

EDUCATIONAL ORGANISATION USING SERVICE NOW

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Problem statement:

“An educational organization can use ServiceNow to streamline administrative processes, automate workflows, and enhance communication between students, faculty, and staff. By implementing ServiceNow, institutions can manage student admissions, track academic progress, handle IT and facility requests, and provide a centralized platform for efficient service delivery, ultimately improving the overall educational experience.”

Introduction:

“Educational organizations today face the challenge of managing large volumes of data, processes, and service requests from students, faculty, and staff. To overcome these challenges, ServiceNow provides a cloud-based platform that helps automate workflows, improve communication, and enhance operational efficiency. By using ServiceNow, educational institutions can streamline admissions, track student progress, manage IT and administrative services, and ensure a smooth learning environment. This adoption not only reduces manual work but also ensures faster, more transparent, and student-centric services.”

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Setting Up Service up

1. sign up on the service now developer site.
2. Requesting a personal developer instance.
3. Filling in the required details,
4. Receiving login credentials via email

Create a new update set

1. Log in to your ServiceNow instance
2. click new.
3. Enter a name for your update set.
4. Provide a description for the update set
5. Click submit to save.

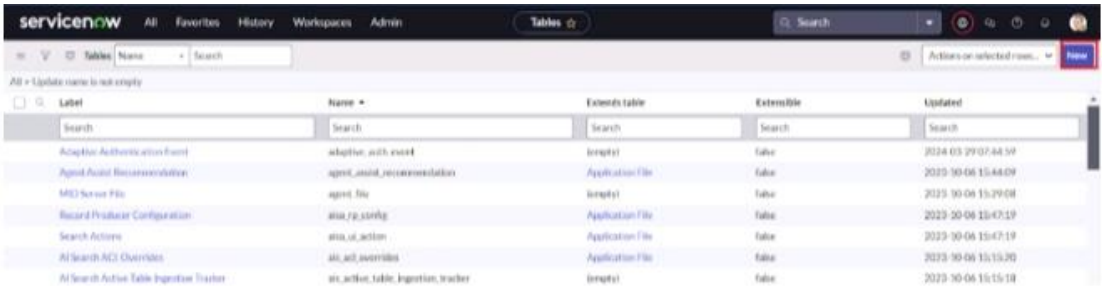
Creating a Salesforce Table

1. Navigate to Tables

Go to All >> Tables

Click on New

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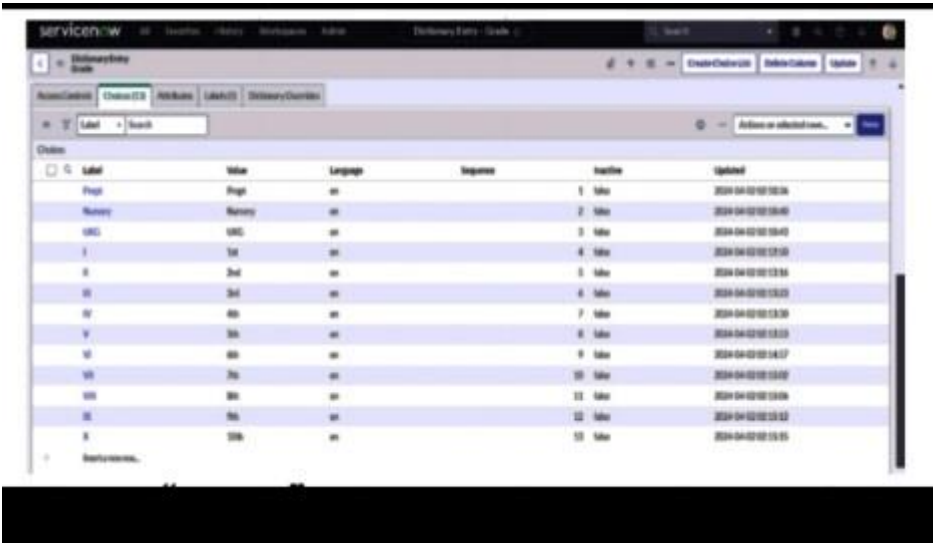
The screenshot shows the ServiceNow 'Tables' page. At the top, there are navigation tabs: All, Favorites, History, Workspaces, Admin, and Tables (selected). A search bar is present. Below the navigation, there's a table with columns: Label, Name, Extends table, Extensible, and Updated. The table lists various system tables.

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Adaptive Authentication Flow	adaptive_auth_flow	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2020-10-06 15:44:09
MDX Service File	mdx_file	(empty)	false	2020-10-06 15:29:08
Record Producer Configuration	recr_prod_conf	Application File	false	2020-10-06 10:47:19
Search Actions	sys_action	Application File	false	2020-10-06 15:47:19
All Search ACL Overrides	sys_acl_overrides	Application File	false	2020-10-06 15:15:20
All Search Active Table Ingestion Tracker	sys_active_table_ingestion_tracker	(empty)	false	2020-10-06 15:15:18

2. Enter Basic Details

Enter the Label: Salesforce (or any name you want).

The API Name will be generated automatically once you click on Name.



The screenshot shows the ServiceNow 'Dictionary Entry' page. At the top, there are navigation tabs: All, Favorites, History, Workspaces, Admin, Dictionary Entry, and Dictionary Entry (selected). A search bar is present. Below the navigation, there's a table with columns: Label, Value, Language, Sequence, Isactive, and Updated. The table lists various dictionary entries.

Label	Value	Language	Sequence	Isactive	Updated
First	First	en	1	Yes	2024-04-02 13:03:26
Second	Second	en	2	Yes	2024-04-02 13:03:40
Third	Third	en	3	Yes	2024-04-02 13:03:42
Fourth	Fourth	en	4	Yes	2024-04-02 13:03:43
Fifth	Fifth	en	5	Yes	2024-04-02 13:03:44
Six	Six	en	6	Yes	2024-04-02 13:03:45
Seven	Seven	en	7	Yes	2024-04-02 13:03:46
Eight	Eight	en	8	Yes	2024-04-02 13:03:47
Nine	Nine	en	9	Yes	2024-04-02 13:03:48
Ten	Ten	en	10	Yes	2024-04-02 13:03:49
Eleven	Eleven	en	11	Yes	2024-04-02 13:03:50
Twelve	Twelve	en	12	Yes	2024-04-02 13:03:51
Thirteen	Thirteen	en	13	Yes	2024-04-02 13:03:52

Create an Admission Table:

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ServiceNow 'New Record' form for a 'Table' record. The form includes fields for 'Name', 'Application', 'Description', 'Table Definition', and 'Table Definition'. The 'Table Definition' field is highlighted with a red box. Below the form is a table with columns: 'Label', 'Value', 'Language', 'Sequence', 'Is Active', and 'Updated'.

Create Choice for Pincode as:

Label	Value	Language	Sequence	Is Active	Updated
201008	201008	en	1	True	2024-04-02 21:15:19
201009	201009	en	2	True	2024-04-02 21:15:19
201010	201010	en	3	True	2024-04-02 21:15:19

Create choices for purpose of Join as:

Label	Value	Language	Sequence	Is Active	Updated
201008	201008	en	1	True	2024-04-02 21:15:19
201009	201009	en	2	True	2024-04-02 21:15:19
201010	201010	en	3	True	2024-04-02 21:15:19

Create choices for School as:

Label	Value	Language	Sequence	Is Active	Updated
School	School	en	1	True	2024-04-02 21:15:19
Coaching	Coaching	en	2	True	2024-04-02 21:15:19
Teacher	Teacher	en	3	True	2024-04-02 21:15:19

Create Choices for School Area as:

Label	Value	Language	Sequence	Is Active	Updated
School A	School A	en	1	True	2024-04-02 21:15:19
School B	School B	en	2	True	2024-04-02 21:15:19

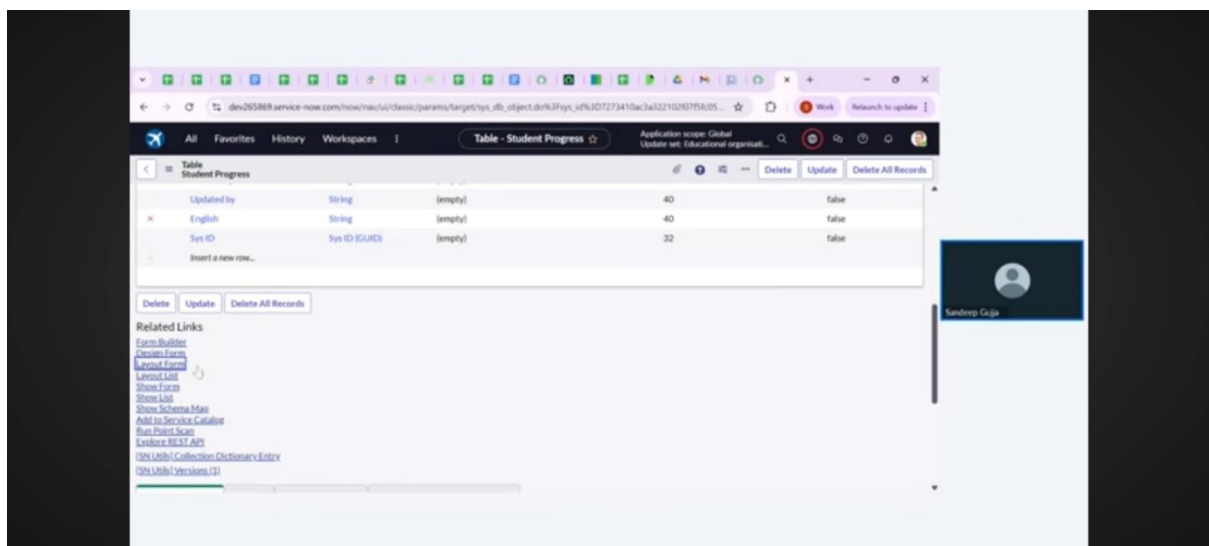
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FORM LAYOUT

Configuring Table Form for Student Progress Table

1. Open the Student Progress Table page.

2. Click on Layout Form.

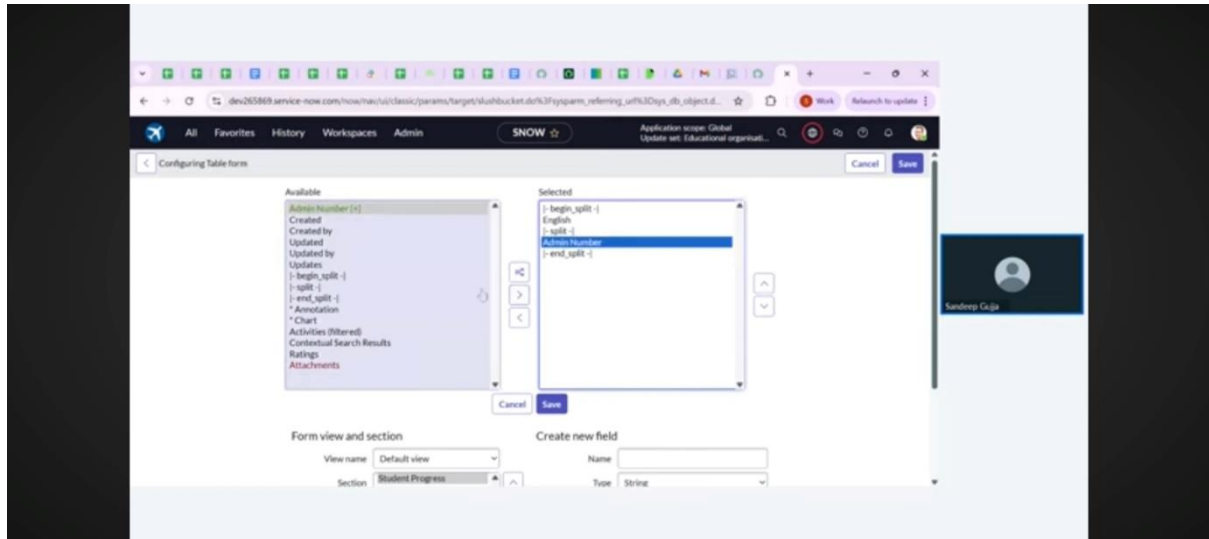


3. Under the field list, select Admission Number [+].

4. From the Available side, choose the required fields under Admission Number and move them to the Selected side.

5. Once done, click Save

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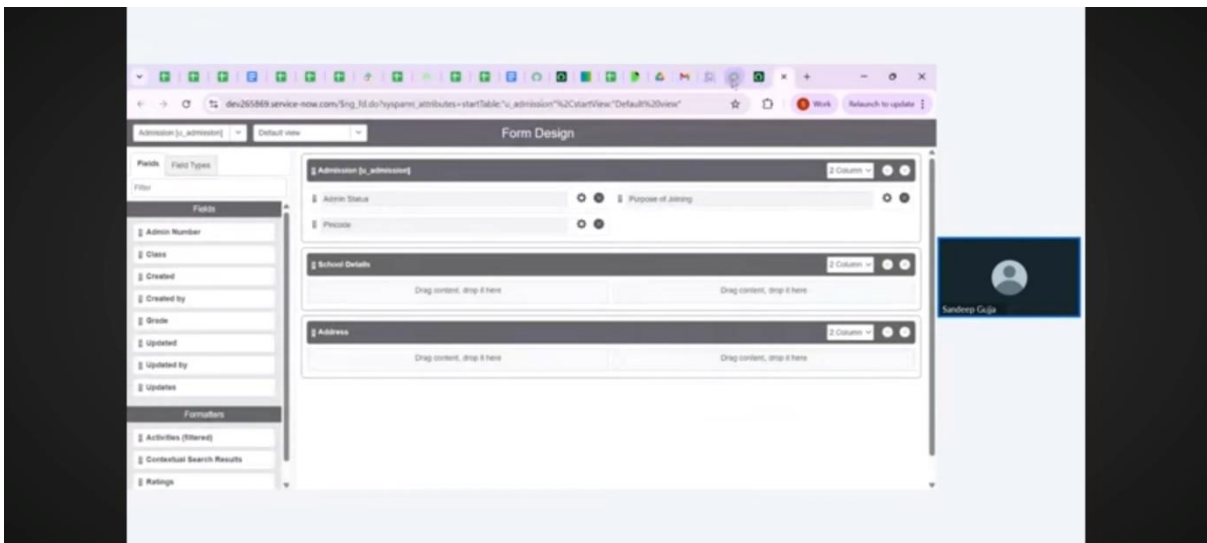
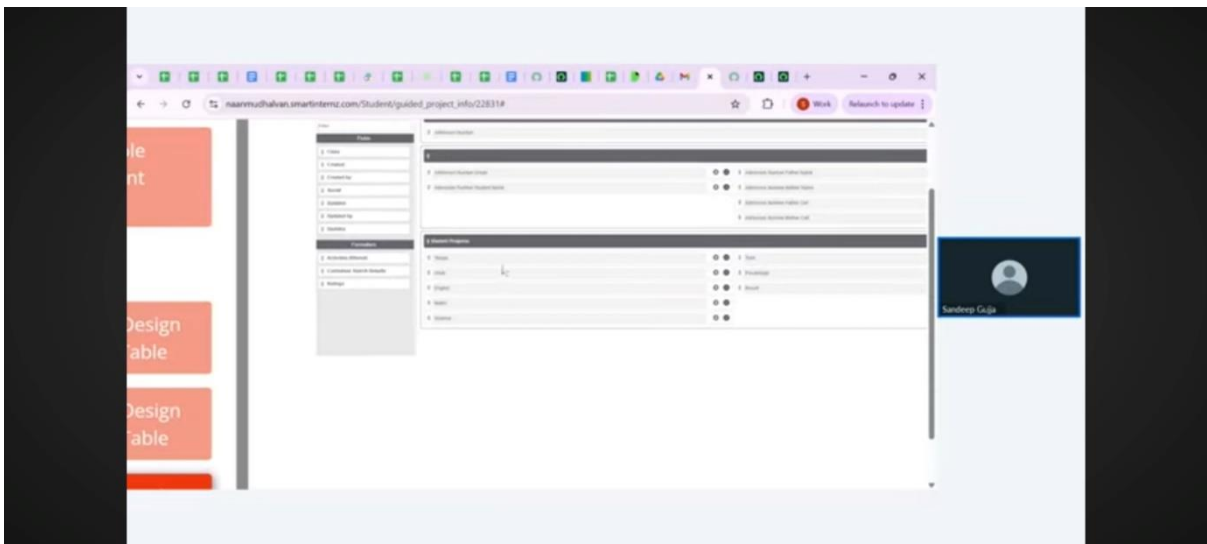
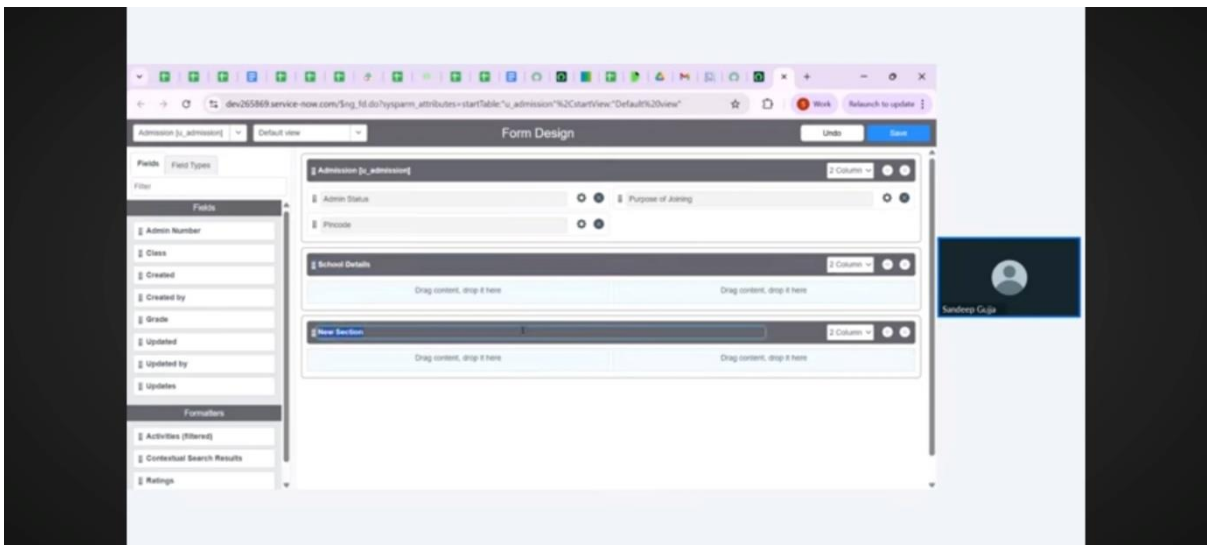


FORM DESIGN

Creating Form Design for Salesforce Table

1. Navigate to All >> System Definition >> Tables.
2. In the Label search box, type Salesforce and open the table.
3. On the top toggle bar, Right-click → Configure → Form Design.

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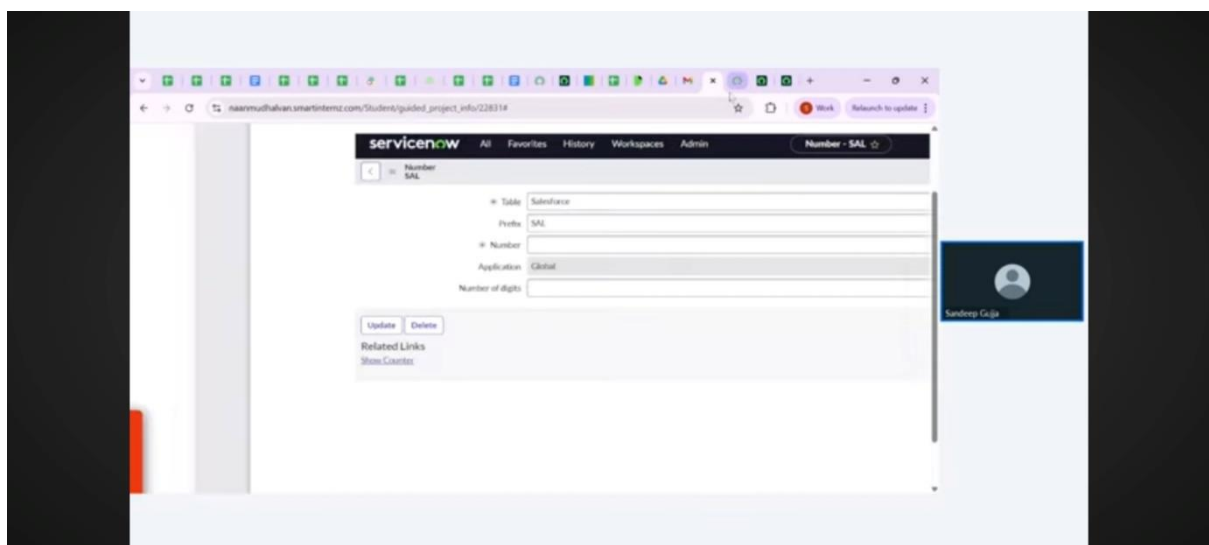
NUMBER MAINTENANCE

Steps to Create Number Maintenance for AdminNumber:

1. Navigate to All → Number Maintenance → New.

2. Enter the required details.

3. Click on Submit to save



Process Flow

1. Navigate to: All >> Process Flow >> New.

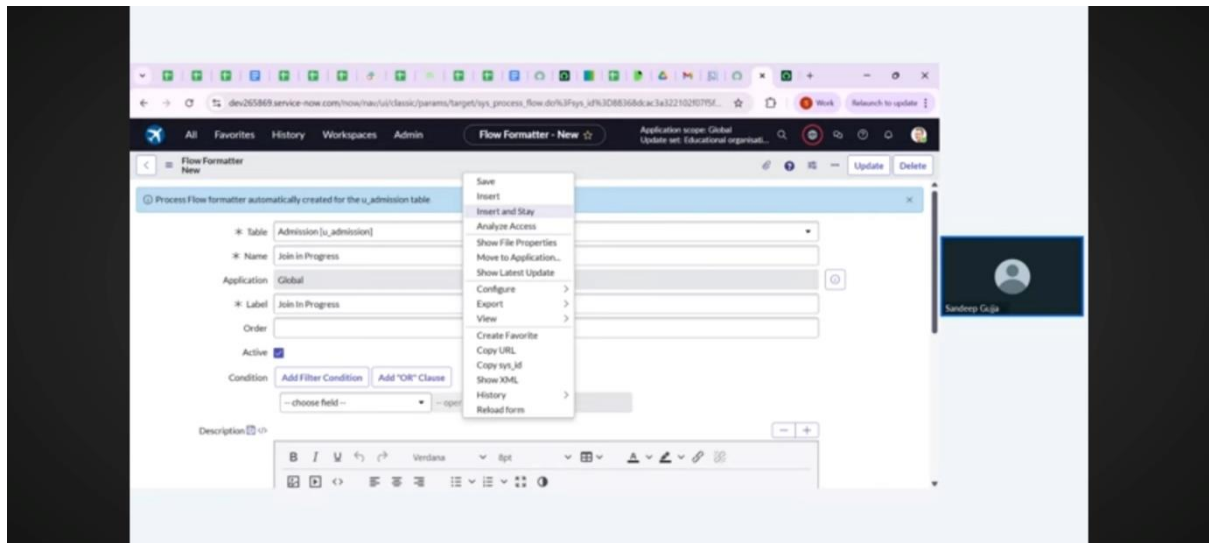
2. Fill in the required details.

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3. Right-click on the toggle bar and click Save.

4. Replace the Name and Label as given below, then click Insert and Stay.

5. Set the order of statuses as:



New → In Progress → Joined → Rejected → Rejoined → Closed → Cancelled.

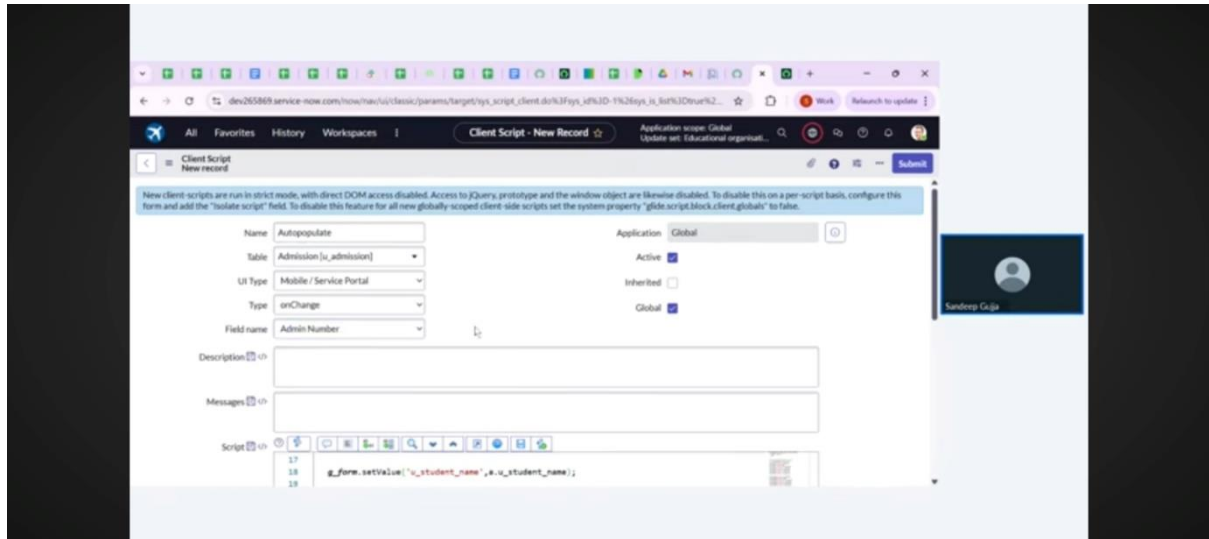
CLIENT SCRIPT

Creating “AutoPopulate” Client Script for Admission Table

1. Navigate to: All >> Client Scripts >> New.

2. Fill in the required details.

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3. Right-click on the toggle bar and click Save.

4. Replace the Name and Label as instruction.

Conclusion:

Implementing ServiceNow in educational organizations streamlines administrative processes, enhances communication, and improves overall efficiency. It provides a centralized platform for managing IT services, student support, and faculty needs, reducing manual workload and delays. By automating workflows, tracking requests, and offering self-service portals, ServiceNow ensures faster problem resolution and better user experiences. Ultimately, it enables institutions to focus more on academic excellence while maintaining smooth operational management.