

# **Project**

## **Educational Organisation Using ServiceNow**

**Team ID: LTVIP2026TMIDS24894**

**Team Members: 04**

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**Problem Statement:** In many educational organisations, daily operations such as admissions, student progress tracking, staff management, and communication are often handled manually or through different disconnected systems. This creates several challenges like delays in processes, lack of transparency for students and staff, and difficulties in managing large amounts of data. Without proper automation, tasks such as approvals, notifications, and report generation consume more time and effort. Moreover, the absence of a single digital platform leads to communication gaps between students, teachers, and administrators. These issues highlight the need for a centralized and automated system to make educational management more efficient and reliable.

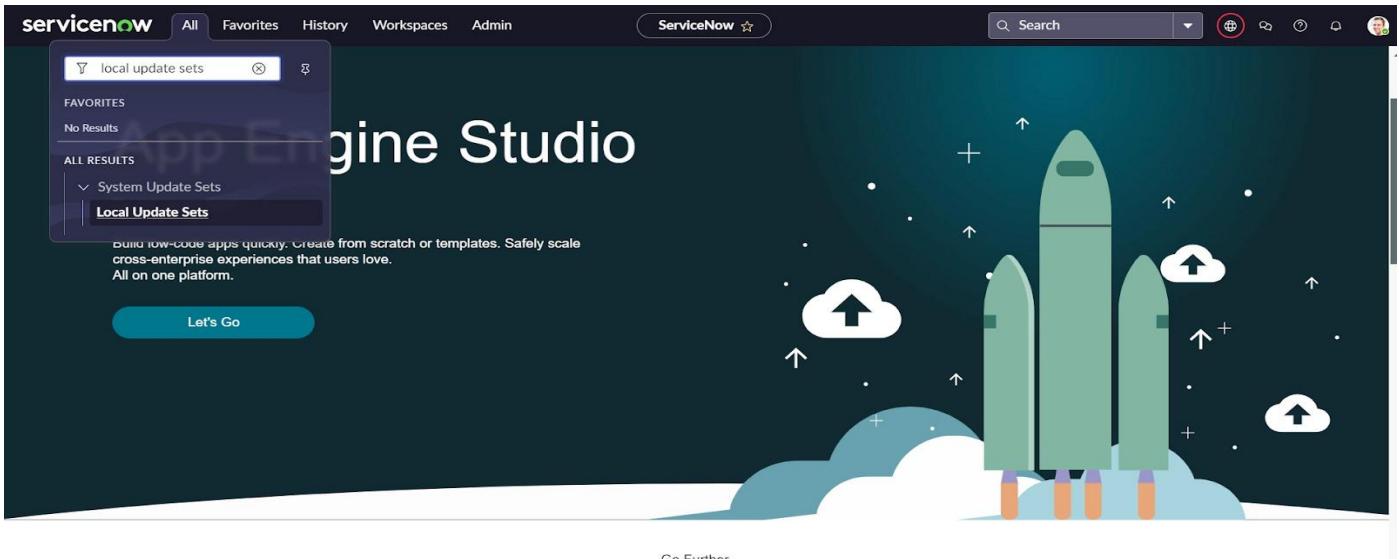
**Objective:** The project aims to develop a system for schools and colleges to manage admissions, student details, and academic progress, making the entire process quick, paperless, and user-friendly.

### **Skills:**

- ❖ ServiceNow Platform Knowledge
- ❖ Scripting (JavaScript)
- ❖ Database Concepts (RDBMS)
- ❖ Web Technologies (HTML, CSS, PHP/Node.js)
- ❖ Workflow Automation
- ❖ Problem-Solving
- ❖ Team Collaboration
- ❖ Project Presentation
- ❖ Analytical Thinking

# TASK INITIATION

## ▪ Module 1: Creating an Update Set



**Step 1: Click on All >> Local update sets.**

A screenshot of the ServiceNow Update Sets list view. The top navigation bar shows "Update Sets". The main area displays a table of update sets with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. Two entries are listed: "Default" (App Engine Studio, In progress) and "Default" (Global, In progress). At the top right of the table, there's a "New" button with a red arrow pointing to it.

**Step 2: Click on New**

A screenshot of the ServiceNow "Update Set - Create New Update Set" form. The form has fields for Name (set to "New Update Set"), State (set to "In progress"), Parent (empty), Release date (empty), and Description (empty). At the bottom, there are "Submit" and "Submit and Make Current" buttons.

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

## ▪ Module 2: Creating A Table

### Sub Module 1: Creating Salesforce Table.

#### Step 1: All>>Tables

The screenshot shows the ServiceNow web interface. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar labeled 'Import Tables' is present. The left sidebar has a tree view with the following structure:

- All > C
- System Definition
  - Tables (highlighted with a red box and arrow)
  - Tables & Columns
  - Decision Tables
  - Remote Tables
    - Tables (highlighted with a red box)
    - Definitions
- System Diagnostics
  - Session Debug
    - Debug SQL (Large Tables)
  - System Import Sets

#### Step 2: Click On New

The screenshot shows the 'Tables' list view. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar labeled 'Tables' is present. The main area displays a table of existing tables with columns: Name, Extends table, Extensible, and Updated. A red box highlights the 'New' button in the top right corner of the table header.

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

The screenshot shows the 'Table - New Record' creation form. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar labeled 'Search' is present. The form fields include:

- \* Label: A text input field.
- \* Name: A text input field.
- Extends table: A dropdown menu.
- Application: A dropdown menu set to 'Global'.
- Create module: A checked checkbox.
- Create mobile module: A checked checkbox.
- Add module to menu: A dropdown menu set to '-- Create new --'.
- New menu name: An input field.

A yellow banner at the top provides a recommendation about creating scoped applications. A blue banner at the bottom explains what a table is.

#### Step 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 

 Table  
New record

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

\* Label   
\* Name   
Extends table  

Creates   
Ad

Columns \* Controls Application Access

  Table Columns for text

Dictionary Entries

	Column label	Type	Reference	Max length
+	<input type="text"/>	  		



Submit Cancel

**Step 5: For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.**

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:getNextObjNumberPadded();
Father Cell	String	(empty)	40	true
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

Table  
Salesforce

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

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

Save Analyze Access  
Show File Properties  
Move to Application...  
Show Latest Update  
Create Child Table  
Show Dictionary Record  
Configure Export View  
Create Favorite Copy URL Copy sys\_id Show XML History Reload form

Update Delete Delete All Records

## Step 6: Click on controls >> Enable Extensible.

Columns Controls Application Access

Extensible

Live feed

Prefix SAL

Number 1,000

Number of digits 7

Create access controls

\* User role u\_salesforce\_user

Step 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 Get Next Padded Number

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

servicenow All Favorites History Workspaces Admin Dictionary Entry - Grade Search Create Choice List Delete Column Update

Dictionary Entry - Grade

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

Label Search Actions on selected rows... New

Choices

	Label	Value	Language	Sequence	Inactive	Updated
	Prept	Prept	en	1	false	2024-04-02 02:10:36
	Nursery	Nursery	en	2	false	2024-04-02 02:10:40
	UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en		4	false	2024-04-02 02:12:50
II	2nd	en		5	false	2024-04-02 02:13:16
III	3rd	en		6	false	2024-04-02 02:13:23
IV	4th	en		7	false	2024-04-02 02:13:30
V	5th	en		8	false	2024-04-02 02:13:53
VI	6th	en		9	false	2024-04-02 02:14:57
VII	7th	en		10	false	2024-04-02 02:15:02
VIII	8th	en		11	false	2024-04-02 02:15:06
IX	9th	en		12	false	2024-04-02 02:15:12
X	10th	en		13	false	2024-04-02 02:15:15

Insert a new row...

## Sub Module 2: Creating Admission Table

**Step 1: Create an Admission Table with Columns given.**

**Step 2: Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.**

**Step 3: Create Fields as shown.**

The screenshot shows the 'Table - New Record' screen in ServiceNow. At the top, there are tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Table - New Record'. Below the title bar, there are buttons for 'Search', 'Submit', and 'Cancel'. A message bar at the top indicates that ServiceNow recommends creating custom tables in scoped applications. The main form has fields for 'Label' (Admission), 'Name' (u\_admission), 'Extends table' (Salesforce), 'Application' (Global), 'Create module' (checked), 'Create mobile module' (checked), and 'Add module to menu' (Salesforce). The 'Extends table' and 'Add module to menu' fields are highlighted with red boxes. Below the form, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is selected, showing a table of columns with headers: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. There is one row in the table with a 'Column label' of 'Sys ID' and a 'Type' of 'Sys ID (GUID)'. At the bottom of the screen are 'Submit' and 'Cancel' buttons.

The screenshot shows the 'Table' interface in ServiceNow, displaying a list of columns for the 'Admission' table. The columns are listed in a table with headers: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The columns include 'Sys ID', 'Admin Status', 'Admission Number', 'Area', 'City', 'Comments', 'District', 'Fee', 'House No', 'Mandal', 'Pincode', 'Purpose of join', 'School', 'School Area', and 'Class'. The 'School' column is currently selected, as indicated by a blue highlight around its row. At the bottom right of the table, there is a 'New' button.

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Area	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
District	String	(empty)	40		false
Fee	Price	(empty)	20		false
House No	String	(empty)	40		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

**Step 4: Create choice for Admin Status as:**

### **Step 5: Create choice for Pin code as:**

### **Step 6: Create choice for Purpose of Join as:**

### **Step 7: Create choice for School as:**

Choices (2)						
Label		Actions on selected rows...				
Label	Value	Language	Sequence	Inactive	Updated	New
Stanley	Stanley	en	1	false	2024-04-02 21:19:14	
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35	

#### **Step 8: Create choice for School Area as:**

## Sub Module 3: Creating Student Progress Table

**Step 1: Create a Student Progress Table with Columns given.**

**Step 2: Select Add module to menu >> Salesforce.**

**Step 3: Create Fields as shown:**

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 row...				

## ▪ Module 3: Form Layout

**Step 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

**Step 2: Click on Admission Number [+].**

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- |- begin\_split -|
- |- split -|
- |- end\_split -|
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- |- begin\_split -|
- Admission Number
- Hindi
- English
- Telugu
- Science
- |- split -|
- Total
- Average
- Social
- Maths
- |- end\_split -|

Cancel Save

Form view and section

View name Default view

Create new field

Name [ ]

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

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- |- begin\_split [-
- |- split -|
- |- end\_split -|
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- Admission Number
- Hindi
- English
- Telugu
- Science
- Science [- split -]
- Total
- Average
- Social
- Maths
- |- end\_split -|
- Admission Number.Admin Date
- Admission Number.Student Name
- Admission Number.Father Name
- Admission Number.Mother Name
- Admission Number.Father Cell
- Admission Number.Mother Cell

Form view and section

Create new field

View name  Name

Cancel Save

## ▪ Module 4: Form Layout

### Sub Module 1: Creating Form Design for Salesforce Table

**Step 1: All >> System Definition >> Tables.**

**Step 2: In Label Search for Salesforce and open.**

Label	Name	Extends table	Extensible	Updated
salesforce	Search	Search	Search	Search
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09

## Step 3: Right Click on top Toggle >> Configure >> Form Design

The screenshot shows the ServiceNow interface for the 'Table - Salesforce' application. A context menu is open at the top right, with 'Form Design' highlighted. A red arrow points from the left towards the 'Form Design' option. The main area displays a table with columns like 'Label' and 'Name', and a list of dictionary entries.

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

The screenshot shows the 'Form Design' editor for the 'Table [sys\_db\_object]' object. The 'Fields' panel on the left has a dropdown menu where 'Salesforce [u\_salesforce]' is selected. A red arrow points from the left towards this dropdown. The main area shows the form design with various fields and their properties.

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

The screenshot shows the 'Form Design' editor after dragging and dropping fields. The 'Fields' panel on the left shows 'Salesforce [u\_salesforce]' selected. The main area displays a grid of fields: Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. Each field has a configuration icon to its right. A red arrow points from the left towards the 'Fields' panel.

## Step 6: Save

### Sub Module 2: Creating Form Design for Admission Table

**Step 1: Follow the same steps as Activity 1, Configure the fields as below and save.**

The screenshot shows the 'Form Design' interface for the 'Admission [u\_admission]' table. On the left, there's a sidebar with tabs for 'Fields' (selected), 'Field Types', 'Filter', 'Fields' (under Fields), and 'Formatters'. The main area displays a grid of fields grouped into sections: 'Admission [u\_admission]' (with 'Process Flow (Formatter)'), 'Comments', 'School Details', and 'Address'. Each section contains multiple fields with configuration icons (gear, eye, etc.) and dropdown menus for column settings (e.g., '1 Column', '2 Columns').

### Sub Module 3: Creating Form Design for Student progress Table

**Step 1: Follow the same steps as Activity1, Configure the fields as below and save.**

The screenshot shows the 'Form Design' interface for the 'Student Progress [u\_stude]' table. The sidebar is identical to the previous screenshot. The main area shows a grid of fields grouped into sections: 'New Section' (containing 'Admission Number') and 'Student Progress' (containing 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Total', 'Percentage', and 'Result'). Each field has configuration icons and dropdown menus for column settings.

## ▪ Module 5: Number Maintenance

Step 1: All >> Number Maintenance >> New

The screenshot shows the ServiceNow search interface with the query 'number'. The results pane displays 'FAVORITES' and 'ALL RESULTS'. Under 'ALL RESULTS', there is a section titled 'System Definition' which contains a row for 'Number Maintenance'. A red box highlights this row, and a red arrow points from the text 'Number Maintenance' to the row in the table.

Reference	Max length	Default value	Display
Class Name	(empty)	80	javascript:current.getTableNames();
Created by	String	(empty)	40
Created	Date/Time	(empty)	40
Sys ID	Sys ID (GUID)	(empty)	32
Updates	Integer	(empty)	40
Updated by	String	(empty)	40

Step 2: Fill the details >> Submit.

The screenshot shows the 'Number - SAL' configuration page. It includes fields for 'Table' (Salesforce), 'Prefix' (SAL.), 'Number' (1.000), 'Application' (Global), and 'Number of digits' (7). The 'Number' field has a red box around its value. Below the form are 'Update' and 'Delete' buttons, and links for 'Related Links' and 'Show Counter'.

## ▪ Module 6: Process Flow

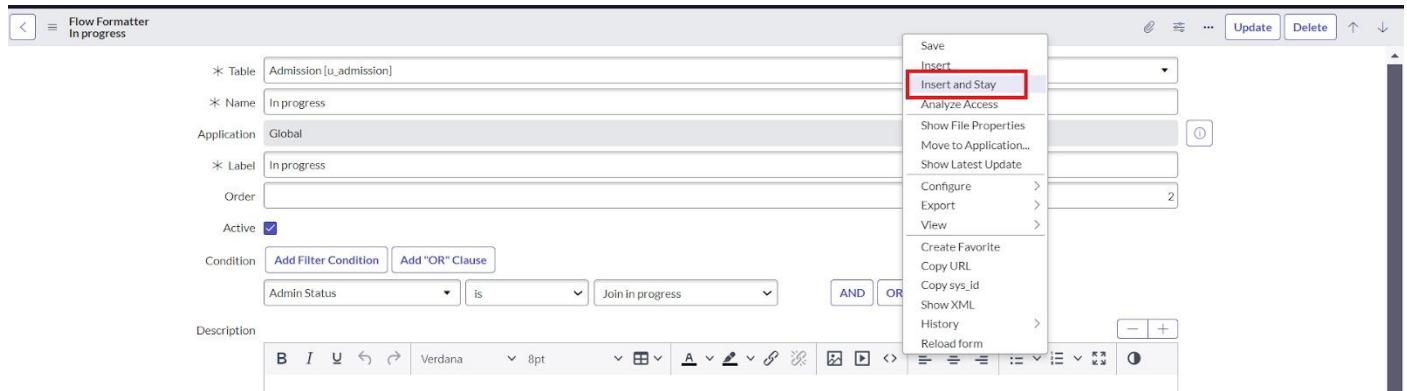
Step 1: All >> Process Flow>> New.

Step 2: Fill the Details as given Below

The screenshot shows the 'Flow Formatter' configuration page. It includes fields for 'Table' (Admission [u\_admission]), 'Name' (New), 'Application' (Global), 'Label' (New), 'Order' (empty), 'Active' (checked), and a 'Condition' section. A red box highlights the 'Name' field. To the right, a context menu is open over the 'Name' field, listing options like 'Save', 'Insert', 'Insert and Stay', etc. Below the form is a rich text editor with various toolbar icons. At the bottom are 'Update' and 'Delete' buttons.

**Step 3: Right Click on toggle and click on the save.**

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



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

**(Joined >> Rejected >> Rejoined >> Closed >> Cancelled.)**

**Step 6: Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.**

- **Module 7: Client Script**

**Sub Module 1: Creating “Auto populate” Client Scripts for Admission Table**

**Step 1: All >> Client Scripts >> New.**

**Step 2: Fill the Details as given.**

**Step 3: Write the Code as below, Enable Isolate script and save.**

Client Script  
New record

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

Name	Auto populate	Application	Global
Table	Admission [u_admission]	Active	<input checked="" type="checkbox"/>
UI Type	Mobile / Service Portal	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Admin Number		
Description			
Messages			
Script	<pre> 1 function onChange(control, oldValue, newValue, isLoading, isTemplate) { 2     if (isLoading    newValue === '') { 3         return; 4     } 5     //Type appropriate comment here, and begin script below 6 7 } 8 </pre>		

```

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);

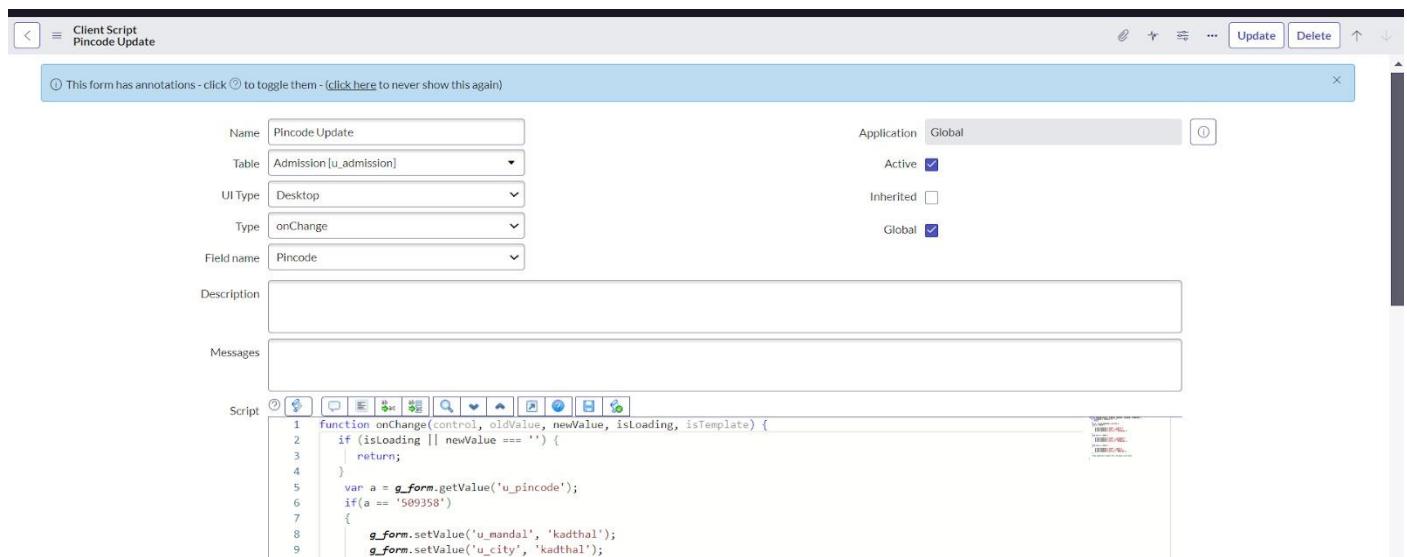
}

```

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

## **Sub Module 2: Creating “Pin code Update” Client Scripts for Admission Table**

### **Step 1: Fill the Details as given.**



### **Step 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');

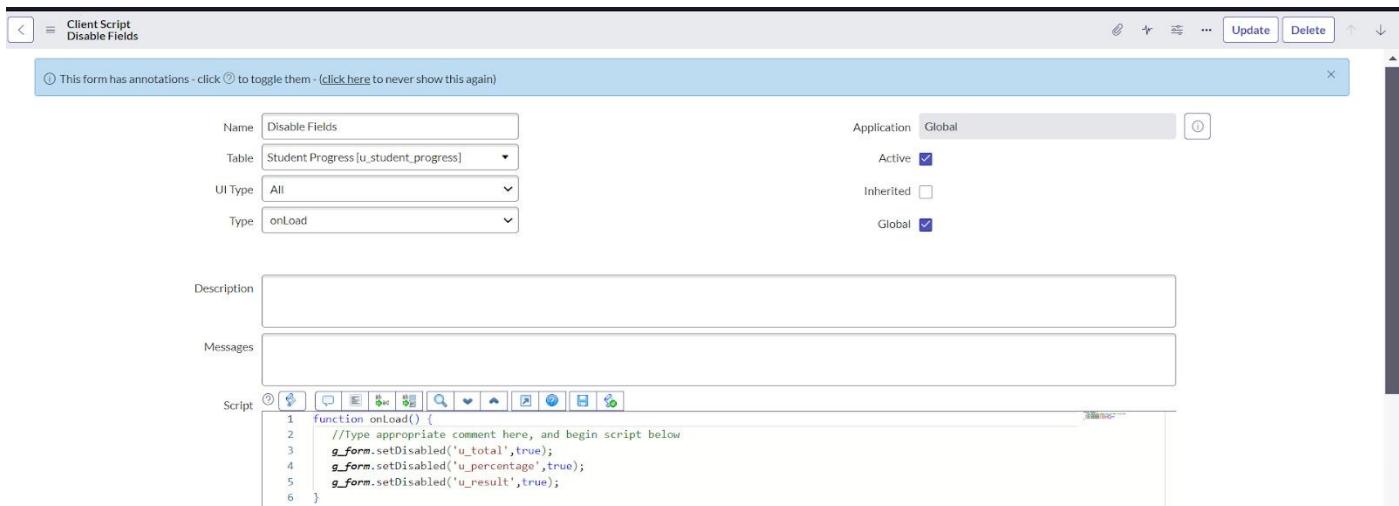
} //Type appropriate comment here, and begin script below

}

```

## **Sub Module 3: Creating “Disable Fields” Client Scripts for Student progress Table**

**Step 1: Fill the Details as given.**



**Step 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);**

**}**

## **Sub Module 4: Creating “Total Update” Client Scripts for Student progress Table**

**Step 1: Fill the Details as given.**

**Step 2: Write the Code as below, Enable Isolate script and save.**

Name: Total Update

Table: Student Progress [u\_student\_progress]

UI Type: All

Type: onChange

Field name: Social

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     if (newValue){
8         var a = parseInt(g_form.getValue('u_telugu'));
9         var b = parseInt(g_form.getValue('u_hindi'));
10        var c = parseInt(g_form.getValue('u_english'));
11        var d = parseInt(g_form.getValue('u_maths'));
12        var e = parseInt(g_form.getValue('u_science'));
13        var f = parseInt(g_form.getValue('u_social'));
14        var Total = parseInt(a+b+c+d+e+f);
15        g_form.setValue('u_total', Total);
16    }
17 }

```

Isolate script

```

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);

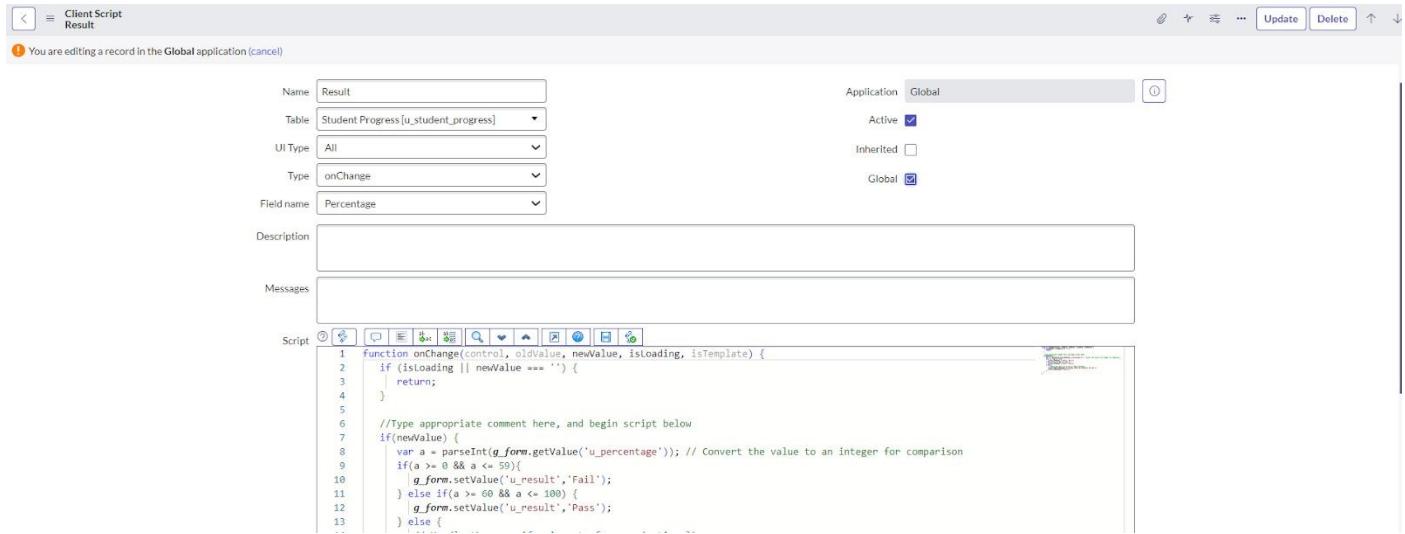
}

}

```

## Sub Module 5: Creating “Result” Client Scripts for Student progress Table

### Step 1: Fill the Details as given.



### Step 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');

}

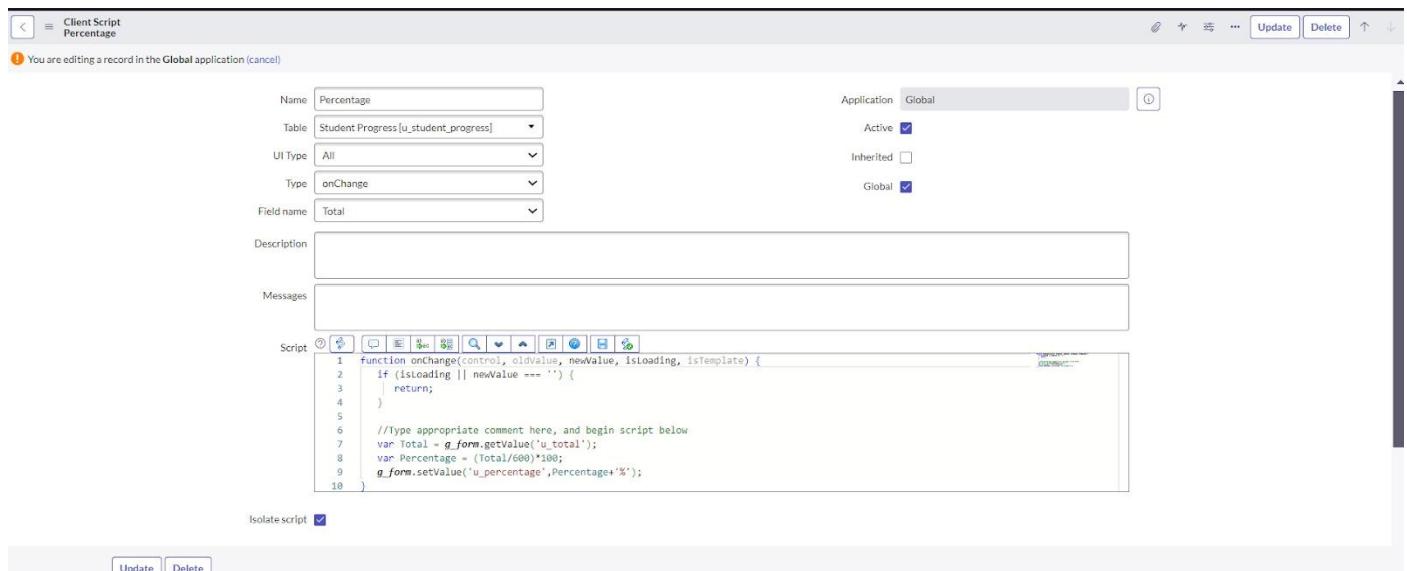
}

}

```

## Sub Module 6: Creating “Percentage” Client Scripts for Student progress Table

### Step 1: Fill the Details as given.



### Step 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+'%');
```

```
}
```

## Outcome:

The image displays three screenshots of a Salesforce form interface, likely a custom object or a combination of objects. The top screenshot shows a 'Salesforce New record' screen with fields for Admin Number (SAL0001078), Admin Date, Grade (None), Student Name, Father Name, Mother Name, Mother Cell, and Father Cell. The middle screenshot shows an 'Admission New record' screen with a status bar at the top indicating steps: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. It contains fields for Admission Number, Purpose of Join (None), Student Name, Father Name, Mother Name, Admin Date, Grade (None), Fee (\$ 0.00), Father Cell, Mother Cell, and Admin Status (None). Below this is a section for 'School Details' and 'Address' with fields for School Area and School. The bottom screenshot shows a 'New Section New record' screen with fields for Admission Number, Grade (None), Student Name, Father Name, Mother Name, Mother Cell, and Father Cell. Below this is a 'Student Progress' section with fields for Telugu, Hindi, English, Maths, Science, Social, Total, Percentage, and Result.

## **Conclusion:**

The project “Educational Organisation Using ServiceNow” successfully demonstrates how digital automation can simplify and improve the management of educational institutions. By using ServiceNow, we were able to centralize student data, automate workflows, and create an efficient platform for admissions, student progress tracking, and communication between staff and students. This solution reduces manual effort, saves time, and ensures accuracy in handling institutional processes. Overall, the project highlights the importance of using modern IT service management tools to build a smarter and more reliable educational system.

