

Project Design

| | |
|--------------|---|
| Team ID | LTVIP2026TMIDS73288 |
| Project Name | Educational Organization Using ServiceNow |

Proposed solution :

| S. No | Parameters | Description |
|-------|-----------------------------|---|
| 1. | Problem Statement | The Educational Management System is a comprehensive digital platform developed to streamline and automate various administrative tasks within educational institutions. It enables efficient and secure management of both student and teacher data, ensuring accuracy and easy accessibility. |
| 2. | Solution Description | This enables real-time tracking and service automation, allowing educational institutions to respond quickly to requests and manage resources more efficiently. |
| 3. | Uniqueness | The uniqueness of the Educational Organization using ServiceNow project lies in its ability to ensure a secure digital transformation, significantly reducing the administrative burden while enhancing accuracy, operational efficiency, and transparency in academic processes. |
| 4. | Social Impact | The Educational Organization using ServiceNow project creates a meaningful social impact by ensuring equal and timely access to academic resources and services for both students and staff, thereby promoting inclusivity and strengthening support across diverse educational communities. |
| 5. | Business Model | Business model focused on enhancing institutional efficiency and user experience through digital transformation. The model leverages the capabilities of the ServiceNow platform to deliver smart, automated solutions for core educational services. |
| 6. | Scalability Of The Solution | This project is built on a scalable architecture that can easily adapt to the growing needs of institutions of all sizes—from small colleges to large universities or education groups with multiple campuses. |

Milestone-1: Setting up Instance Purpose

:

The ServiceNow instance is used to digitize and streamline key administrative processes in an educational organization. It helps manage student admissions, attendance, faculty data, and service requests through automated workflows. This improves efficiency, data accuracy, and collaboration while reducing manual work and paperwork.

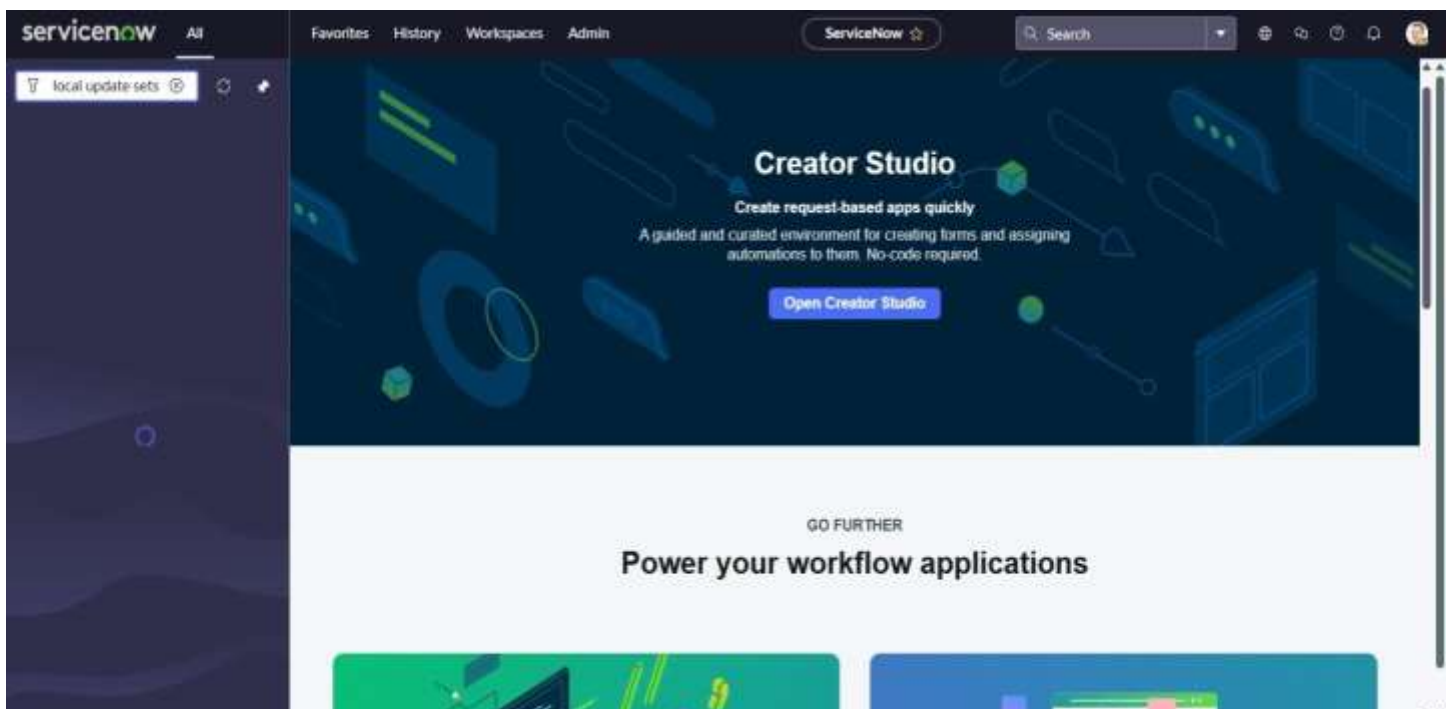
Uses :

The ServiceNow instance is used to automate student admissions, track attendance, manage faculty and student records, handle service requests, and monitor academic progress.

Activity-1: ServiceNow instance

Steps :

1. Sign in to your ServiceNow instance with the given credentials.
2. Go to the ServiceNow Developer site: developer.servicenow.com.
3. Sign up and log in to your developer account.
4. Navigate to Personal Developer Instance.
5. Click Request Instance and submit the required details. 6. Wait for an email with your instance access link



Milestone-2: Update Set

Purpose :

Update set is used to track, manage, and migrate customizations like forms, tables, and workflows related to student admissions, attendance, and academic records. It ensures safe deployment, error-free updates, and helps maintain consistency across development and production environments.

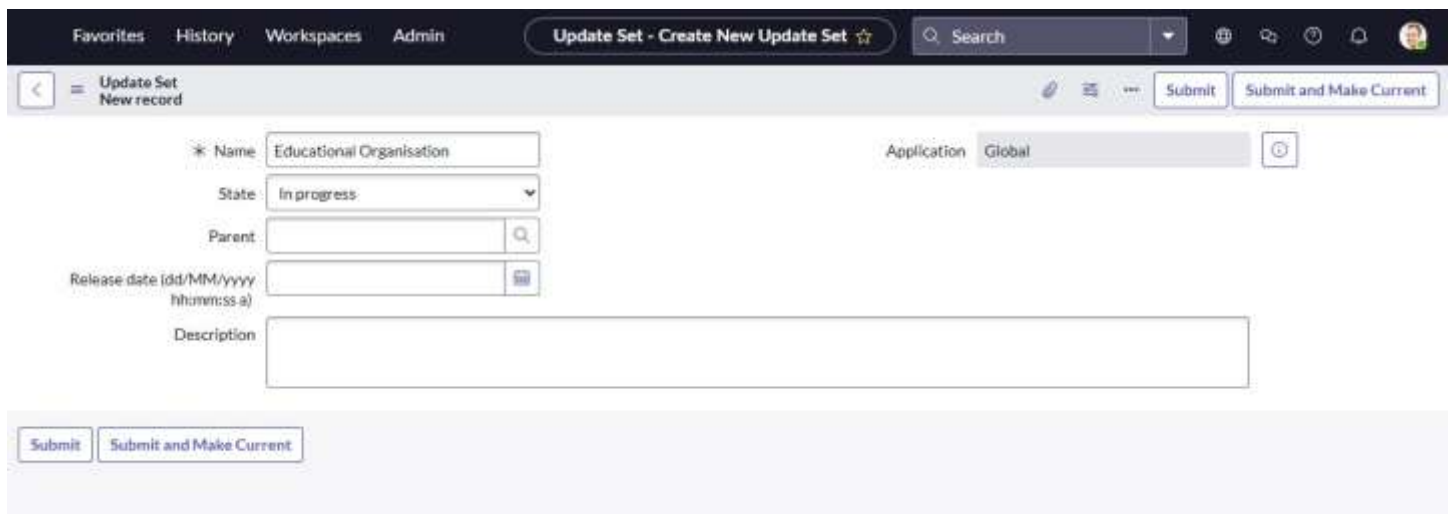
Uses :

Tracks modifications made to applications (like student admission or attendance modules), allowing rollback if needed. Once an update set is created for features like course registration or faculty evaluation, it can be reused or cloned for other departments or campuses.

Activity-1: Create update set

Steps :

1. Click on All >> Local update sets
2. Click on new



The screenshot shows the 'Update Set - Create New Update Set' form. The top navigation bar includes 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main form area has a header 'Update Set - Create New Update Set' with a star icon. Below the header, there are two buttons: 'Submit' and 'Submit and Make Current'. The form fields include: 'Name' (text input with 'Educational Organisation'), 'State' (dropdown menu with 'In progress'), 'Parent' (text input with a search icon), 'Release date (dd/MM/yyyy hh:mm:ss a)' (text input with a calendar icon), and 'Description' (text area). At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

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

Milestone-3: Table

Purpose :

Tables are used to store and organize data such as student records, faculty details, attendance, admissions, and academic progress. They help in centralizing information, enabling easy access, retrieval, and management of educational data within the ServiceNow platform.

Uses :

Store and organize structured data ,Allow easy retrieval and filtering , Enable data relationships across systems , Support report generation , Help in process automation , Maintain data accuracy and integrity

Activity-1: Creating Salesforce Table.

1. All >> Tables. 2.

Click on new

3. Enter the Label Salesforce double 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 .



| Column Label | Type | Value | Boolean |
|--------------|--------|---------|---------|
| Admin Date | Date | (empty) | false |
| Admin Number | String | (empty) | true |
| Father Cell | String | (empty) | false |
| Father Name | String | (empty) | false |
| Grade | Choice | (empty) | false |
| Mother Cell | String | (empty) | false |
| Mother Name | String | (empty) | false |
| Student Name | String | (empty) | false |

5. Click on controls >> Enable Extensible.
6. 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**

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

Use dynamic default ☒

Dynamic default value:

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

Dictionary Entry - Grade

Access Controls Choices Attributes Labels (1)

Label Search

Choices

| | Label | Value | Language | Sequence | Inactive | Updated |
|----|---------|---------|----------|----------|----------|-------------------|
| 1 | Prept | Prept | en | | false | 24/06 10:33:19 AM |
| 2 | Nursery | Nursery | en | | false | 24/06 10:33:49 AM |
| 3 | UKG | UKG | en | | false | 24/06 10:34:27 AM |
| 4 | I | 1st | en | | false | 24/06 10:35:03 AM |
| 5 | II | 2nd | en | | false | 24/06 10:35:33 AM |
| 6 | III | 3rd | en | | false | 24/06 10:35:55 AM |
| 7 | IV | 4th | en | | false | 24/06 10:36:14 AM |
| 8 | V | 5th | en | | false | 24/06 10:36:36 AM |
| 9 | VI | 6th | en | | false | 24/06 10:37:01 AM |
| 10 | VII | 7th | en | | false | 24/06 10:37:25 AM |
| 11 | VIII | 8th | en | | false | 24/06 10:38:04 AM |
| 12 | IX | 9th | en | | false | 24/06 10:38:37 AM |
| 13 | X | 10th | en | | false | 24/06 10:38:59 AM |

Insert a new row...

Activity-2: Creating Admission Table

1. Create an Admission Table with Columns given.
2. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
3. Create Fields as shown
4. Create choice for Admin Status as

Dictionary Entry - Admin Status

Choice: Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table Run Point Scan Advanced view

Access Controls Choices Attributes Labels (1)

Label Search

Choices

| | Label | Value | Language | Sequence | Inactive | Updated |
|---|------------------|-------------|----------|----------|----------|-------------------|
| 1 | New | New | en | | false | 24/06 11:26:18 AM |
| 2 | Join In progress | In progress | en | | false | 24/06 11:27:07 AM |
| 3 | Joined | Joined | en | | false | 24/06 11:27:42 AM |
| 4 | Rejected | Rejected | en | | false | 24/06 11:30:13 AM |
| 5 | Closed | Closed | en | | false | 24/06 11:30:13 AM |
| 6 | Rejoined | Rejoined | en | | false | 24/06 11:32:14 AM |
| 7 | Cancelled | Cancelled | en | | false | 24/06 11:32:50 AM |

Insert a new row...

5. Create choice for Pincode as

Dictionary Entry - Pincode

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:

[Delete Column](#) [Update](#)

Related Links:
[Show Table](#)
[Run Point Scan](#)
[Advanced view](#)

Access Controls: **Choices (2)** | **Attributes** | **Labels (1)**

Actions on selected rows... [New](#)

| Label | Value | Language | Sequence | Inactive | Updated |
|--------|--------|----------|----------|----------|-------------------|
| 509355 | 509355 | en | 1 | false | 24/06 11:34:58 AM |
| 500079 | 500079 | en | 2 | false | 24/06 11:37:57 AM |
| 500081 | 500081 | en | 3 | false | 24/06 11:40:07 AM |

[Insert a new row...](#)

1 to 2 of 2

6. Create choice for purpose of join

Dictionary Entry - Purpose of join

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:

[Delete Column](#) [Update](#)

Related Links:
[Show Table](#)
[Run Point Scan](#)
[Advanced view](#)

Access Controls: **Choices (1)** | **Attributes** | **Labels (1)**

Actions on selected rows... [New](#)

| Label | Value | Language | Sequence | Inactive | Updated |
|----------|----------|----------|----------|----------|-------------------|
| Tuition | Tuition | en | 1 | false | 24/06 11:45:13 AM |
| Coaching | Coaching | en | 2 | false | 24/06 11:50:57 AM |
| Teacher | Teacher | en | 3 | false | 24/06 11:51:21 AM |

[Insert a new row...](#)

1 to 1 of 1

7. Create choice for school

Activity-3: Creating Student Progress Table

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

| | | | | | |
|-----|----------------------|-----------|------------|----|-------|
| X | Admission Number | Reference | Salesforce | 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 record. | | | | |

Milestone-4: Form Layout

Purpose:

Form Layout is used to organize and display fields in a structured way on forms. It helps educational institutions separate student and faculty data, show important details clearly, and improve data entry and user experience.

Uses :

Organizes form fields for better clarity , Separates student, faculty, and admin data sections , Highlights mandatory fields for accurate data entry , Improves user experience and efficiency, Supports customized views for different users.

Activity-1: Table form for Student Progress Table

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

| Table student progress | | | |
|---------------------------|---------------------|--------|------------|
| ✖ | Telugu | String | (empty) 40 |
| ✖ | Total | String | (empty) 40 |
| + | Insert a new row... | | |

Update Delete Delete All Records

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.

Milestone-5: Form Design

Purpose :

Form Design is used to customize the appearance and structure of forms to suit the institution's needs. It helps in displaying relevant fields, improving data accuracy, and creating user-friendly interfaces for managing student, faculty, and academic records.

Activity-1: 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.

Form Design

Fields

- Admission Number
- Admission Date
- Grade
- Student Name
- Father Name
- Mother Name
- Father Cell
- Mother Cell

Form Design

Fields

- Admission Number
- Admission Date
- Grade
- Student Name
- Father Name
- Mother Name
- Father Cell
- Mother Cell

Activity-2: Form Design for Admission Table

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

Form Design

Fields

- Admission Number
- Admission Date
- Grade
- Student Name
- Father Name
- Mother Name
- Father Cell
- Mother Cell

Form Design

Fields

- Admission Number
- Admission Date
- Grade
- Student Name
- Father Name
- Mother Name
- Father Cell
- Mother Cell

Activity-3: Form Design for Student progress Table

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

Favorites History Workspaces Admin
 Number - SAL
Search
Update
Delete

< = Number SAL
 Update
Delete

* Table

Prefix

* Number

Application

Number of digits

Update
Delete

Related Links
[Show Counter](#)

Milestone-7 : Process Flow

Activity-1 : Create flow

1. All >> Process Flow>> New
2. Fill the Details as given Below
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. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
6. Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone-8: Client Scripts

Purpose :

Client Scripts are used to run custom code on the client side (browser) to enhance form behavior. They help in validating data, auto-filling fields, and improving user interaction in real-time without needing a server request.

Uses :

Validate form data before submission, Show/hide fields dynamically , Auto-fill or modify fields based on user input , Improve user experience with real-time responses , Reduce server load by handling logic on the client side

Activity-1: Auto populate Client Scripts for Admission Table

1. All >> Client Scripts >> New.
2. Fill the Details as given
3. Write the Code as given, 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);

}

```

Client Script - Auto populate

Search

Update Delete

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

Table: Admission [u_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script:

```

14
15
16
17
18 //Type appropriate comment here, and begin script below
19
20 var a = g_form.getReference('u_admission_number');
21
22 g_form.setValue('u_admin_date',a.u_admin_date);
23
24 g_form.setValue('u_grade',a.u_grade);
25

```

Activity-2: Pincode Update Client Scripts for Admission Table

1. Fill the Details as given.
2. Write the Code as given, Enable Isolate script and Save.

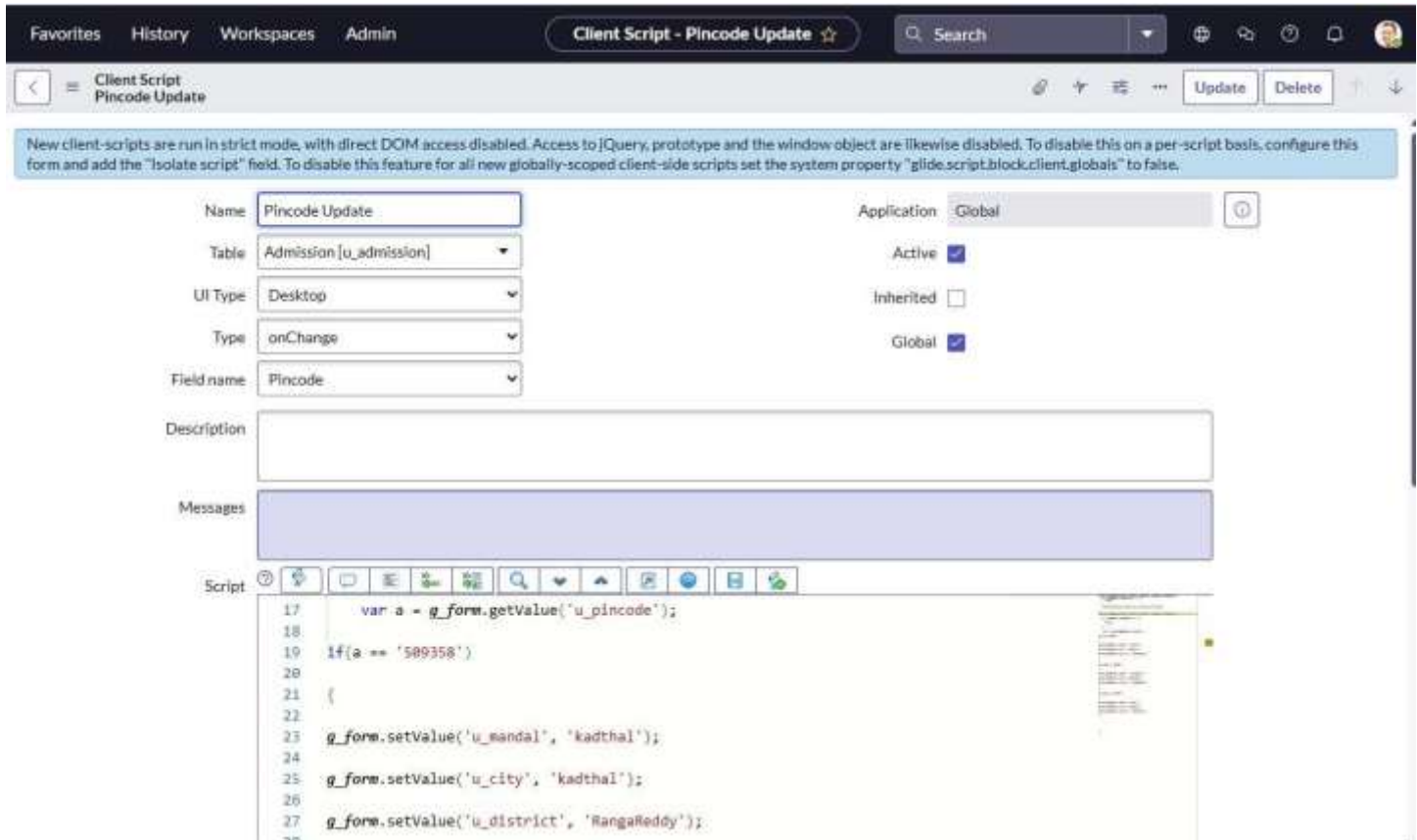
```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
    If (isLoading || newValue === '') {  
        Return ;  
    }  
    Var a = g_form.getValue('u_pincode');  
    If(a == '509358')  
    {  
        G_form.setValue('u_mandal', 'kadthal');  
        G_form.setValue('u_city', '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

}
```



Activity-3 :Disable Fields Client Scripts for Student progress Table

1. Fill the Details as given.
2. Write the Code as given, 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);

}

```

Client Script - Disable Fields

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:

Table:

UI Type:

Type:

Application:

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onLoad() {
2     //Type appropriate comment here, and begin script below
3
4 }
5 function onLoad() {
6
7     //Type appropriate comment here, and begin script below
8
9     g_form.setDisabled('u_total',true);
10
11     g_form.setDisabled('u_percentage',true);

```

Activity-4: Total Update Client Scripts for Student progress Table

1. Fill the Details as given.
2. Write the Code as given, 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);

}

}

```

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

Table: Student Progress [u_student_pr...

UI Type: All

Type: onChange

Field name: Social

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7
8 }
9 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
10
11   if (isLoading || newValue === '') {
12

```

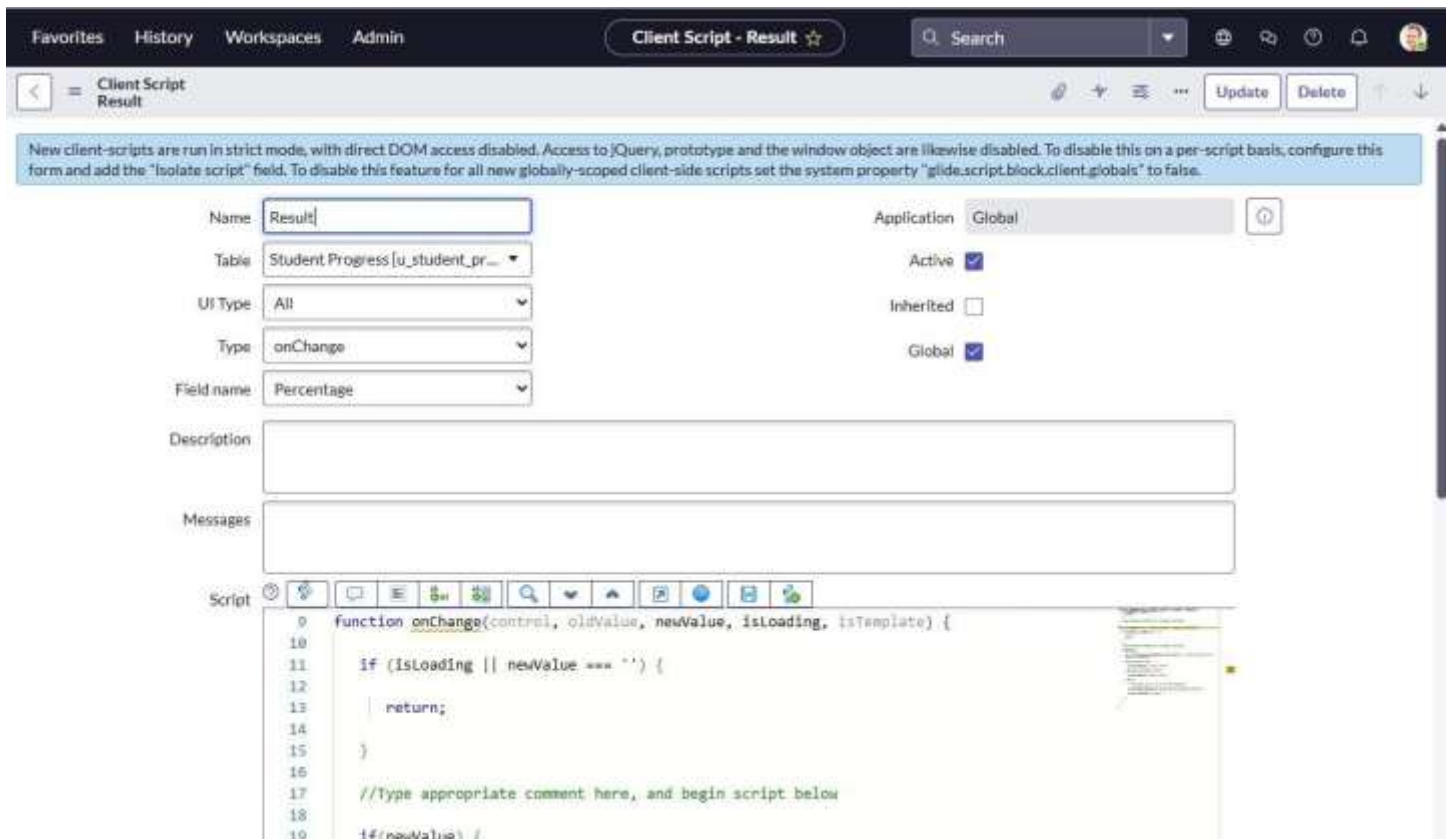
Activity-5: Result Client Scripts for Student progress

Table

1. Fill the Details as given.
2. Write the Code as given, 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');
    }
    }
}
```



Activity-6: Percentage Client Scripts for Student progress Table

1. Fill the Details as given.
2. Write the Code as given, 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+'%');
```

```
}
```

Client Script - Percentage

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: Percentage

Table: Student Progress [u_student_pr...

UI Type: All

Type: onChange

Field name: Total

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```
17 //Type appropriate comment here, and begin script below
18
19
20 var Total = g_form.getValue('u_total');
21
22 var Percentage = (Total/600)*100;
23
24 g_form.setValue('u_percentage',Percentage+'%');
25
26 }
27
28
```