

Educational Organization Using ServiceNow

Team ID : NM2025TMID18909

Team Size : 4

Team Leader : INDHU.T

Team member : GRACE PRISKILLA.D

Team member : JAKATHISWARI.S

Team member : HARINI.S

Problem statement:

Objective:

Skills:

## Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.

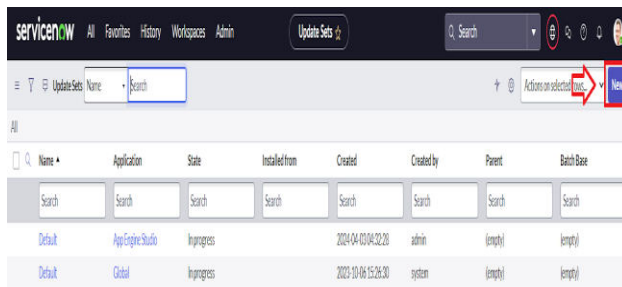
7. Now you will navigate to the ServiceNow.

## Creating a Update Set

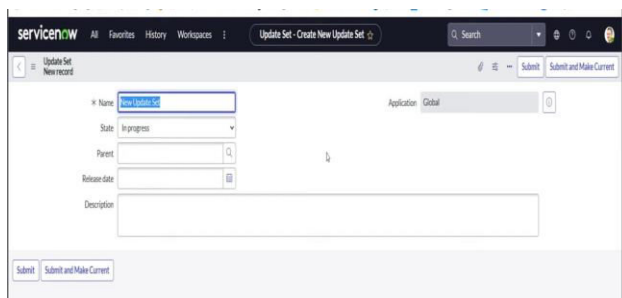
1. Click on All >> Local update sets .



2. Click on New



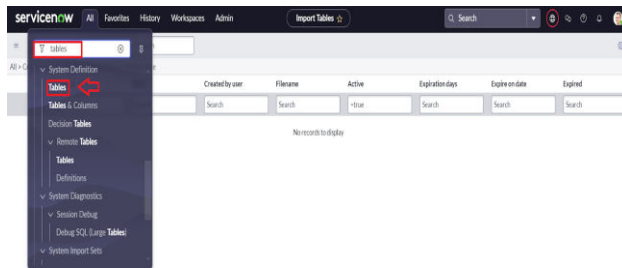
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current



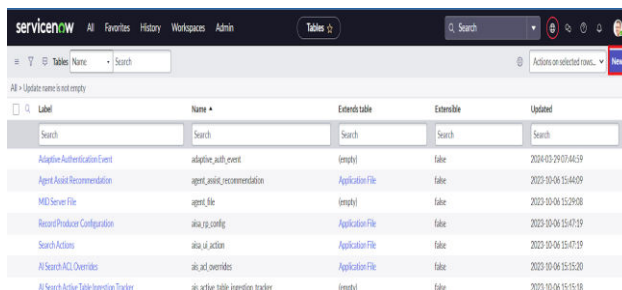
# Createing a table

## Creating Salesforce Table.

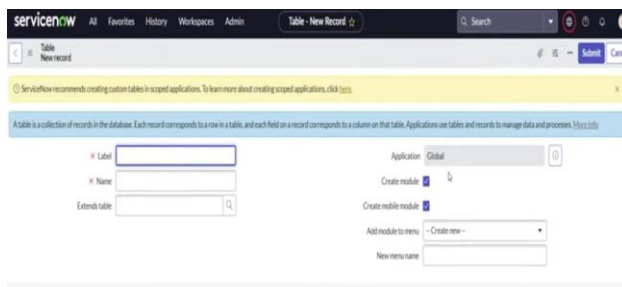
1.All >> Tables.



2.Click on New



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



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

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

Label   
Name   
Extends table

Columns Controls Application Access

Table Columns For text Search

Dictionary Entries

Column label	Type	Reference	Max length

Submit Cancel

Table Salesforce

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:genNextChNumberPadded();
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

5. For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.

Table Salesforce

Columns Controls Application Access

Table Columns For text Search

Dictionary Entries

Column label	Type	Reference	Max length	Display
Class	System Class Name	(empty)	80	false
Created by	String	(empty)	40	false
Created	Date/Time	(empty)	40	false
Sys ID	See ID (GUID)	(empty)	32	false
Updates	Integer	(empty)	40	false
Updated by	String	(empty)	40	false
Updated	Date/Time	(empty)	40	false

Save  
Admin Access  
Show File Properties  
Move to Application  
Show Last Update  
Create Child Table  
Show Dictionary Record  
Configure  
Export  
View  
Create Favorite  
Copy URL  
Copy sys\_id  
Show XML  
History  
Recreate form

6. Click on controls >> Enable Extensible.

Columns Controls Application Access

Extensible ☒

User feed ☐

Probe

Number

Number of digits

Create access controls ☒

\* User role

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 .

Choice List Specification   Calculated Value   **Default Value**

Use dynamic default

Dynamic default value:   

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

Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	False	2024-04-12 12:10:36
Nursery	Nursery	en	2	False	2024-04-12 12:10:40
1st	1st	en	3	False	2024-04-12 12:10:43
2nd	2nd	en	4	False	2024-04-12 12:12:40
3rd	3rd	en	5	False	2024-04-12 12:13:06
4th	4th	en	6	False	2024-04-12 12:13:23
5th	5th	en	7	False	2024-04-12 12:13:30
6th	6th	en	8	False	2024-04-12 12:13:52
7th	7th	en	9	False	2024-04-12 12:14:17
8th	8th	en	10	False	2024-04-12 12:15:02
9th	9th	en	11	False	2024-04-12 12:15:06
10th	10th	en	12	False	2024-04-12 12:15:12
11th	11th	en	13	False	2024-04-12 12:15:15

## Creating Admission Table

1. Create an Admission Table with Columns given. Select Extends Table >> Salesforce and also Select Add module to menu >>

2. Salesforce.

3. Create Fields as shown

Table: New Record

Label: Admission

Name: Admission

Extends table: **Salesforce**

Application: **Salesforce**

Create module: ☒

Add module to menu: **Salesforce**

Columns: **Table Columns**

Column label	Type	Reference	Max length	Default value	Display
Admission	Text				

#### 4.Create choice for Admin Status as:

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:03:23
In progress	In progress	en	2	false	2024-04-02 21:03:40
Done	Done	en	3	false	2024-04-02 21:03:56
Rejected	Rejected	en	4	false	2024-04-02 21:03:50
Closed	Closed	en	5	false	2024-04-02 21:03:05
Reopened	Reopened	en	6	false	2024-04-02 21:03:09
Cancelled	Cancelled	en	7	false	2024-04-02 21:03:27

#### 5.Create choice for Pincode as:

Label	Value	Language	Sequence	Inactive	Updated
500050	500050	en	1	false	2024-04-02 21:05:19
500079	500079	en	2	false	2024-04-02 21:05:46
500001	500001	en	3	false	2024-04-02 21:06:05

#### 6.Create choice for Purpose of Join as:

Label	Value	Language	Sequence	Inactive	Updated
Tutor	Tutor	en	1	false	2024-04-02 21:17:09
Coaching	Coaching	en	2	false	2024-04-02 21:17:31
Teacher	Teacher	en	3	false	2024-04-02 21:17:53

#### 7.Create choice for School as:

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:25

#### 8.Create choice for School Area as:

Access Controls

Choices(2)

Attributes

Labels(2)

Dictionary Overrides

Label

Search

Actions on selected rows...

New

Choices

<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input checked="" type="checkbox"/>	Near Market	Near Market	en	1	false	2024-04-02T21:26:53
<input checked="" type="checkbox"/>	Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02T21:21:24
<input type="checkbox"/>	Insert a new row...					

## Creating Student Progress Table

- 1.Create a Student Progress Table with Columns given.
- 2.Select Add module to menu >> Salesforce.
- 3.Create Fields as shown:

X	Admission Number	Reference	Salience	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...				

## Form Layout

## Configuring Table form for Student Progress Table

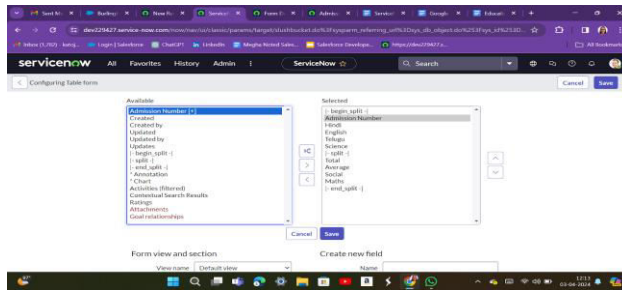
- 1.In the Student Progress Table Page , Click on Layout form .

Table student progress				
X	Yekugu	String	(empty)	40
X	Total	String	(empty)	40
+	Insert a new row...			

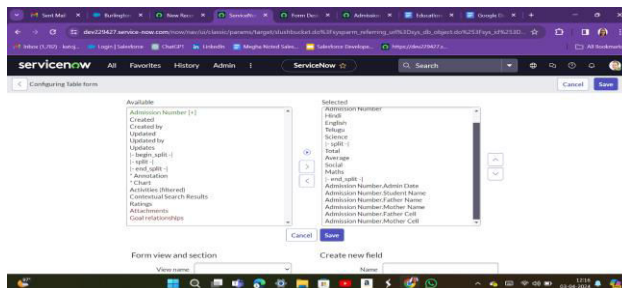
**Related Links**

[Design Form](#)  
[Layout Form](#)  
[Layout List](#)  
[Show Form](#)  
[Show List](#)  
[Show Schema Map](#)  
[Add to Service Catalog](#)  
[Run Point Scan](#)  
[Explore REST API](#)

2. Click on Admission Number [+].



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

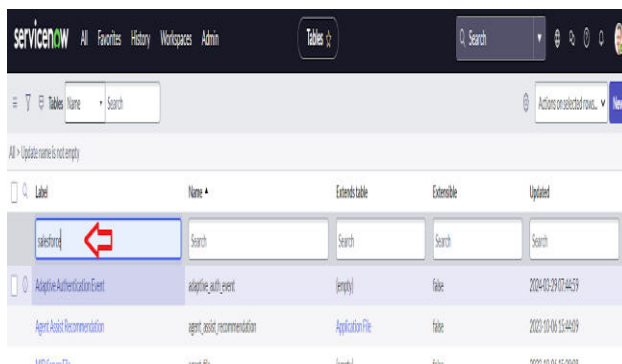


## Form Design

## Creating Form Design for Salesforce Table

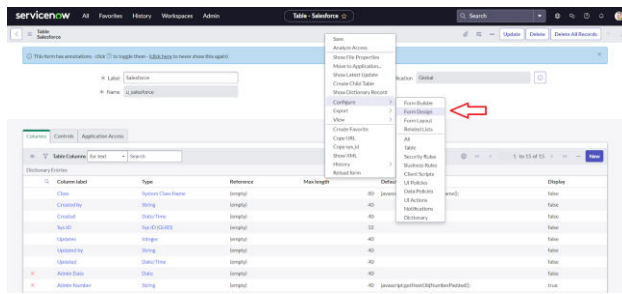
1. All >> System Definition >> Tables .

2. In Label Search for Salesforce and open .

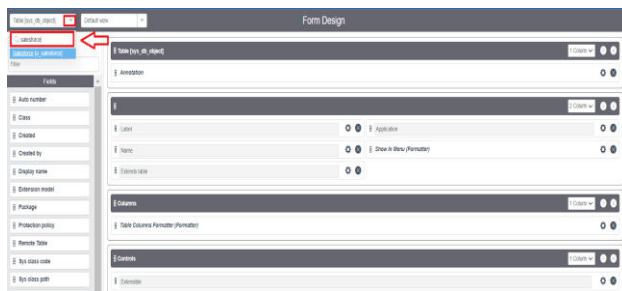


3. Right Click on top Toggle >> Configure >> Form Design.

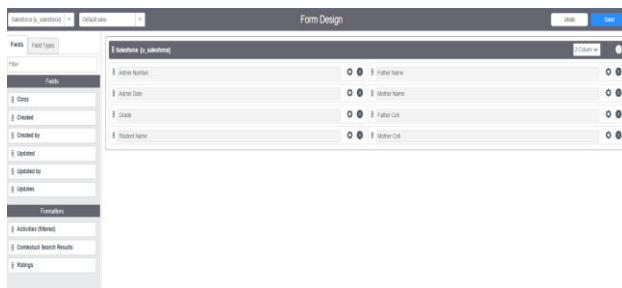




4. In drop down select Salesforce(u\_salesforce).



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



6. Save.

# Creating Form Design for Admission Table

1.Follow the same steps as Activity1,Configure the fields as below and Save.

Section	Field	Type
Personal Information	Name	Text
	Date of Birth	Date
	Gender	Text
	Address	Text
Academic Information	Admission Number	Text
	Admission Date	Date
	Admission Status	Text
Contact Information	Phone Number	Text
	Email Address	Text
Medical Information	Blood Type	Text
	Allergies	Text
	Medical History	Text
Emergency Contact	Name	Text
	Relationship	Text
Other Information	Notes	Text
	Comments	Text

# Creating Form Design for Student progress Table

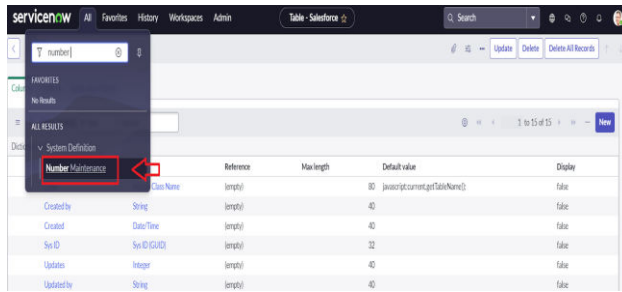
1.Follow the same steps as Activity1,Configure the fields as below and Save.

Section	Field	Type
Personal Information	Name	Text
	Date of Birth	Date
	Gender	Text
	Address	Text
Academic Information	Admission Number	Text
	Admission Date	Date
	Admission Status	Text
Contact Information	Phone Number	Text
	Email Address	Text
Medical Information	Blood Type	Text
	Allergies	Text
	Medical History	Text
Emergency Contact	Name	Text
	Relationship	Text
Other Information	Notes	Text
	Comments	Text

## Number Maintenance

# Creating Number Maintenance for Admin Number

1.All >> Number Maintenance >> New



2.Fill the details >> Submit.

Table: Salesforce

Prefix: SAL

Number: 1000

Application: Global

Number of digits: 7

Update Delete

Related Links

Show Context

## Process Flow

### Creating Process Flow for Admission Table

1.All >> Process Flow>> New.

2.Fill the Details as given Below

Name: Admission to Admission

Application: Global

Label: New

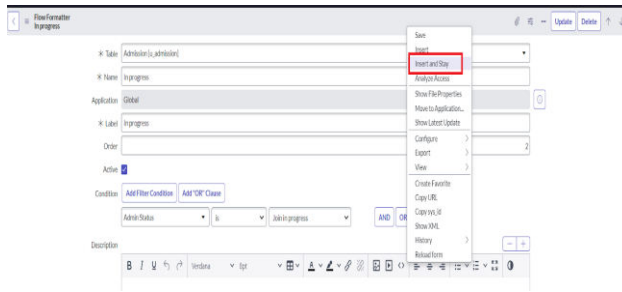
Order: 1

Condition: Add Filter Condition

Right-hand menu options: Insert, Insert and Stay, Add Action, Show File Properties, Insert Label Update, Configure, Export, View, Create Favorite, Copy URL, Copy to All, Show HTML, History, Refresh.

3.Right Click on toggle and click on the save .

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



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

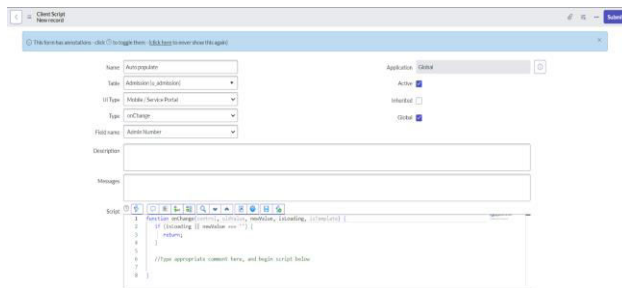
6. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

7. Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

## Client Script

1. All >> Client Scripts >> New.

2. Fill the Details as given.



3. 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 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);

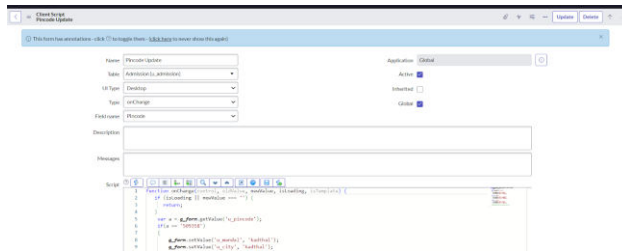
g_form.setDisabled('u_mother_cell',a.u_mother_cell);

}
```

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

## Creating “Pincode Update” Client Scripts for Admission Table

1.Fill the Details as given.



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');


}

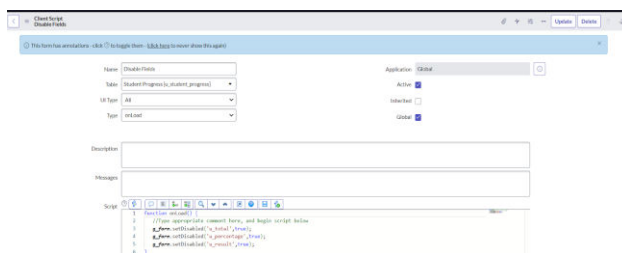
//Type appropriate comment here, and begin script below

}

```

## Creating “Disable Fields” Client Scripts for Student progress Table

1.Fill the Details as given



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);  
}
```

## Creating “Total Update” Client Scripts for Student progress Table

- 1.Fill the Details as given.
- 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_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);
```

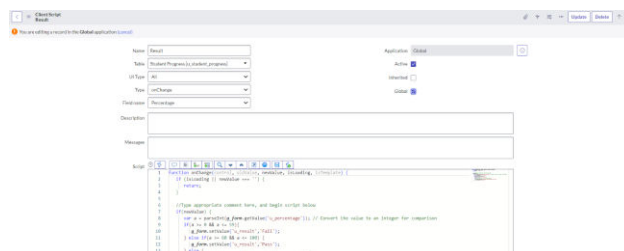
```
g_form.setValue('u_total', Total);
```

```
}
```

```
}
```

## Creating “Result” Client Scripts for Student progress Table

1.Fill the Details as given.



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 {

            // 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');
```

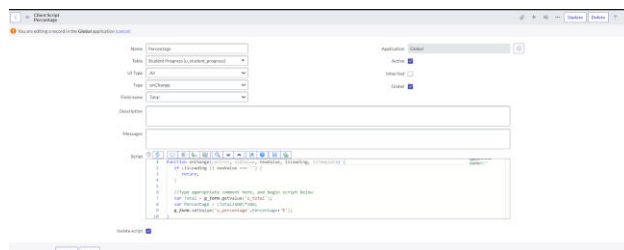
```
}
```

```
}
```

```
}
```

## Creating “Percentage” Client Scripts for Student progress Table

1.Fill the Details as given.



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+'%');
```

```
}
```

## Result

The screenshot shows a Salesforce 'Admission' form in 'New record' mode. The form is divided into two columns. The left column contains: Admission Number (text field with value '24/03/2020'), Admission Date (calendar icon), Grade (dropdown menu with 'None' selected), Student Name (text field), Father Name (text field), Mother Name (text field), and a Comments section. The right column contains: Father Name (text field), Mother Name (text field), Mother Cell (text field), Father Cell (text field), and Admission Status (dropdown menu with 'None' selected). A 'Save' button is located at the bottom left of the form.

This screenshot shows the same 'Admission' form, but with additional fields. Below the 'Comments' section, there is a 'Related To' section with a dropdown menu showing 'Admission' and a 'Related' dropdown menu with 'None' selected. A 'Save' button is also present at the bottom left.

New Student  
Registration

Administer Number

Grade

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Term

Math

English

Science

Social

Total

Percentage

Result

Submit

Conclusion: