FX Currency, and Geo Point. The main workspace displays the form layout with sections for 'New Section' and 'Student Progress'. The 'New Section' section includes Admission Number, Admission Number Grade, Admission Number Father Name, Admission Number Mother Name, Admission Number Father Cell, and Admission Number Mother Cell. The 'Student Progress' section includes Telugu, Hindi, English, Maths, Science, Social, Total, Percentage, and Result. The form is designed with a clean, modern look and includes a 'Form Design' tab at the top.

### 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).

The screenshot shows the ServiceNow 'Number Maintenance' form for a table named 'Salesforce'. The form includes the following fields:

- Table:** Salesforce
- Prefix:** SAL
- Number:** 1,000
- Application:** Global
- Number of digits:** 7

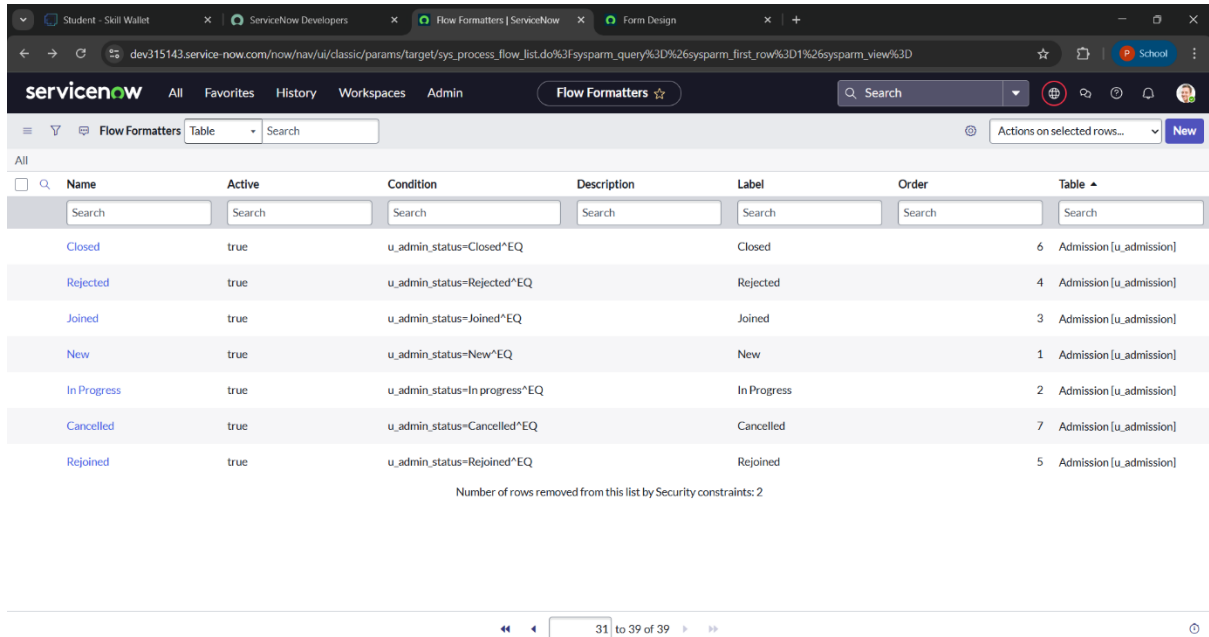
At the bottom of the form, there are 'Update' and 'Delete' buttons, a 'Related Links' section with a 'Show Counter' link, and a small information icon.

### 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.

S



The screenshot shows the ServiceNow interface for the 'Flow Formatters' table. The table lists various admission statuses with their corresponding conditions and labels. The 'Name' column contains status names like 'Closed', 'Rejected', 'Joined', 'New', 'In Progress', 'Cancelled', and 'Rejoined'. The 'Active' column is set to 'true' for all entries. The 'Condition' column shows conditions like 'u\_admin\_status=Closed^EQ'. The 'Description' column is empty. The 'Label' column contains the same status names. The 'Order' column shows values from 6 down to 1, then 2, then 7, then 5. The 'Table' column is set to 'Admission [u\_admission]'. A note at the bottom indicates that 2 rows were removed due to security constraints.

Name	Active	Condition	Description	Label	Order	Table
Closed	true	u_admin_status=Closed^EQ		Closed	6	Admission [u_admission]
Rejected	true	u_admin_status=Rejected^EQ		Rejected	4	Admission [u_admission]
Joined	true	u_admin_status=Joined^EQ		Joined	3	Admission [u_admission]
New	true	u_admin_status=New^EQ		New	1	Admission [u_admission]
In Progress	true	u_admin_status=In progress^EQ		In Progress	2	Admission [u_admission]
Cancelled	true	u_admin_status=Cancelled^EQ		Cancelled	7	Admission [u_admission]
Rejoined	true	u_admin_status=Rejoined^EQ		Rejoined	5	Admission [u_admission]

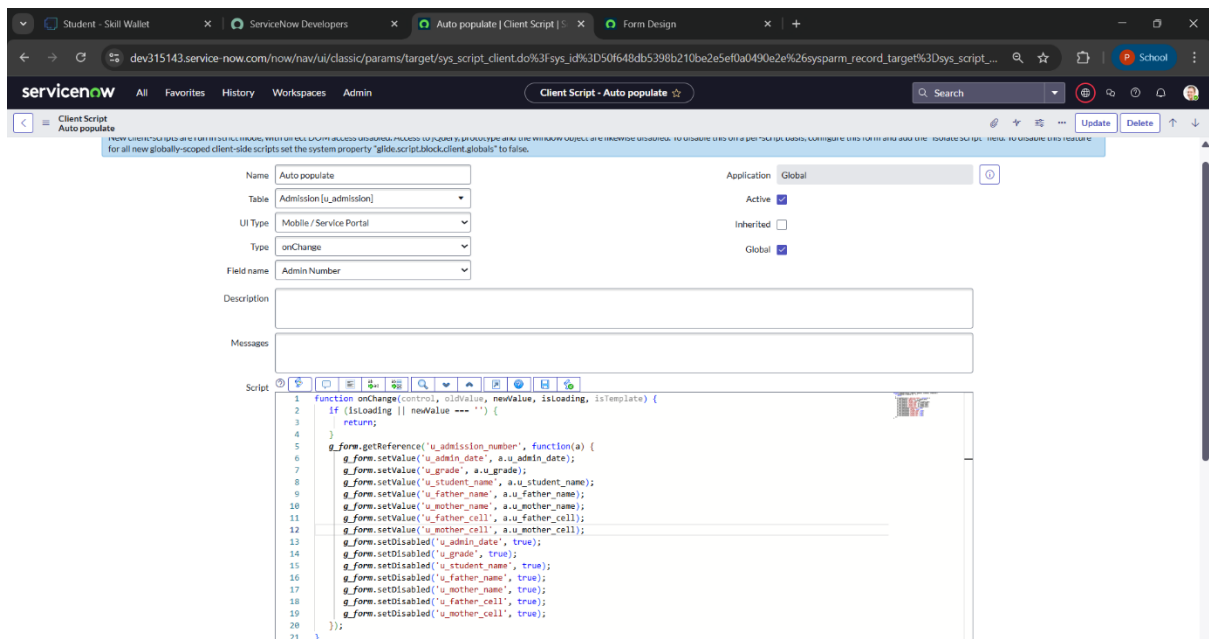
Number of rows removed from this list by Security constraints: 2

### 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.



The screenshot shows the configuration for a Client Script named 'Auto populate'. The 'Name' field is 'Auto populate'. The 'Table' is 'Admission [u\_admission]'. The 'UI Type' is 'Mobile / Service Portal'. The 'Type' is 'onChange'. The 'Field name' is 'Admin Number'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Inherited' checkbox is unchecked. The 'Global' checkbox is checked. The 'Description' field is empty. The 'Messages' field is empty. The 'Script' field contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   g_form.getReference('u_admission_number', function(a) {
6     g_form.setValue('u_admin_date', a.u_admin_date);
7     g_form.setValue('u_grade', a.u_grade);
8     g_form.setValue('u_student_name', a.u_student_name);
9     g_form.setValue('u_father_name', a.u_father_name);
10    g_form.setValue('u_mother_name', a.u_mother_name);
11    g_form.setValue('u_father_cell', a.u_father_cell);
12    g_form.setValue('u_mother_cell', a.u_mother_cell);
13    g_form.setDisabled('u_admin_date', true);
14    g_form.setDisabled('u_grade', true);
15    g_form.setDisabled('u_student_name', true);
16    g_form.setDisabled('u_father_name', true);
17    g_form.setDisabled('u_mother_name', true);
18    g_form.setDisabled('u_father_cell', true);
19    g_form.setDisabled('u_mother_cell', true);
20  });
21 }
```

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

- Auto-updates address fields based on entered pincode.

The screenshot shows the ServiceNow Client Script editor for a script named 'Pincode update'. The script is associated with the 'Admission' table and the 'u\_pincode' field. It is configured as a 'Global' application, 'Active', and 'onChange' type. The script contains logic to set values for 'u\_mandal', 'u\_city', and 'u\_district' based on the 'u\_pincode' value.

**Form Fields:**

- Name: Pincode update
- Table: Admission [u\_admission]
- UI Type: Desktop
- Type: onChange
- Field name: Pincode

**Script:**

```

6 var a = g_form.getValue('u_pincode');
7 if(a == '509358')
8 {
9   g_form.setValue('u_mandal', 'kadthal');
10  g_form.setValue('u_city', 'kadthal');
11  g_form.setValue('u_district', 'Rangareddy');
12 }
13
14 else if(a == '508081')
15 {
16   g_form.setValue('u_mandal', 'karnanghat');
17   g_form.setValue('u_city', 'karnanghat');
18   g_form.setValue('u_district', 'Rangareddy');
19 }
20
21 else if(a == '508079')
22 {
23   g_form.setValue('u_mandal', 'Abids');
24   g_form.setValue('u_city', 'AsifNagar');
25   g_form.setValue('u_district', 'Hyderabad');
26 }
27

```

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

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

The screenshot shows the ServiceNow Client Script editor for a script named 'Disable Fields'. The script is associated with the 'Student Progress' table and is configured as a 'Global' application, 'Active', and 'onload' type. The script contains logic to disable the 'u\_total', 'u\_percentage', and 'u\_result' fields when the page loads.

**Form Fields:**

- Name: Disable Fields
- Table: Student Progress [u\_student\_progress]
- UI Type: All
- Type: onload

**Script:**

```

1 function onload() {
2   g_form.setDisabled('u_total', true);
3   g_form.setDisabled('u_percentage', true);
4   g_form.setDisabled('u_result', true);
5 }
6
7

```

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

- Calculates total marks automatically as subjects are entered.

dev315143.service-now.com/now/nav/ui/classic/params/target/sys\_script\_client.do%3Fsys\_id%3D60de3bcf5358b210be2e5ef0a0490e8e%26sysparm\_record\_target%3Dsys\_script\_c...

servicenow All Favorites History Workspaces Admin Client Script - Total Update Search Update Delete

Client Script  
Total Update

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 Application: Global

Table: Student Progress [u\_student\_progress] Active: ☒

UI Type: All Inherited: ☐

Type: onChange Global: ☒

Field name: Social

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   if (newValue) {
6     var a = parseInt(g_form.getValue('u_telugu'));
7     var b = parseInt(g_form.getValue('u_hindi'));
8     var c = parseInt(g_form.getValue('u_english'));
9     var d = parseInt(g_form.getValue('u_maths'));
10    var e = parseInt(g_form.getValue('u_science'));
11    var f = parseInt(g_form.getValue('u_social'));
12    var Total = parseInt(a+b+c+d+e+f);
13    g_form.setValue('u_total', Total);
14  }
15 }

```

## 5. Result (Student Progress Table)

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

dev315143.service-now.com/now/nav/ui/classic/params/target/sys\_script\_client.do%3Fsys\_id%3D2244cc975398b210be2e5ef0a0490e8e%26sysparm\_record\_target%3Dsys\_script\_...

servicenow All Favorites History Workspaces Admin Client Script - Result Search Update Delete

Client Script  
Result

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: Result Application: Global

Table: Student Progress [u\_student\_progress] Active: ☒

UI Type: All Inherited: ☐

Type: onChange Global: ☒

Field name: Percentage

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   if (newValue) {
6     var a = parseInt(g_form.getValue('u_percentage'));
7     if (a >= 0 && a <= 59) {
8       g_form.setValue('u_result', 'Fail');
9     }
10    else if (a >= 60 && a <= 100) {
11      g_form.setValue('u_result', 'Pass');
12    }
13    else {
14      g_form.addErrorMessage('Percentage should be between 0 and 100. ');
15      g_form.clearValue('u_result');
16    }
17  }
18 }
19 }
20 }
21 }

```

## 6. Percentage (Student Progress Table)

- Computes percentage dynamically from total marks.

The screenshot shows the ServiceNow Client Script configuration interface. The title bar indicates 'Client Script - Percentage'. A notification at the top states: '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.'

Configuration details:

- Name: Percentage
- Table: Student Progress [u\_student\_progress]
- UI Type: All
- Type: onChange
- Field name: Total
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

Script:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   var Total = g_form.getValue('u_total');
7   var Percentage = (Total/600)*100;
8   var formattedPercentage = Percentage.toFixed(2);
9   g_form.setValue('u_percentage', formattedPercentage+'%');
10 }

```

## 4. Result

### Modules Implemented:

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

The screenshot shows the ServiceNow Salesforce form titled 'Salesforce - Create SAL0001010'. The form is for a 'New record' and contains the following fields:

- Admin Number: SAL0001010
- Admin Date:
- Grade: -- None --
- Student Name:
- Father Name:
- Mother Name:
- Father Cell:
- Mother Cell:

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

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



ServiceNow Admission - Create SAL0001011

Progress: New, In Progress, Joined, Rejected, Rejoined, Closed, Cancelled

Admission Number:

Admin Date:

Purpose of join: -- None --

Grade: -- None --

Student Name:

Fee: \$ 0.00

Father Name:

Father Cell:

Mother Name:

Mother Cell:

Admin Status: -- None --

Comments:

School Details: School Area: -- None --, School: -- None --

Submit

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

ServiceNow Student Progress - Create Created

Progress: New Section, New record, Submit

Admission Number:

Grade: -- None --

Student Name:

Father Name:

Mother Name:

Father Cell:

Mother Cell:

Student Progress:

Telugu:

Hindi:

English:

Maths:

Science:

Social:

Total:

Percentage:

Result:

Submit

## 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.