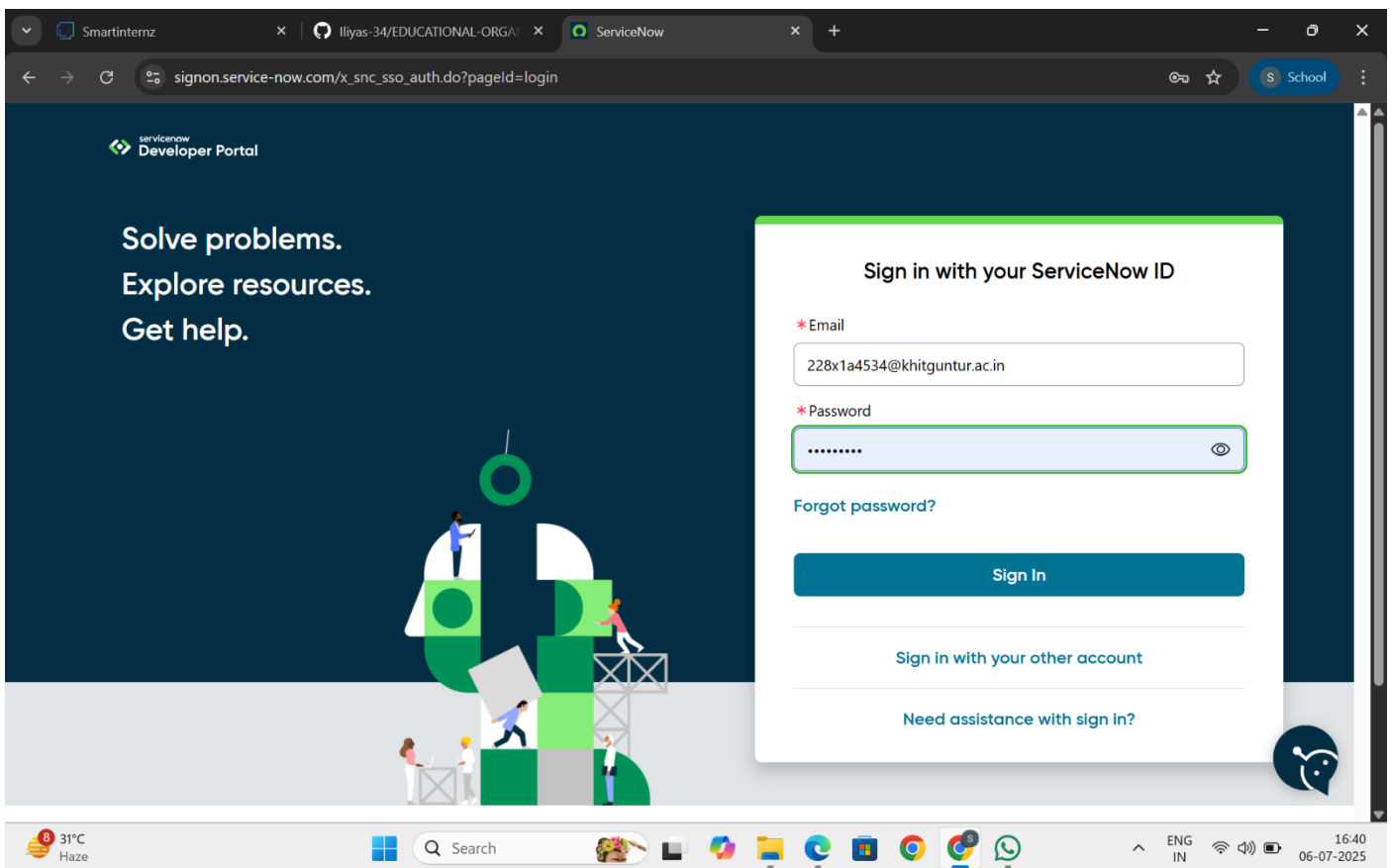


Educational Organization Using ServiceNow

| | |
|---------------------|---|
| Team ID | LTVIP2025TMID29017 |
| Project Name | Educational Organization Using ServiceNow |
| Faculty Mentor Name | Dr P L Madhava Rao |
| College Name | Kallam Haranadhareddy Institute of Technology |

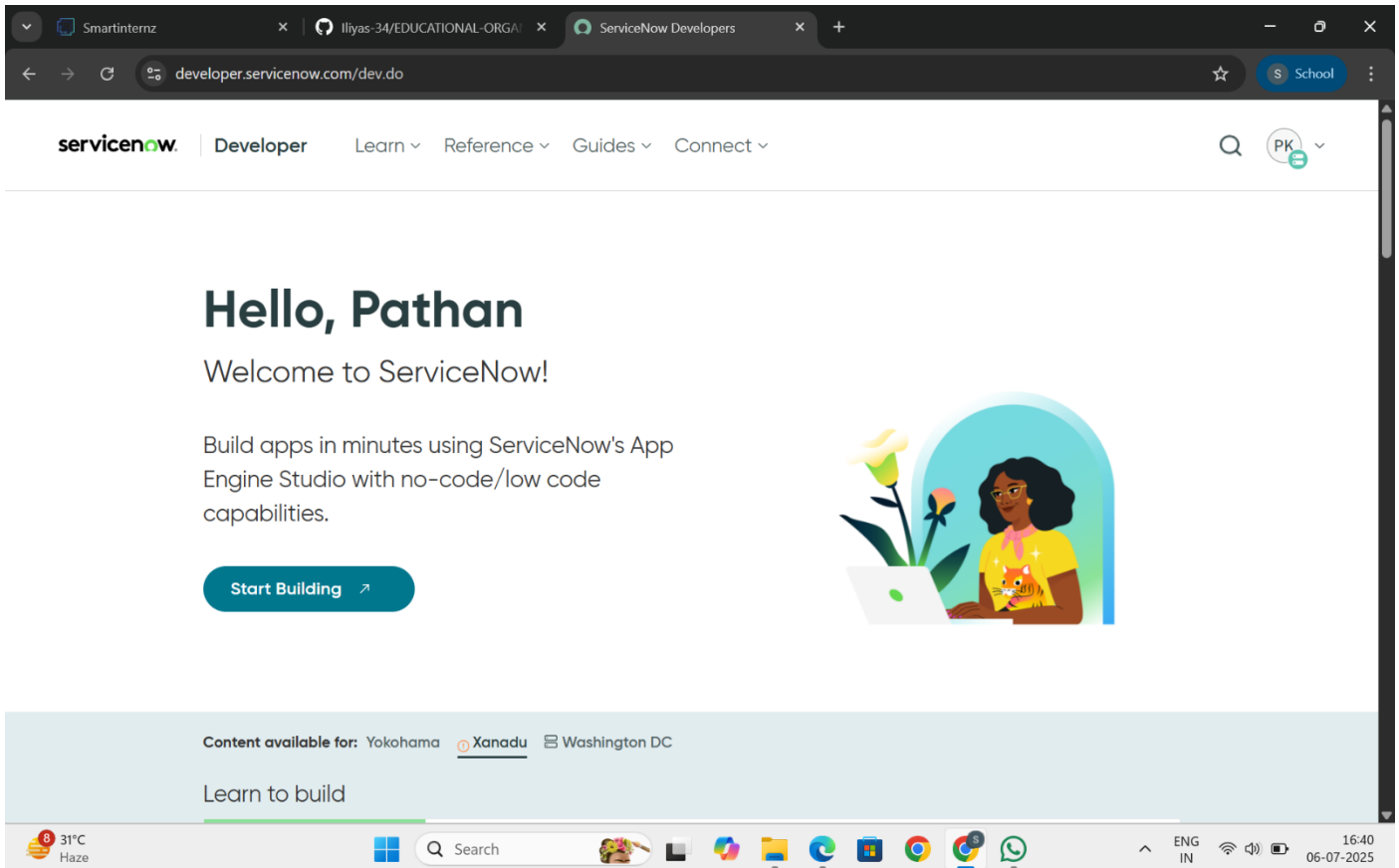
Step1: Setting Up ServiceNow Instance

- Go to the ServiceNow Developer Site. (<https://developer.servicenow.com/>)
- Sign In to the Developer Account.



- Request a Personal Developer Instance (PDI)
 - Click on the profile icon at the top-right corner.
 - Select “Manage Instance” or go directly to the link.
 - Click “Request Instance”.
 - Choose the latest version (default selection is recommended).

- Access your Instance
 - You'll get an instance URL (https://dev225052.service-now.com)
 - Click "Open Instance" to launch it.
 - Your admin credentials (username & password) will be shown-copy and save them securely.
 - Log in to Your Instance.



Usage:

- Use the Application Navigator (left sidebar) to explore modules like:
 - Incident, Problem, Change Management.
 - Service CatLog.
 - Configuration Management (CMDB).
 - Workflow Editor / Flow Designer.
- Use App Engine Studio or ServiceNow Studio to build or customize apps.

Step 2: Creation of New Update Set

Before starting the actual development of the project, it is essential to create an **Update Set** in ServiceNow. The update set acts like a **container** or **workspace** that automatically tracks every change or customization made in the platform.

This includes:

- Creating new tables
- Designing forms
- Adding workflows or scripts
- Changing UI elements
- Setting access rules

ServiceNow Update Sets interface showing a search for 'local update'. The search results display a table of update sets.

| State | Installed from | Created | Created by | Parent | Batch Base |
|-------------|----------------|---------------------|-------------|---------|------------|
| In progress | | 2025-02-01 14:29:50 | system | (empty) | (empty) |
| In progress | | 2025-07-02 21:53:40 | aes.creator | (empty) | (empty) |
| In progress | | 2025-06-29 20:00:02 | system | (empty) | (empty) |
| In progress | | 2025-07-05 23:25:02 | admin | (empty) | (empty) |

Related Links
[Merge Update Sets](#)

Enter the Details as

Name: Educational Organisation.

Then click on Submit and Make current. From this point forward, all the customizations related to the project were automatically recorded under this update set. This ensured a clean and controlled development environment.

The screenshot shows the ServiceNow interface for creating an update set. The form is titled "Update Set - Educational Organisation". It contains the following fields:

- Name: Educational Organisation
- State: In progress
- Parent: (empty field with search icon)
- Release date: (empty field with calendar icon)
- Install date: (empty field)
- Installed from: (empty field)
- Description: (empty text area)
- Application: Global
- Created: 2025-07-05 23:25:02
- Created by: admin
- Merged to: (empty field)

Below the form, there is an "Update" button and a "Related Links" section with two links: "Merge With Another Update Set" and "Scan Update Set".

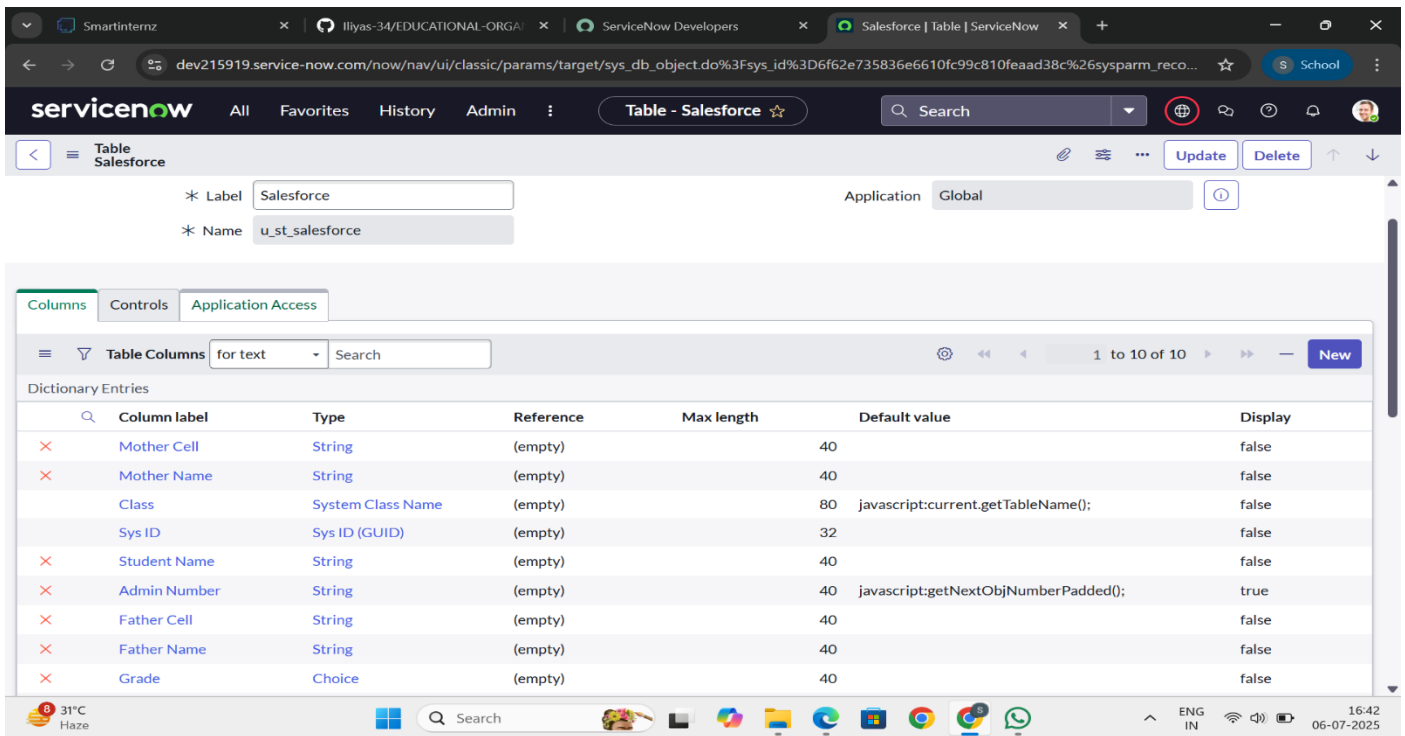
At the bottom, there is a table header for "Customer Updates (183)" with tabs for "Update Set Logs" and "Child Update Sets". The table has a search bar and a filter set to "Created".

Step 3: Creation of Table

After designing the update set, the next major milestone was to begin building the **database tables** for the Educational Organization system.

1. Creation of Salesforce Table

The first table created was called **Salesforce**, which stores basic student and admission-related information such as: Admission Date, Admin Number, Grade and Student Name etc. This table acts as the **foundation** for storing structured student records.



2. Creating Admission Table:

The **Admission Table** was created to manage and track the details of student admissions. It extends from the **Salesforce table**, meaning it inherits all basic student fields while allowing admission-specific additions.

Steps Followed to Create the Admission Table

- Table Setup
 - Table Name: Admission
 - Extended from: Salesforce (inherits student details like name, contact)
 - Added to Application Menu: Salesforce
 - Made available as a separate module in the left navigation pane
- Column Configuration
 - Admission Date
 - Grade
 - Purpose of Join
 - Father's & Mother's Contact
 - Admission Status
 - School and School Area
 - Fee, Pincode, and Comments

- ChoiceFields

For several fields, choice lists were configured to maintain consistency and improve user experience.

These included:

| Field | Choices Configured |
|-----------------|--------------------------------------|
| Pincode | 522001,522403,522019 |
| Purpose of Join | Tuition, Coaching, Teacher,Education |
| School | Donbasco,IT |
| School Area | Near main road,Highway |

The screenshot shows the ServiceNow configuration interface for the 'Table - Admission'. The top section includes fields for Label (Admission), Name (u_admission), and Extends table (Salesforce). Below this, the 'Columns' tab is active, displaying a list of dictionary entries for the table. The entries are as follows:

| Column label | Type | Reference | Max length | Default value | Display |
|------------------|-----------|------------|------------|---------------|---------|
| Mandal | String | (empty) | 40 | false | false |
| City | String | (empty) | 40 | false | false |
| House No | String | (empty) | 40 | false | false |
| Fee | Price | (empty) | 20 | false | false |
| Pincode | Choice | (empty) | 40 | false | false |
| Admission Number | Reference | Salesforce | 32 | false | false |
| Purpose of join | Choice | (empty) | 40 | false | false |
| Admin Status | Choice | (empty) | 40 | false | false |

3. Creating Student Progress Table

The Student Progress Table is designed to store the academic performance details of each student. This table plays a vital role in tracking individual subject marks, calculating totals, and deriving overall results such as percentage and pass/fail status.

Table Setup

- Table Name: Student Progress
- Added as a separate module under the **Salesforce** application menu
- Independent table created without extension (as it holds specific performance data)

3. Select The table Salesforce(u_salesforce)
4. From the **Fields** panel on the left, drag and drop the required fields into the layout area:
 - Admission Number
 - Grade
 - Student Name
 - Father Name
 - Mother Name
 - Father Contact
 - Mother Contact
5. Organize them in two columns for better structure (as shown in image).
6. After placing all fields, click **Save**.

The screenshot displays the ServiceNow Form Designer interface for the 'Salesforce (u_salesforce)' table. The form is titled 'Form Design' and is set to a '2 Column' layout. The left sidebar contains a 'Fields' panel with a list of available fields: Class, Created, Created by, Updated, Updated by, and Updates. Below this is a 'Formatters' panel with options: Activities (filtered), Contextual Search Results, and Ratings. The main form area shows a table with two columns. The left column contains the fields: Admin Number, Admin date, Grade, and Student Name. The right column contains the fields: Father Name, Mother Name, Father Cell, and Mother Cell. Each field has a small gear icon for configuration. The top of the interface shows the table name 'Salesforce (u_salesforce)' and a 'Default view' dropdown.

Like this we have design the form for Admission table and Student Progress table as shown in image

Step5: Creating Number Maintenance for Admin Number

Number Maintenance is used to automatically generate unique numbers (like Admission IDs) in ServiceNow. Steps to Create Number Maintenance for Admin Number:

1. Go to Number Maintenance module.

2. Click New to create a new number record.
3. Enter the following:
 - o Name: Salesforce
 - o Prefix: SAL
4. Click Submit to save the record.

The screenshot shows the ServiceNow interface for creating a new number record. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History), a search bar, and a user profile icon. The main form is titled 'Number - Create SAL' and contains the following fields:

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

Below the form is a 'Submit' button and a 'Related Links' section with a link to 'Show Counter'. The bottom of the screen shows a red status bar.

Step 6: Process Flow

Creating Process Flow for Admission Table

Steps:

1. Go to: All → Process Flow → New
2. Fill in the required details (like Table name = Admission).
3. Right-click on the toggle bar and click Save.
4. After saving, change the Name and Label for each stage.
5. Use Insert and Stay to add each flow status one by one.
6. Status Names in Order: New InProgress Joined Rejected Rejoined Closed Cancelled.

The screenshot shows the ServiceNow Flow Formatter interface. At the top, there's a navigation bar with 'servicenow' logo and tabs for All, Favorites, History, Workspaces, and Admin. The main header says 'Flow Formatter - New Record'. Below this, the form has several sections:

- Table:** A dropdown menu with 'Admission [u_admission]' selected.
- Name:** A text input field containing 'New'.
- Application:** A text input field containing 'Global'.
- Label:** A text input field containing 'New'.
- Order:** A dropdown menu with a list of numbers 1 through 6.
- Active:** A checkbox that is currently checked.
- Condition:** Two buttons: 'Add Filter Condition' and 'Add "OR" Clause'. Below them is a field with '-- choose field --', '-- oper --', and '-- value --'.
- Description:** A rich text editor area with a toolbar showing various formatting options like bold, italic, underline, and text color.

 At the bottom left, there is a 'Submit' button.

7. Like this we have to create flow for remaining 6 And order should be in above mentioned order.

Step7: Client Script

Auto-Populate Client Script – Admission Table

This script is used to automatically fill in student details on the admission form based on the selected admission number. Steps to Create the Script:

1. Go to: All → Client Scripts → New
2. Fill in the form:
 - Table: Admission
 - UI Type: Mobile/service Portal
 - Type: onChange
 - Field Name: Admin Number
3. Check Isolate Script
4. And write the code

Below image is about the Auto Populate Script

servicenow All Favorites History **Client Script - New Record** Search

Client Script New record Submit

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: Auto populate Application: Global

Table: Admission [u_admission] Active: ☒

UI Type: Desktop Inherited: ☐

Type: onChange Global: ☒

Field name: Admission Number

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3     if (isLoading || newValue === '') {
4
5         return;
6
7     }

```

Like this we have to create client script for pincode, disable fields, total update, result ,percentage.

Step8: Result:

- Admission Table

servicenow All Favorites History Workspaces Admin **Admission - Create SAL0001011** Search

New Section New record Submit

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 Address

School Area: -- None -- School: -- None --

Submit

- Salesforce Table

