

PROJECT DESIGN

Team ID	LTVIP2025TMID3063
Project Name	Educational organization using ServiceNow

Proposed solution template:

Project team shall fill the following information in the proposed solution template

S.No	Parameter	Description
1.	Problem Statement (Problem to be sloved)	ServiceNow helps educational institutions replace manual, disconnected processes with a unified platform ⁸ to improve efficiency, service delivery, and user experience.
2.	Idea/solution Description	Implement ServiceNow to centralize services, automate workflows, and integrate departments—enabling faster support, better communication, and improved experiences for students, faculty, and staff.
3.	Novelty/uniqueness	ServiceNow uniquely offers a unified, low-

		code platform tailored for education, enabling cross-department automation, real-time visibility, and seamless self-service—all in one scalable solution.	
4.	Social impact / customer satisfaction	ServiceNow improves satisfaction by providing faster, transparent support, empowering students and staff with self-service tools, and enhancing overall campus service experiences.	
5.	Business model(revenue model	Educational institutions invest in ServiceNow to reduce operational costs, improve service efficiency, and enhance student satisfaction—leading to better retention, optimized resources, and long-term institutional growth.	
6.	Scalability of the solution	ServiceNow easily scales with institutional growth, allowing seamless addition of users, departments, and services without compromising	

		performance or user experience.	
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Educational organization using Services now

Milestone 1: Setting up ServiceNow instance

Activity 1:

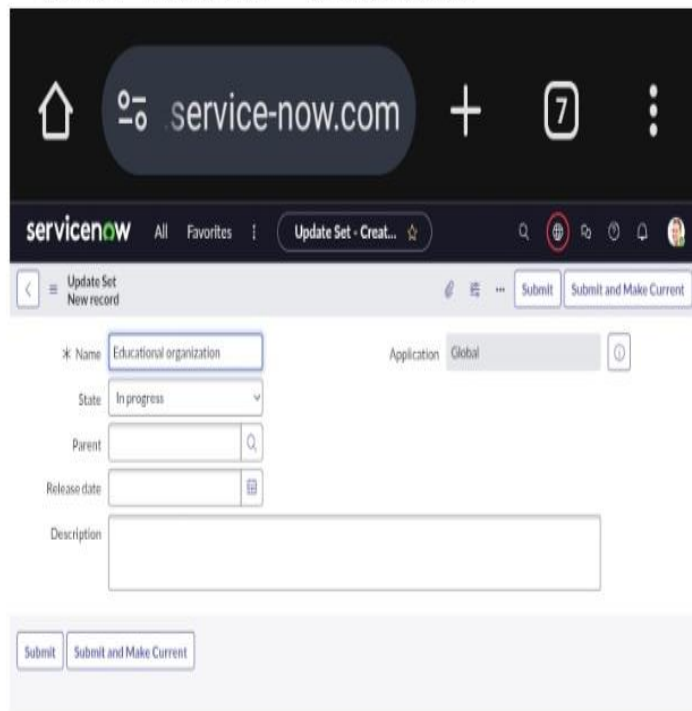
Setting Up ServiceNow Instance

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.

Milestone 2:Creating a update set

Activity 1 :1Click on All >> Local update sets

Activity 1 : Click on All >> Local update sets

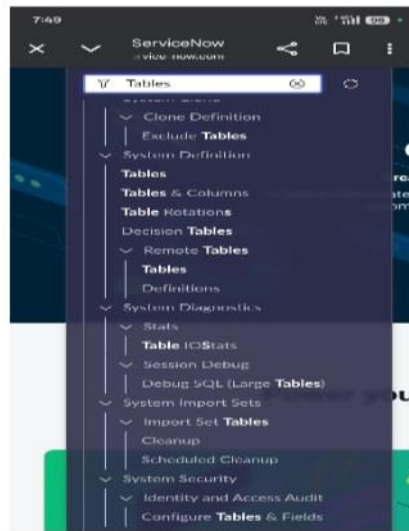
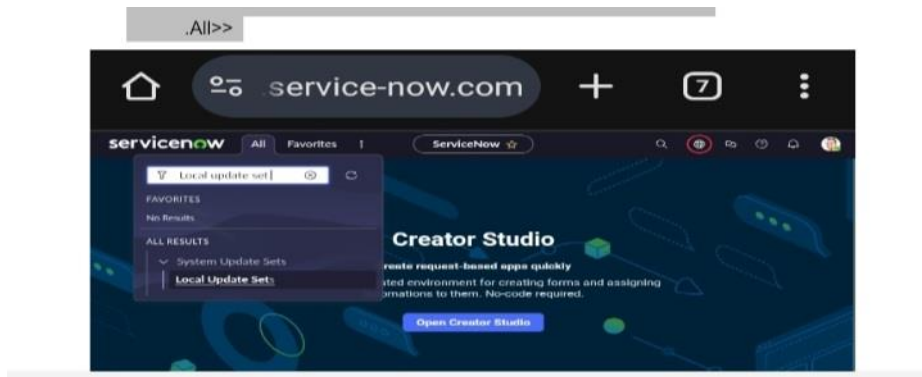


The screenshot shows the ServiceNow 'Update Set' form. The browser address bar displays 'service-now.com'. The ServiceNow logo is in the top left. The top navigation bar includes 'All', 'Favorites', and a search bar. The main header shows 'Update Set - Create...' with a star icon. The breadcrumb trail is 'Update Set > New record'. The form fields are: 'Name' (text input with 'Educational organization'), 'Application' (dropdown menu with 'Global'), 'State' (dropdown menu with 'In progress'), 'Parent' (text input with a search icon), 'Release date' (text input with a calendar icon), and 'Description' (text area). At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

Click on and make Current.

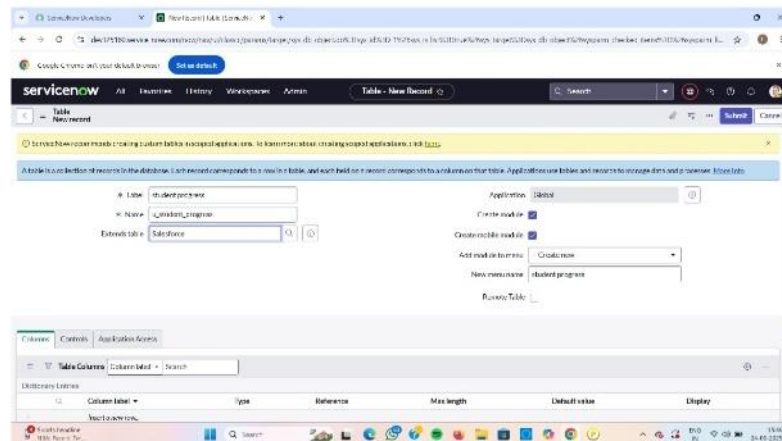
3. .Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

Milestone 3:Creating a table

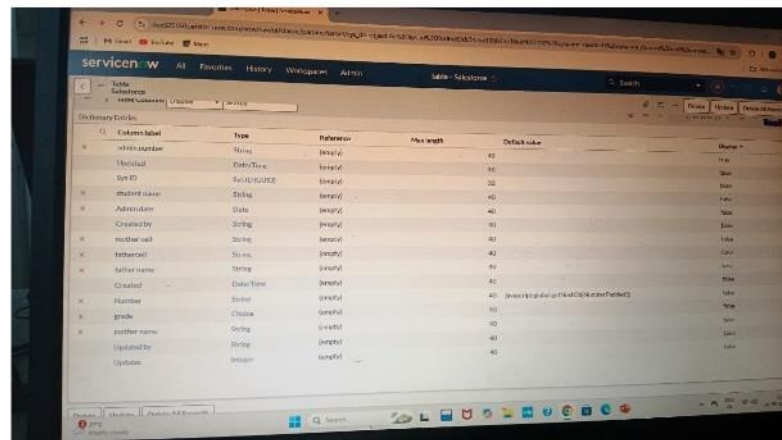


.click on new

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



. 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



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

Click on controls >> Enable Extensible.

.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 .

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

Activity 2:

.Creating Admission Table

.Create an Admission Table with Columns given.

.Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

- .create Fields as Shown

ServiceNow Table - admission

Field	Type	Value	Sequence	Updated
Sys ID	Sys ID (GUID)	(empty)	32	false
Sys ID	Sys ID (GUID)	(empty)	32	false
student name	String	(empty)	40	false
school area	Choice	(empty)	10	false
school	Choice	(empty)	40	false
purpose of join	Choice	(empty)	40	false
pincode	Choice	(empty)	40	false
number	String	(empty)	40	false
mother name	String	(empty)	40	false
mother cell	String	(empty)	40	false
mandal	String	(empty)	40	false
house no	String	(empty)	40	false
grade	Choice	(empty)	10	false
fee	Price	(empty)	30	false
father cell	String	(empty)	40	false
father name	String	(empty)	40	false
district	String	(empty)	40	false

Create choice for Admin Status as:

ServiceNow Dictionary Entry - pincode

Default value: [Empty]

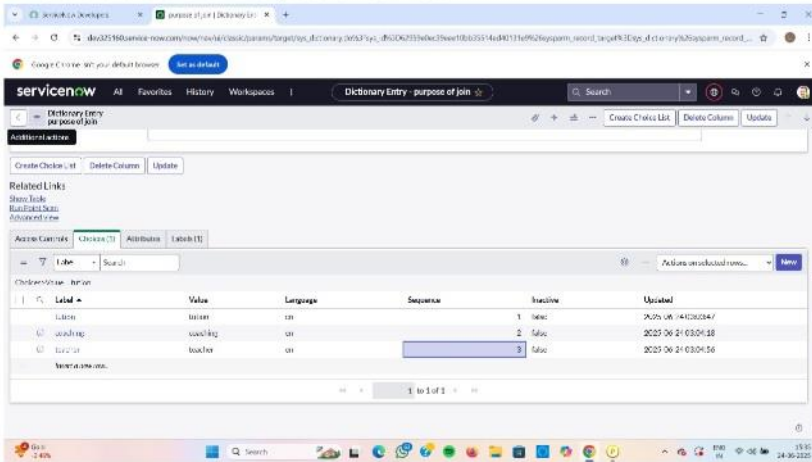
Create Choice List | Delete Column | Update

Related Links: [Empty]

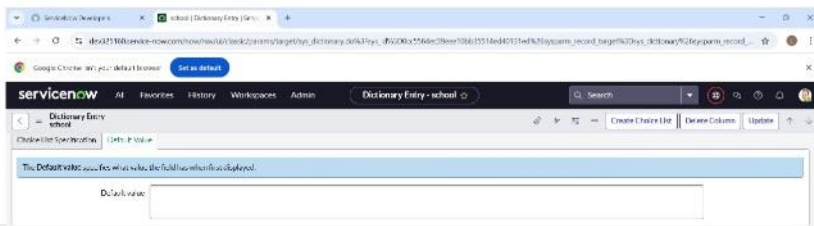
Active Controls: [Empty]

Label	Value	Language	Sequence	Inactive	Updated
500079	500079	en	1	false	2020-06-24 03:00:09
500082	500082	en	2	false	2020-06-24 03:00:09
500726	500726	en	3	false	2020-06-24 03:00:09

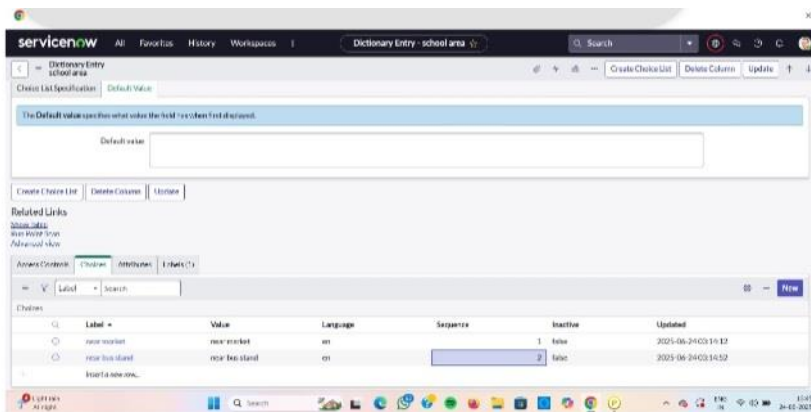
.Create choice for Purpose of Join as:



.create choice for school as:

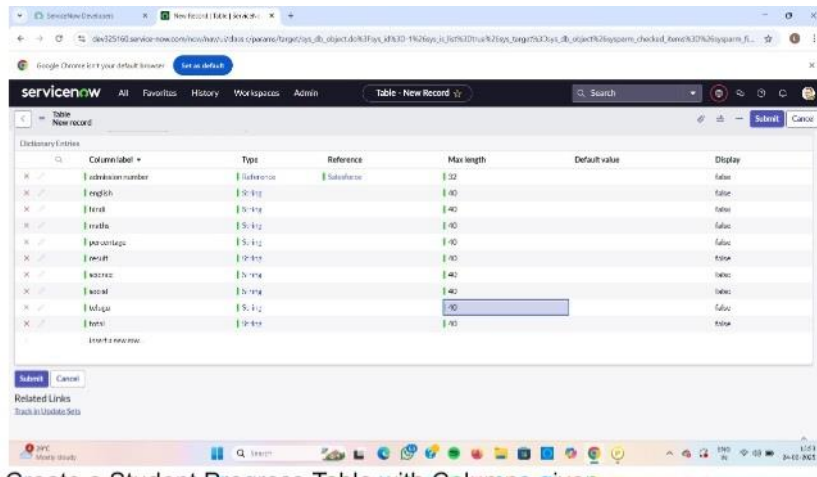


.create choice for School Area as:



Activity 3:

Creating Student Progress Table



Create a Student Progress Table with Columns given.

.Select Add module to menu >> Salesforce.

.Create Fields as shown:

Milestone 4:Form layout

Activity 1:Configuring Table Form For Student Progress Table

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

Click on Admission Number [+].

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

Milestone 5: Form design

Activity: Creating Form Design For Salesforce Table

.All >> System Definition >> Tables .

.In Label Search for Salesforce and open .

Right Click on top Toggle >> Configure >> Form

.Drop down select Salesforce(u_salesforce).

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

Activity 2:

Creating Form Design For Admission Table

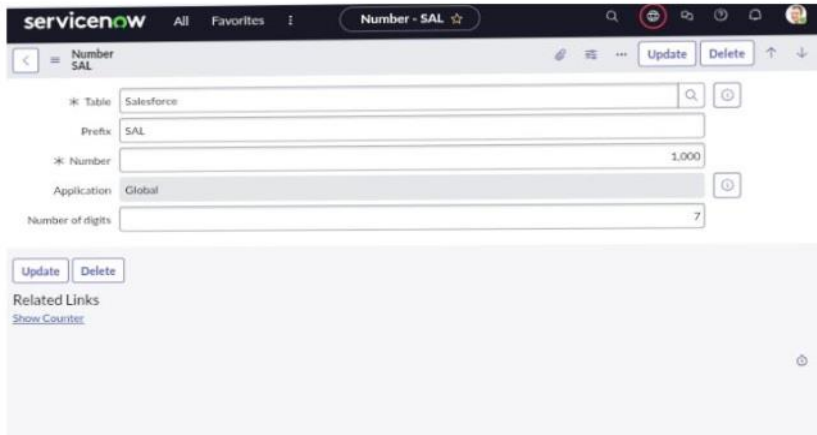
Follow the same steps as Activity1,Configure the fields as below and Save

Milestone 6: Number maintenance

Activity 1:

Creating Number Maintenance For Admin Number
.All >> Number Maintenance >> New

.Fill the details >> Submit



The screenshot shows the ServiceNow Number Maintenance form. The form is titled "Number - SAL" and includes the following fields:

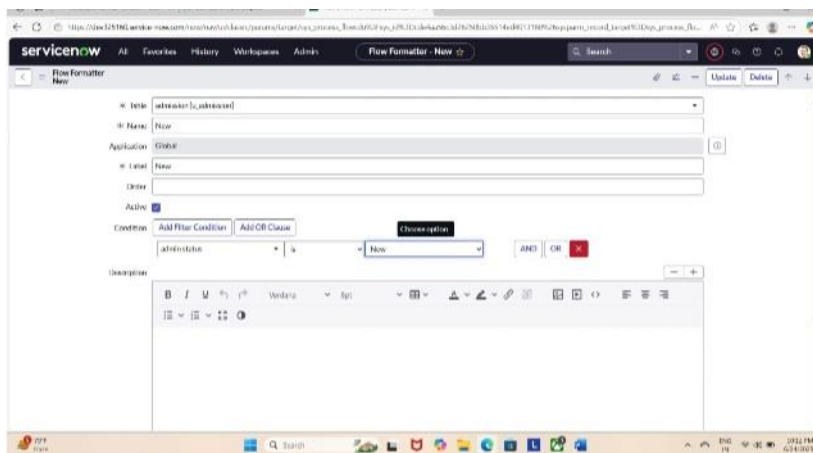
- Table: Salesforce
- Prefix: SAL
- Number: 1,000
- Application: Global
- Number of digits: 7

Below the form are "Update" and "Delete" buttons. Under the "Related Links" section, there is a link for "Show Counter".

Activity1 :Creating Process Flow For Admission Table

All >> Process Flow>> New.

Fill the Details as given Below



The screenshot shows the ServiceNow Flow Designer form. The form is titled "Flow Designer - New" and includes the following fields:

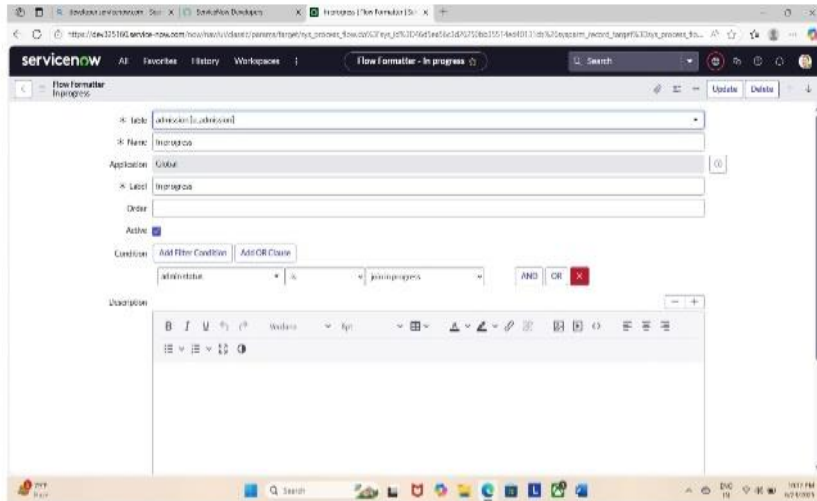
- Table: admission [admission]
- Name: New
- Application: Global
- Label: New
- Order:
- Active: ☒

Below the form are "Add Filter Condition" and "Add OR Clause" buttons. The "Add Filter Condition" button is selected, and the "Choose option" dropdown is set to "New". The "AND" and "OR" buttons are also visible.

The "Description" field is empty, and the "Workflow" section is also empty.

.right Click on toggle and click on the save .

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



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

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

.Order should be New >> IN Progress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

MILESTON 8: client scripts

Activity 1:

Creating “Auto Populate” Client Scripts For Admission Table

All >> Client Scripts >> New.

Fill the Details as given

Client Scripts
New record

This form has associations - click (?) to toggle them - click (?) to review them - click (?) to review them

Name: Auto populate
Table: Admission[u_admission]
UI Type: Module / Service Portal
Type: onChange
Fieldname: Admission
Application: Global
Active: ☒
Isolated: ☐
Global: ☒
Description:
Messages:
Script:
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

```
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);
```

Creating “Auto Populate”

Client Scripts For Admission Table

All >> Client Scripts >> New.

Fill the Details as given.

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.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');
```

```
}
```

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

```
G_form.setValue('u_city', 'AsifNagar');
```

```
G_form.setValue('u_district', 'Hyderabad');
```

```
}
```


//Type appropriate comment here, and begin script below

}

Activity 3:

Creating “Disable Fields” Client Scripts For Student Progress Table

.Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

Function on Load() {

//Type appropriate comment here, and begin script below

G_form.setDisabled('u_total',true);

G_form.setDisabled('u_percentage',true);

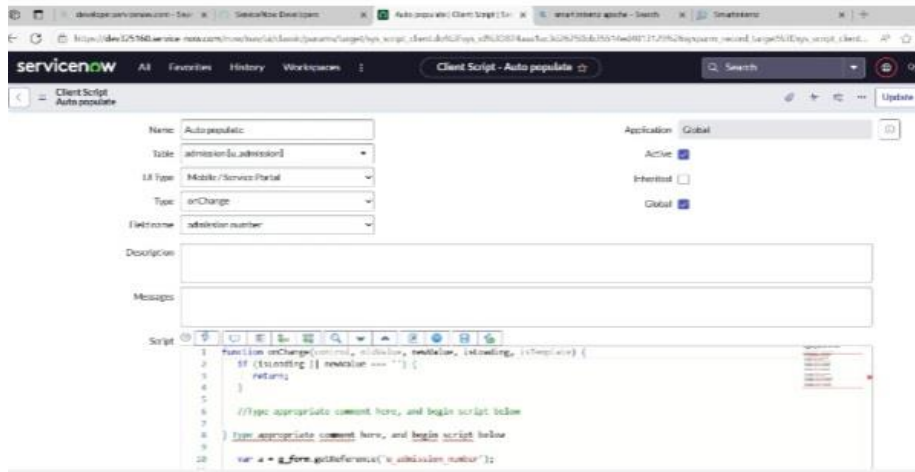
G_form.setDisabled('u result', true);

}

Activity 4:

Creating “Total Update” Client Scripts For Student Progress Table

- Fill the Details as given.



Write the Code as below, Enable Isolate script and Save.

Function on Change(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);
```

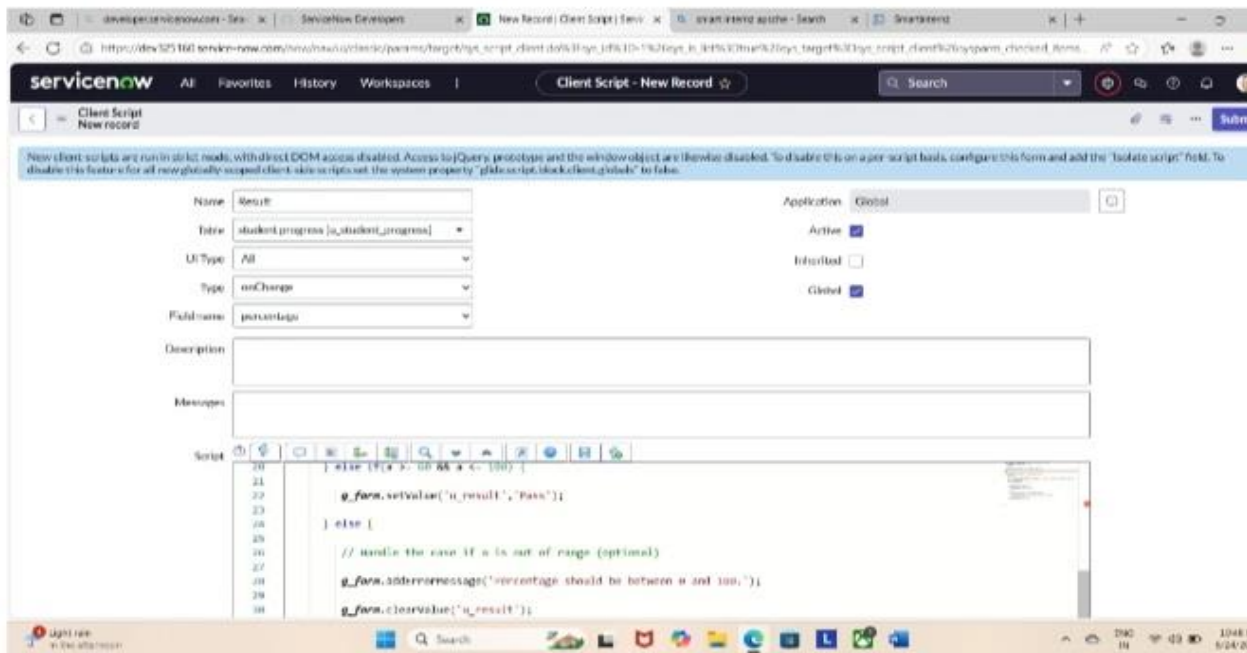
```
}
```

```
}
```

Activity 5:

Creating “Result” Client Scripts For Student Progress Table

.fill the Details as



Write the Code as below, Enable Isolate script and Save.

Function on Change(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:

Creating “Percentage” Client Scripts For Student Progress table

.fill The Details as given

The screenshot shows the ServiceNow 'Client Script - New Record' form. The form is titled 'percentage' and is associated with the 'student progress' table. The 'UI Type' is set to 'All', the 'Type' is 'onChange', and the 'Field name' is 'total'. The 'Application' is 'Global'. The 'Active' checkbox is checked, and the 'Global' checkbox is also checked. The 'Script' section contains the following code:

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```

Creating “Percentage” Client Scripts For Student Progress Table

Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

Function on Change(control, oldValue, newValue, isLoading, isTemplate) {

If (is Loading || newValue === '') {

Return;

}

//Type appropriate comment here, and begin script below

Vara table g-form .get value ('u_total');

Var Percentage = (Total/600)*100;

G_form.setValue ('u_percentage',Percentage +'%');

}