

Education Organization Using ServiceNow

Team Id: NM2025TMID16968

Team Members:4

Team Leader: Kokila K

Team Member: Agila U

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DEPARTMENT: COMPUTER SCIENCE

COLLEGE NAME: GOVERNMENT ARTS AND SCIENCE COLLEGE
SRIPERUMBUDUR , KUNDRATHUR CHENNAI-69.

YEAR: 3rd YEAR

PROBLEM STATEMENT:

Managing students, faculty, courses, and administrative workflows in an educational organization through manual or disconnected systems is timeconsuming, error-prone, and lacks transparency. There is a need for a centralized and automated platform to streamline processes, improve communication, and enhance efficiency.

OBJECTIVE:

- 1. Centralized Student Information Management** ○ Maintain and manage student profiles, admissions, and academic records in a single ServiceNow platform.
- 2. Automated User & Role Management**
 - Create, manage, and assign roles (students, teachers, administrators) efficiently with ServiceNow workflows.

3. Streamlined Academic Processes

- Automate tasks such as course registration, timetable management, and grading to reduce manual work.

4. Improved Communication & Collaboration

- Provide a centralized portal for announcements, queries, and notifications between faculty, students, and staff.

5. Efficient Request & Incident Handling

- Allow students and staff to raise requests (e.g., IT support, facility issues, academic queries) and track resolutions through ServiceNow's ticketing system.

6. Data-Driven Decision Making ○ Use ServiceNow dashboards and reports to monitor student performance, resource usage, and institutional efficiency.

7. Enhanced Transparency & Accountability

- Ensure clear visibility of academic and administrative processes to both staff and students.

8. Scalability & Adaptability ○ Provide a flexible platform that can grow with the institution and support new modules (exams, library, hostel, etc.) when required.

SKILLS:

☐ ServiceNow Platform Skills

- Hands-on experience in navigating the ServiceNow interface.
- Creating and managing users, groups, and roles.
- Designing and configuring workflows for academic and administrative processes.

☐ IT Service Management (ITSM) Skills

- Incident, problem, and request management for handling student and staff queries.

- Knowledge of ticketing systems and escalation processes.

☐ **Database & Record Management**

- Understanding of ServiceNow tables and records.
- Managing student, teacher, and administrative data securely.

☐ **Scripting & Customization Skills**

- Using ServiceNow scripting (JavaScript/Glide scripting) for customization.
- Implementing automation to reduce manual work.

☐ **Reporting & Dashboard Skills** ☐ Creating visual dashboards for monitoring student progress, faculty workload, and request status.

- Generating data-driven reports for decision-making.

☐ **Analytical & Problem-Solving Skills**

- Analyzing institutional needs and mapping them to ServiceNow capabilities.
- Optimizing workflows to improve efficiency.

☐ **Collaboration & Communication Skills**

- Coordinating tasks among team members.
- Communicating effectively with stakeholders (teachers, administrators, students).

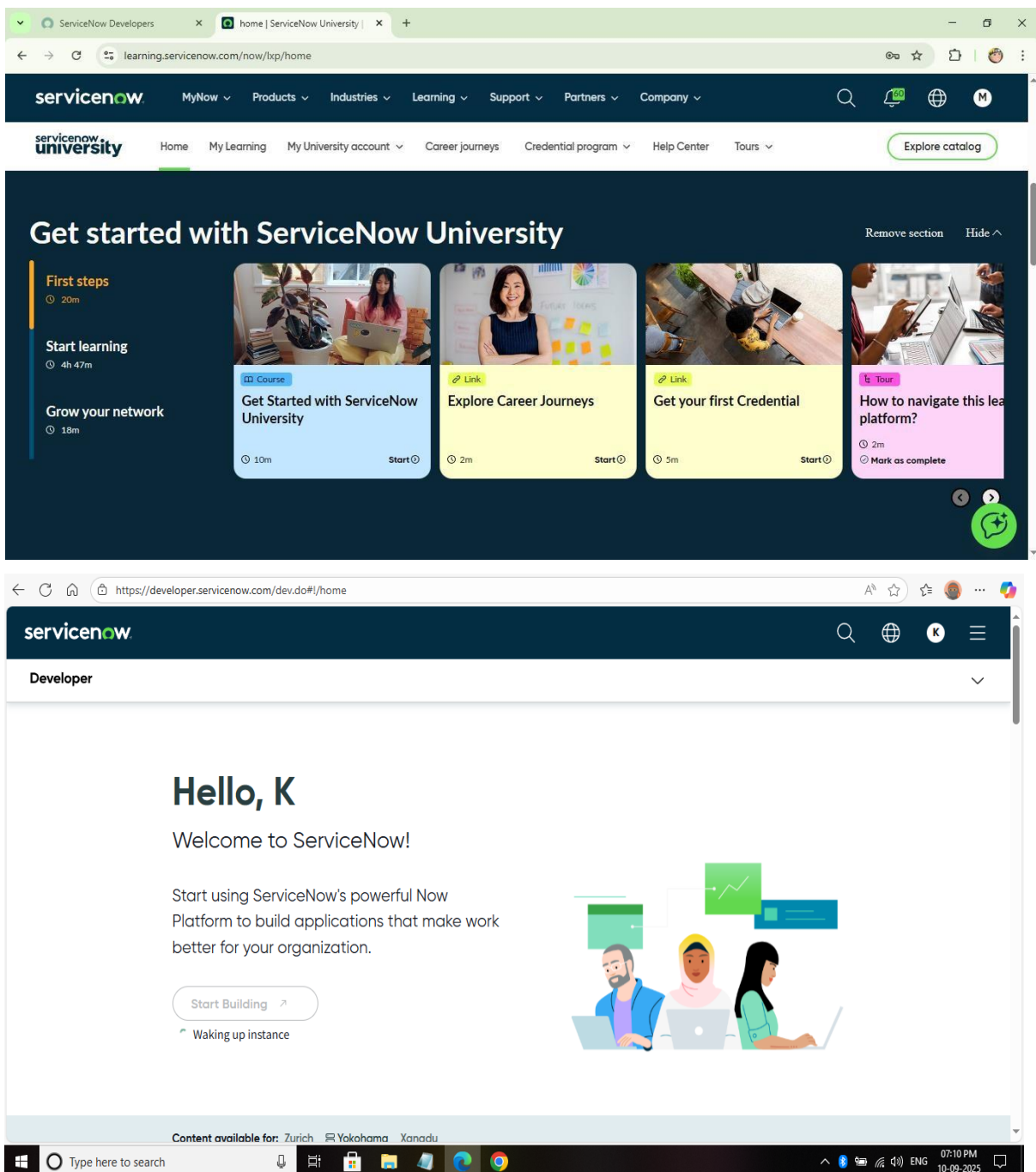
TASK INITIATION

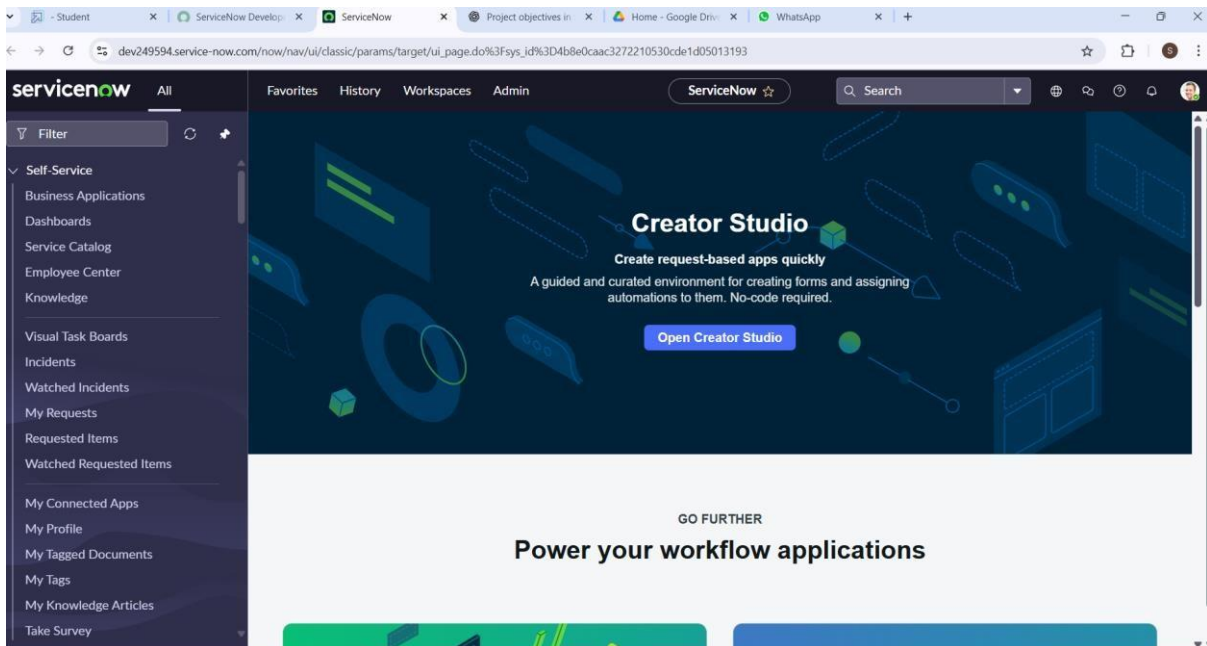
Milestone 1: Setting Up ServiceNow Instance

Activity 1: Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site “<https://developer.servicenow.com>”.
2. Instance Once logged in, navigate to the "Personal Developer " 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

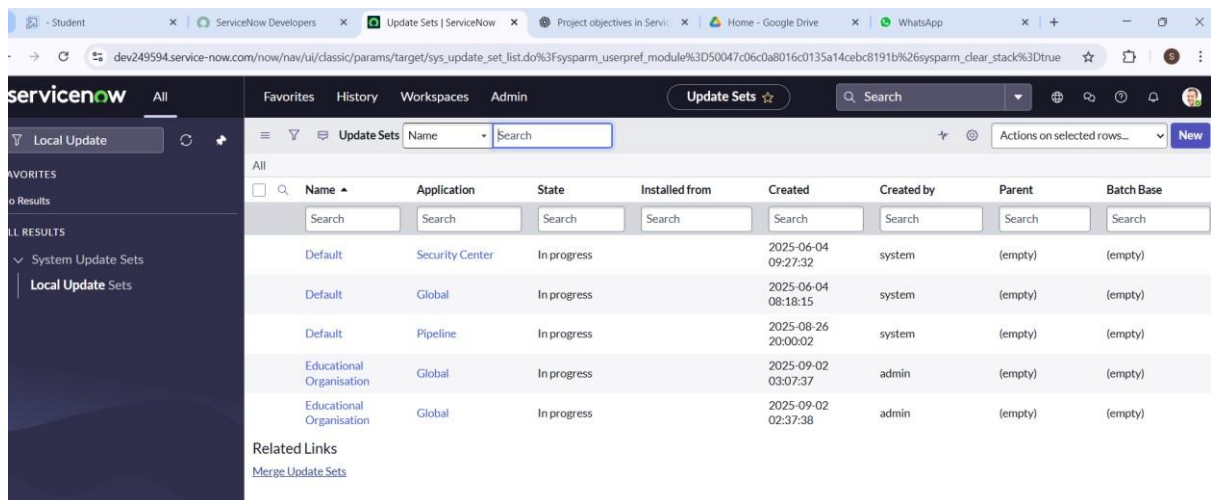
Activity 1: Creating A Update Set

1. Click on All >> Local update sets .

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-06-04 09:27:32	system	(empty)	(empty)
Default	Global	In progress		2025-06-04 08:18:15	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-26 20:00:02	system	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-02 03:07:37	admin	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-02 02:37:38	admin	(empty)	(empty)

Related Links
[Merge Update Sets](#)

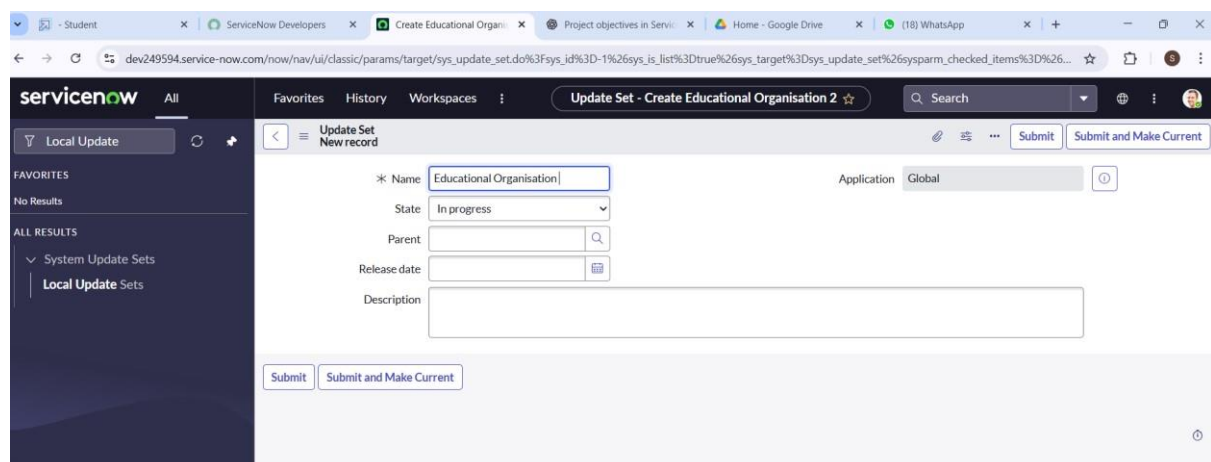
2. Click on new



The screenshot shows the ServiceNow 'Update Sets' list page. The left sidebar has 'Local Update' selected. The main table lists update sets with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. The 'Name' column has a search box. Below the table, there are 'Related Links' including 'Merge Update Sets'.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-06-04 09:27:32	system	(empty)	(empty)
Default	Global	In progress		2025-06-04 08:18:15	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-26 20:00:02	system	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-02 03:07:37	admin	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-02 02:37:38	admin	(empty)	(empty)

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



The screenshot shows the 'Update Set - Create Educational Organisation 2' form. The 'Name' field is filled with 'Educational Organisation'. The 'Application' is 'Global'. The 'State' is 'In progress'. The 'Parent' field has a search icon. The 'Release date' field has a calendar icon. The 'Description' field is empty. At the bottom, there are 'Submit' and 'Submit and Make Current' buttons.

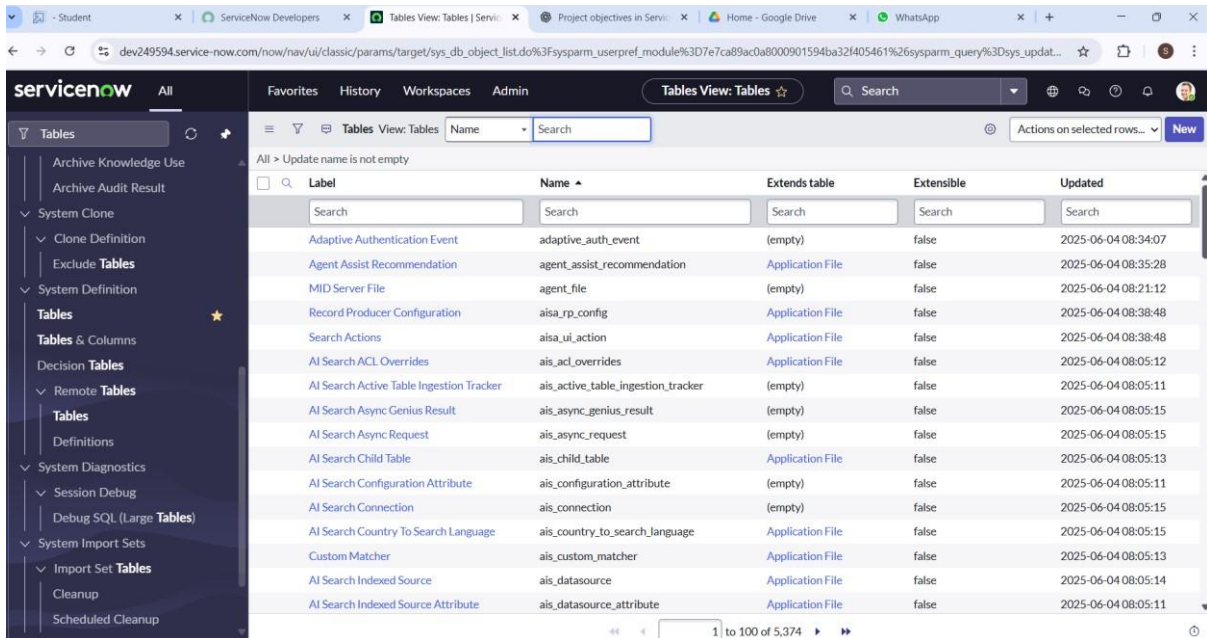
* Name: Educational Organisation | Application: Global | State: In progress | Parent: | Release date: | Description: |

Submit Submit and Make Current

Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table

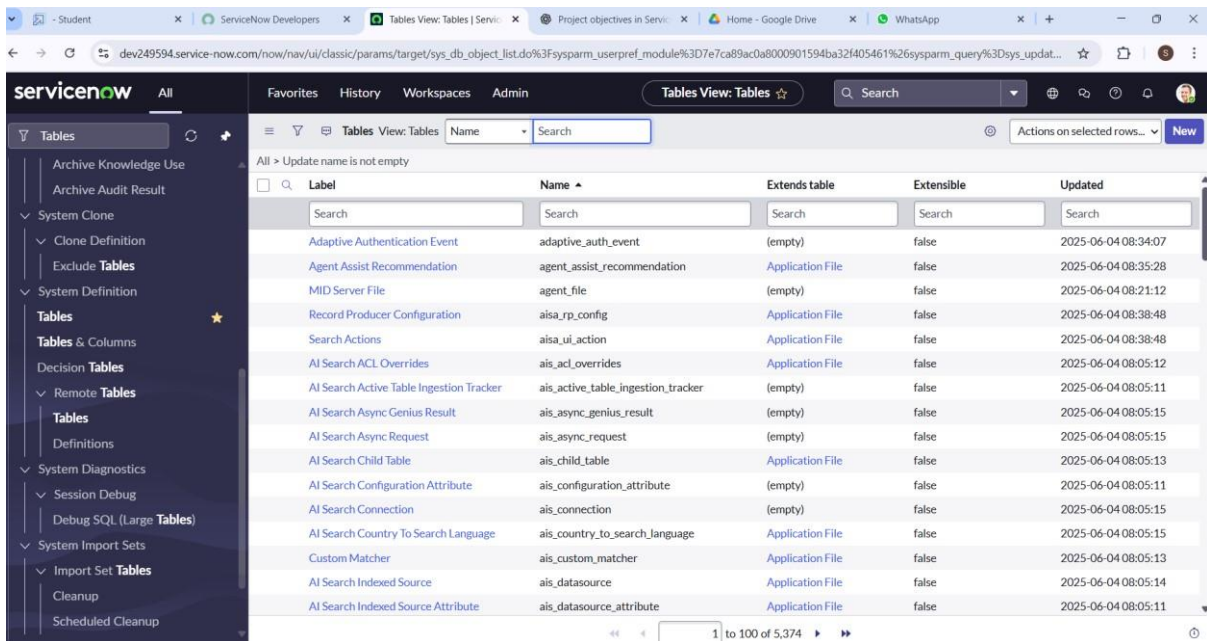
1. All >> Tables.



The screenshot shows the ServiceNow interface with the 'Tables' view selected. The left sidebar contains a navigation menu with 'Tables' highlighted. The main area displays a table of system tables. The table has columns for 'Label', 'Name', 'Extends table', 'Extensible', and 'Updated'. The 'Updated' column shows timestamps from 2025-06-04 08:05:11 to 2025-06-04 08:34:07. A 'New' button is visible in the top right corner of the table view.

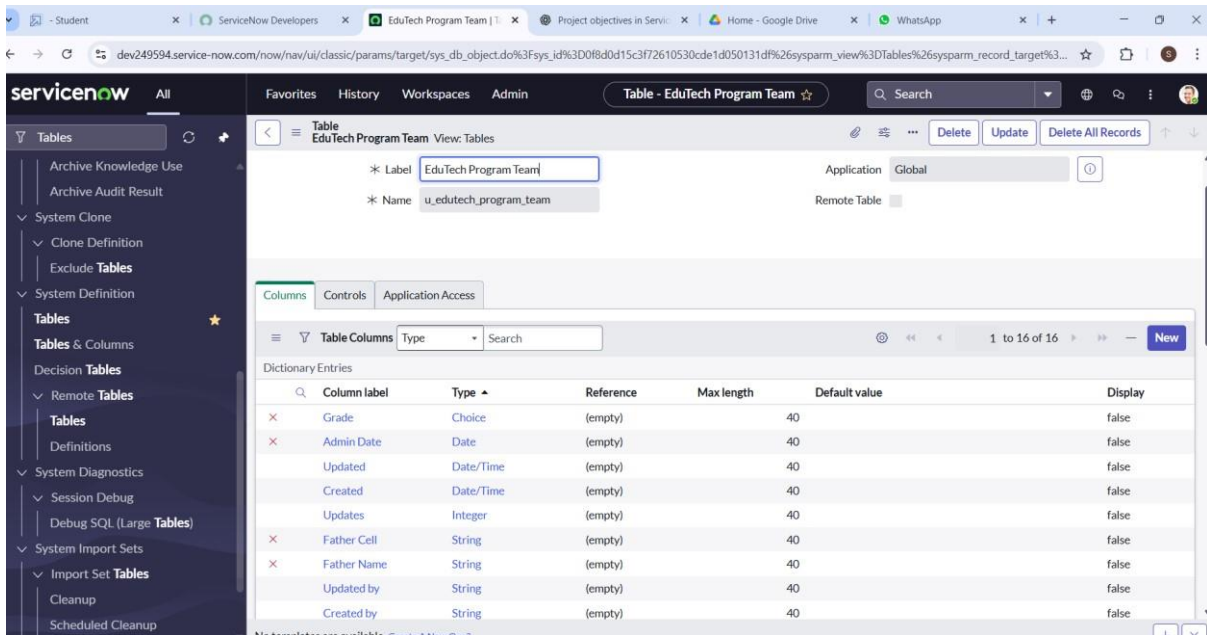
Label	Name	Extends table	Extensible	Updated
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-06-04 08:34:07
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-06-04 08:35:28
MID Server File	agent_file	(empty)	false	2025-06-04 08:21:12
Record Producer Configuration	aisa_rp_config	Application File	false	2025-06-04 08:38:48
Search Actions	aisa_ui_action	Application File	false	2025-06-04 08:38:48
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-06-04 08:05:12
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-06-04 08:05:11
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-06-04 08:05:15
AI Search Async Request	ais_async_request	(empty)	false	2025-06-04 08:05:15
AI Search Child Table	ais_child_table	Application File	false	2025-06-04 08:05:13
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-06-04 08:05:11
AI Search Connection	ais_connection	(empty)	false	2025-06-04 08:05:15
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-06-04 08:05:15
Custom Matcher	ais_custom_matcher	Application File	false	2025-06-04 08:05:13
AI Search Indexed Source	ais_datasource	Application File	false	2025-06-04 08:05:14
AI Search Indexed Source Attribute	ais_datasource_attribute	Application File	false	2025-06-04 08:05:11

2. Click on new

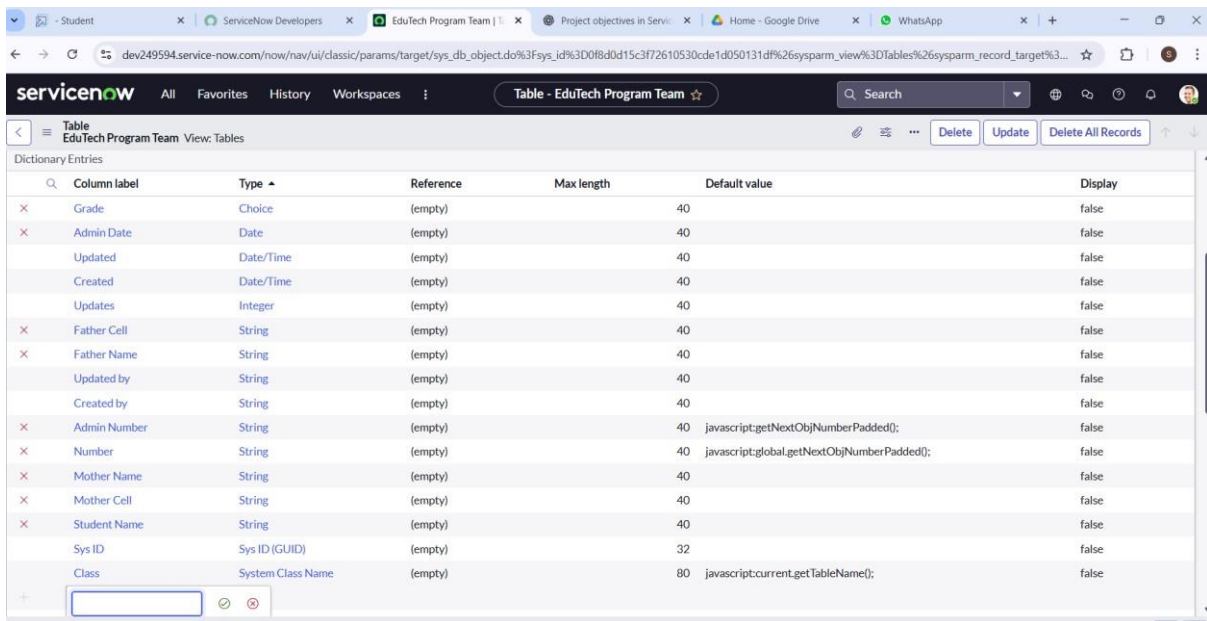


This screenshot is identical to the one above, showing the ServiceNow 'Tables' view. The 'New' button in the top right corner of the table view is highlighted with a red circle, indicating the next step in the process.

- Enter the Label(Anything you want): EduTech Program Team>>
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.

Column label	Type	Reference	Max length	Default value	Display
Grade	Choice	(empty)	40		false
Admin Date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Father Cell	String	(empty)	40		false
Father Name	String	(empty)	40		false
Updated by	String	(empty)	40		false
Created by	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(NumberPadded());	false
Number	String	(empty)	40	javascript:global.getNextObj(NumberPadded());	true
Mother Name	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Student Name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

6. Click on controls >> Enable Extensible.

Table - EduTech Program Team

Columns Controls Application Access

Extensible ☒

Live feed ☐

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

Prefix: EDU

Number: 1,000

Number of digits: 7

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

Create access controls ☒

User role: u_edutech_program_team_user

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 .

Dictionary Entry - Admin Number

* Column label: Admin Number

* Column name: u_admin_number

* Max length: 40

Function field: ☐

Read only: ☐

Mandatory: ☐

Display: ☒

Attributes:

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: Get Next Padded Number

Delete Column | Update

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

Dictionary Entry - Grade

Language: Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
II	2nd	en	5	false	2025-09-05 12:17:06
Prept	Prept	en	1	false	2025-09-05 12:15:24
XI	11th	en	14	false	2025-09-05 12:18:24
VII	7th	en	10	false	2025-09-05 12:17:35
VI	6th	en	9	false	2025-09-05 12:17:24
VIII	8th	en	11	false	2025-09-05 12:17:43
Nursery	Nursery	en	2	false	2025-09-05 12:15:32
III	3rd	en	6	false	2025-09-05 12:16:48
IX	9th	en	12	false	2025-09-05 12:17:51
X	10th	en	13	false	2025-09-05 12:18:08
UKG	UKG	en	3	false	2025-09-05 12:16:27
IV	4th	en	7	false	2025-09-05 12:17:19
XII	12th	en	15	false	2025-09-05 12:18:31
V	5th	en	8	false	2025-09-05 12:16:39
I	1st	en	4	false	2025-09-05 12:16:33

No templates are available. Create A New One?

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

The screenshot shows the ServiceNow configuration page for a table named 'Admission'. The 'Columns' tab is active, displaying a list of dictionary entries for the table. The entries include 'School', 'Admin Status', 'School Area', 'Grade', 'Purpose of Join', 'Pincode', 'Admin Date', and 'Created'. Each entry has a 'Type' (Choice, Date, or Date/Time), a 'Reference' (empty), a 'Max length' (40), a 'Default value' (empty), and a 'Display' (false). The 'Application' is set to 'Global' and 'Remote Table' is unchecked.

Column label	Type	Reference	Max length	Default value	Display
School	Choice	(empty)	40		false
Admin Status	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Grade	Choice	(empty)	40		false
Purpose of Join	Choice	(empty)	40		false
Pincode	Choice	(empty)	40		false
Admin Date	Date	(empty)	40		false
Created	Date/Time	(empty)	40		false

The screenshot shows the ServiceNow configuration page for a table named 'Admission'. The 'Columns' tab is active, displaying a list of fields for the table. The fields include 'Fee', 'Admission Number', 'Student Name', 'House No', 'Father Cell', 'District', 'Admin Number', 'Process Flow', 'Mother Cell', 'Updated by', 'Mandal', 'Number', 'Area', 'Mother Name', 'Father Name', 'Created by', 'City', 'Comments', and 'Sys ID'. Each field has a 'Type' (Price, Reference, String, or Sys ID), a 'Reference' (empty or EduTech Program Team), a 'Max length' (20, 40, or 32), a 'Default value' (empty or javascript:global.getNextObjNumberPadded();), and a 'Display' (false or true).

Column label	Type	Reference	Max length	Default value	Display
Fee	Price	(empty)	20		false
Admission Number	Reference	EduTech Program Team	40		false
Student Name	String	(empty)	40		false
House No	String	(empty)	40		false
Father Cell	String	(empty)	40		false
District	String	(empty)	40		false
Admin Number	String	(empty)	40		true
Process Flow	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Updated by	String	(empty)	40		false
Mandal	String	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Area	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Father Name	String	(empty)	40		false
Created by	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
Sys ID	Sys ID (GUID)	(empty)	32		false

4. Create choice for Admin Status as:

ServiceNow Dictionary Entry - Admin Status

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

Access Controls: **Choices (7)**, Attributes, Labels (1)

Language: en Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Joined	Joined	en	3	false	2025-09-04 04:27:47
Cancelled	Cancelled	en	7	false	2025-09-04 04:31:10
New	New	en	1	false	2025-09-04 04:27:30
Join in Progress	In Progress	en	2	false	2025-09-04 04:27:36
Rejoined	Rejoined	en	6	false	2025-09-04 04:32:22
Rejected	Rejected	en	4	false	2025-09-04 04:28:32
Closed	Closed	en	5	false	2025-09-04 04:29:35

1 to 7 of 7

5. Create choice for Pincode as:

ServiceNow Dictionary Entry - Pincode

Choice: Dropdown with -- None --

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

Access Controls: **Choices (3)**, Attributes, Labels (1)

Language: en Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
509358	509358	en	1	false	2025-09-04 04:34:34
500081	500081	en	3	false	2025-09-04 04:36:03
500079	500079	en	2	false	2025-09-04 04:35:25

1 to 3 of 3

6. Create choice for Purpose of Join as:

Access Controls

Choices (3)

Attributes

Labels (1)

Language

Search

Actions on selected rows...

New

Choices

Label

Value

Language

Sequence

Inactive

Updated

Coaching

Coaching

en

2 false

2025-09-04 04:39:05

Tution

Tution

en

1 false

2025-09-04 04:38:32

Teacher

Teacher

en

3 false

2025-09-04 04:41:12

+

Insert a new row...

1 to 3 of 3

7. Create choice for School as:

Access Controls

Choices (2)

Attributes

Labels (1)

≡

🔍

Language ▾

Search

⊙

—

Actions on selected rows...

New

Choices

<input type="checkbox"/>	<div><div>🔍</div><div>Label</div></div>	Value	Language ▾	Sequence	Inactive	Updated
	Stanley	Stanley	en	1	false	2025-09-04 04:42:45
	Narash It	Narash It	en	2	false	2025-09-04 04:43:17
<div>+</div>	Insert a new row...					

⏪

⏴

1

to 2 of 2

⏵

⏩

8. Create choice for School Area as:

Access Controls

Choices (2)

Attributes

Labels (1)

Language

Search

Actions on selected rows...

New

Choices

Label

Value

Language

Sequence

Inactive

Updated

Near Bus Stand

Near Bus Stand

en

2

false

2025-09-04 04:46:41

Near Market

Near Market

en

1

false

2025-09-04 04:46:36

Insert a new row...

1

to 2 of 2

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 shown:

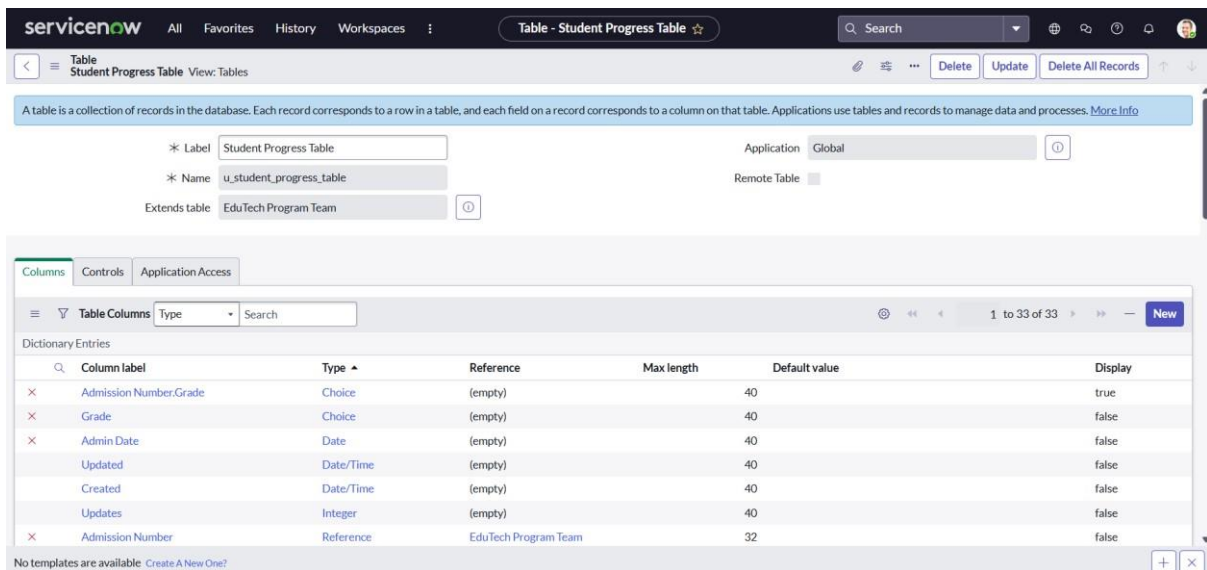


Table - Student Progress Table

Label: Student Progress Table

Name: u_student_progress_table

Extends table: EduTech Program Team

Application: Global

Remote Table: ☐

Columns

Table Columns

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admission Number:Grade	Choice	(empty)	40		true
Grade	Choice	(empty)	40		false
Admin Date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Admission Number	Reference	EduTech Program Team	32		false

No templates are available. Create A New One?

Milestone 4: Form Layout

Activity 1: Configuring Table form for Student Progress Table

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

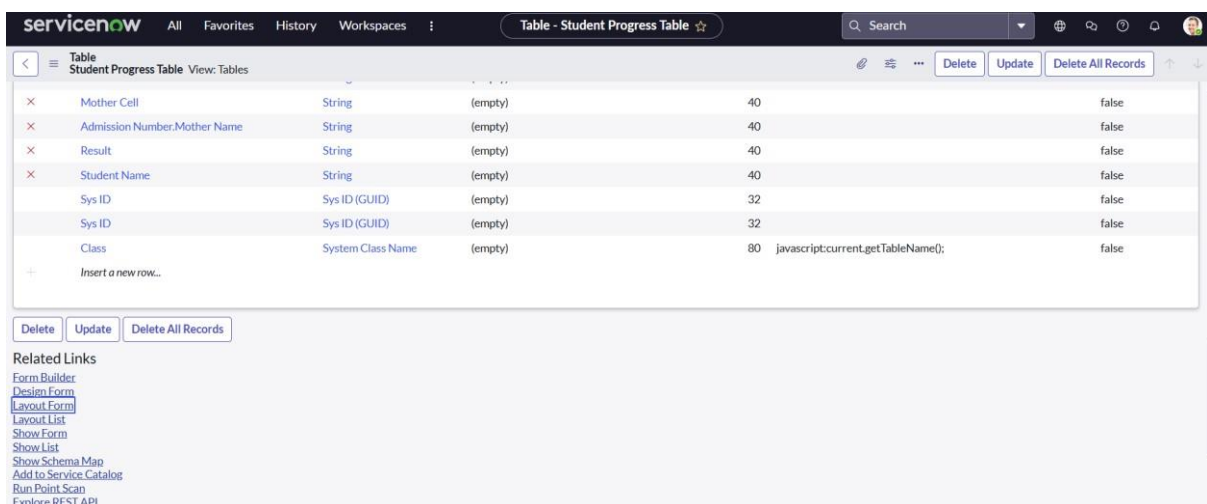


Table - Student Progress Table

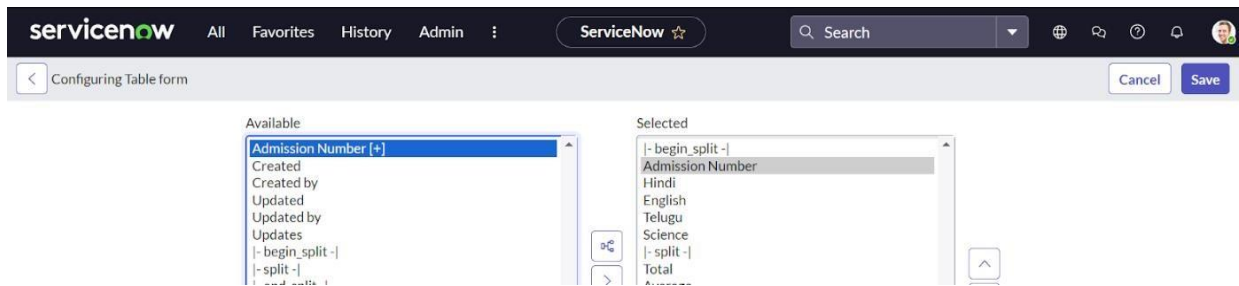
Layout Form

Field	Type	Reference	Max length	Default value	Display
Mother Cell	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Result	String	(empty)	40		false
Student Name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

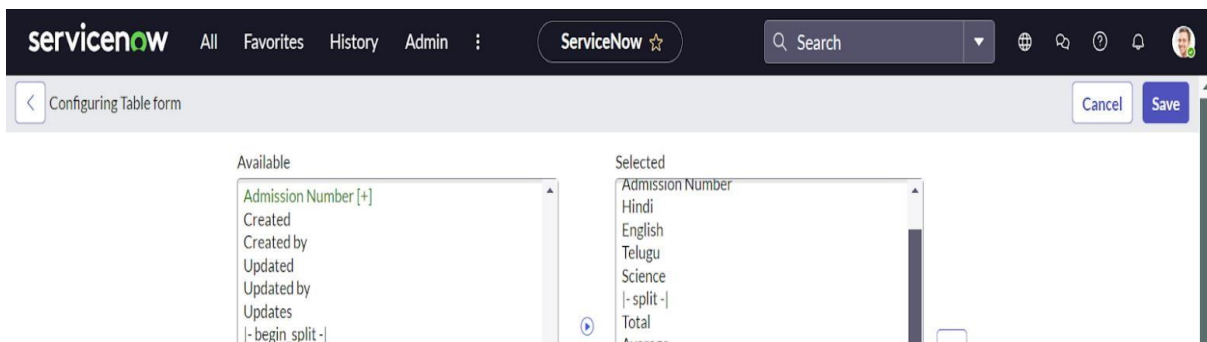
Related Links

- Form Builder
- 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

Activity 1: Creating Form Design for EduTech Program Team Table

1. All >> System Definition >> Tables .

2. In Label Search for EduTech Program Team and open .

servicenow All

Favorites History Workspaces Admin

Tables View: Tables

Search

Actions on selected rows... New

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
EduTech Program Team	Search	Search	Search	Search
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-06-04 08:34:07
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-06-04 08:35:28
MID Server File	agent_file	(empty)	false	2025-06-04 08:21:12
Record Producer Configuration	aisa_rp_config	Application File	false	2025-06-04 08:38:48
Search Actions	aisa_ui_action	Application File	false	2025-06-04 08:38:48
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-06-04 08:05:12
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-06-04 08:05:11
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-06-04 08:05:15
AI Search Async Request	ais_async_request	(empty)	false	2025-06-04 08:05:15

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

servicenow All

Favorites History Workspaces Admin

Table - EduTech Program Team

Search

Table EduTech Program Team View: Tables

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

Form Builder
Form Design
Form Layout
Related Lists
All Table
Security Rules
Business Rules
Client Scripts
UI Policies
Data Policies
UI Actions
Notifications
Dictionary

to 16 of 16 New

Columns Controls Application Access

Table Columns Type Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value
Grade	Choice	(empty)	40	
Admin Date	Date	(empty)	40	
Updated	Date/Time	(empty)	40	
Created	Date/Time	(empty)	40	
Updates	Integer	(empty)	40	
Father Cell	String	(empty)	40	

4. In drop down select EduTech Program Team(u_edutech_program_team)

Table [sys_db_object] Tables Form Design

Search EduTech Program Team
EduTech Program Team
[u_edutech_program_team]

Fields

- Auto number
- Class
- Created
- Created by
- Display name
- Extension model
- Package
- Protection policy
- Sys class code
- Sys class path
- Update name
- Updated
- Updated by

Table [sys_db_object]

Annotation

Label Application

Name Remote Table

Extends table Show In Menu (Formatter)

Columns

Table Columns Formatter (Formatter)

Controls

Extensible

Live feed

Annotation

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

EduTech Program Team [u] Default view Form Design

Fields Field Types

Filter

Fields

- Class
- Created
- Created by
- Number
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

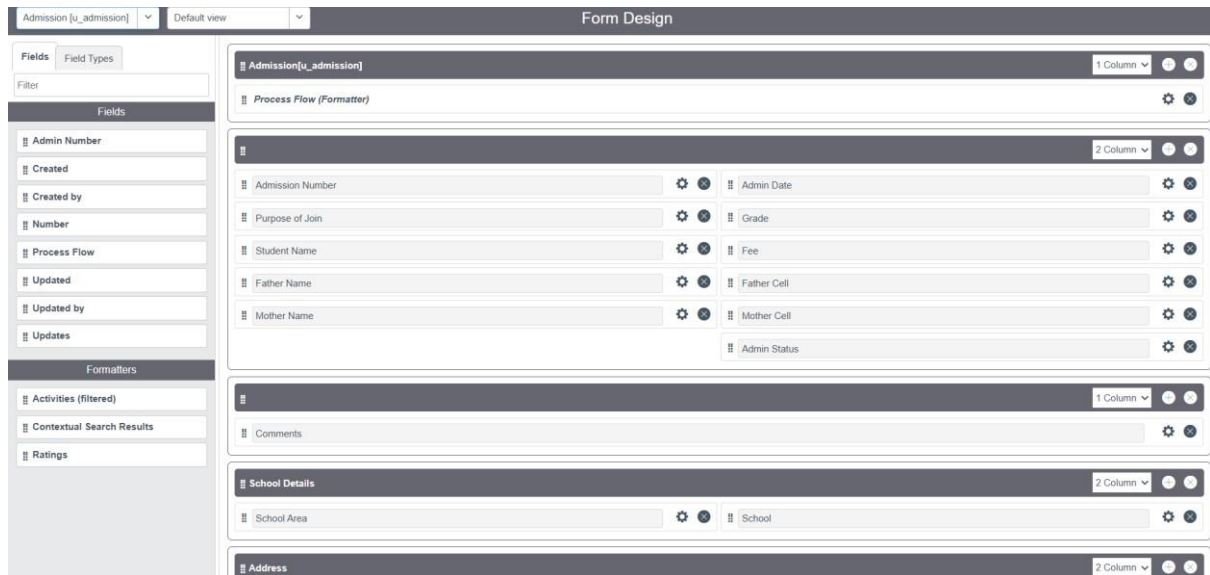
EduTech Program Team [u_edutech_program_team] 2 Column

Admin Number	Father Name
Admin Date	Mother Name
Grade	Father Cell
Student Name	Mother Cell

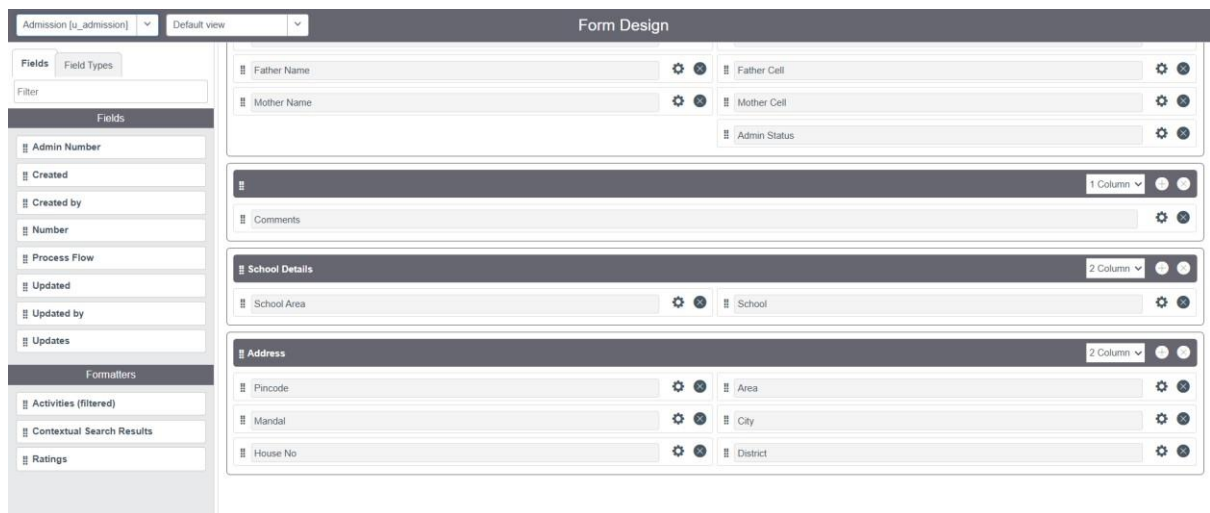
6. Save.

Activity 2: Creating Form Design for Admission Table

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



The image shows a 'Form Design' interface for an 'Admission [u_admission]' table. The interface includes a sidebar with 'Fields' and 'Formatters' sections. The main area displays a form layout with sections: 'Admission[u_admission]', 'Process Flow (Formatter)', a 2-column section for personal details (Admission Number, Admin Date, Purpose of Join, Grade, Student Name, Fee, Father Name, Father Cell, Mother Name, Mother Cell, Admin Status), 'Comments', 'School Details' (School Area, School), and 'Address' (2 columns).



The image shows a 'Form Design' interface for a 'Student progress Table'. The sidebar is identical to the previous form. The main area displays a form layout with sections: 'Father Name', 'Mother Name', 'Admin Status', 'Comments', 'School Details' (School Area, School), and 'Address' (2 columns) containing Pincode, Area, Mandal, City, House No, and District.

Activity 3: Creating Form Design for Student progress Table

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

The screenshot shows the 'Form Design' interface for a 'Student Progress Table'. On the left, there is a 'Fields' list with various fields like 'Admin Date', 'Admin Number', 'Class', 'Created', 'Created by', 'Father Cell', 'Father Name', 'Grade', 'Mother Cell', 'Mother Name', 'Number', 'Student Name', 'Updated', 'Updated by', and 'Updates'. The main area is divided into sections. The 'New Section' contains 'Admission Number'. Below it, there are two columns of fields: 'Admission Number Grade', 'Admission Number Student Name', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell'. The 'Student Progress' section contains 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Social', 'Total', 'Percentage', and 'Result'.

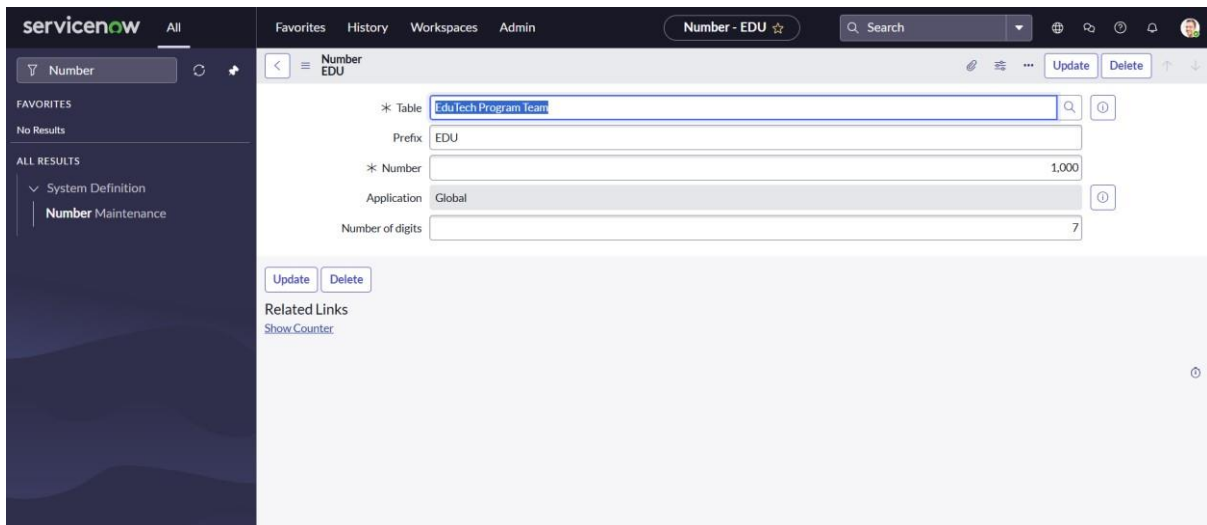
Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

1. All >> Number Maintenance >> New

Prefix	Number	Number of digits	Table	Updated
QUE	100,000	7	Article Checklist Summary	2017-05-19 04:36:10
UPGR	40,000	7	Upgrade History Task	2020-01-22 14:43:12
PRB	40,000	7	Problem	2025-06-04 07:58:41
CHGPHASE	30,000	7	Change Phase	2005-08-31 16:59:28
CHG	30,000	7	Change Request	2025-06-04 07:58:41
AS	20,000	0	Service Catalog Entry	2009-11-22 14:47:01
TASK	20,000	7	Task	2025-06-04 07:58:41
MTRC	10,002	7	Metric Definition	2008-12-14 01:54:22
CHAT	10,000	7	Chat Queue Entry	2010-12-20 09:28:47
LICNS	10,000	7	Generic Software License	2005-10-20 09:21:25
DIS	10,000	7	Discovery Status	2008-08-29 14:20:07
CNTR	10,000	7	Contract	2012-03-01 20:37:33
SRV	10,000	7	Service Contract	2005-05-24 16:25:41
PO	10,000	7	(empty)	2005-05-24 16:25:41
PI	10,000	7	(empty)	2005-05-24 16:25:41
WRN	10,000	7	Warranty	2005-05-24 16:26:32

2. Fill the details >> Submit.

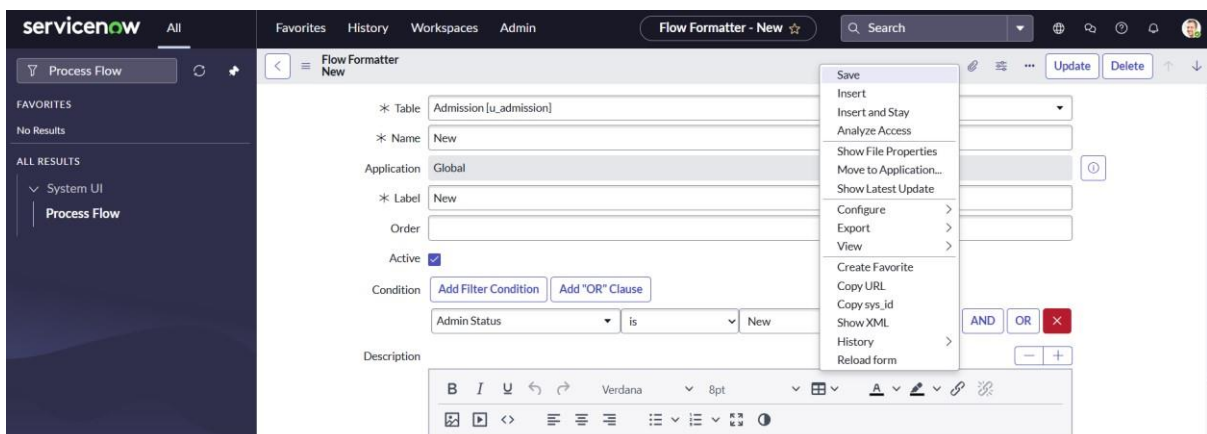


The screenshot shows the ServiceNow Number Maintenance form. The left sidebar has a 'Number' filter and 'ALL RESULTS' section with 'System Definition' and 'Number Maintenance'. The main form area is titled 'Number - EDU' and contains the following fields: 'Table' (Edu Tech Program Team), 'Prefix' (EDU), 'Number' (1,000), 'Application' (Global), and 'Number of digits' (7). There are 'Update' and 'Delete' buttons at the bottom left of the form area. A 'Related Links' section with a 'Show Counter' link is at the bottom right.

Milestone 7: Process Flow

Activity 1: Creating Process Flow for Admission Table

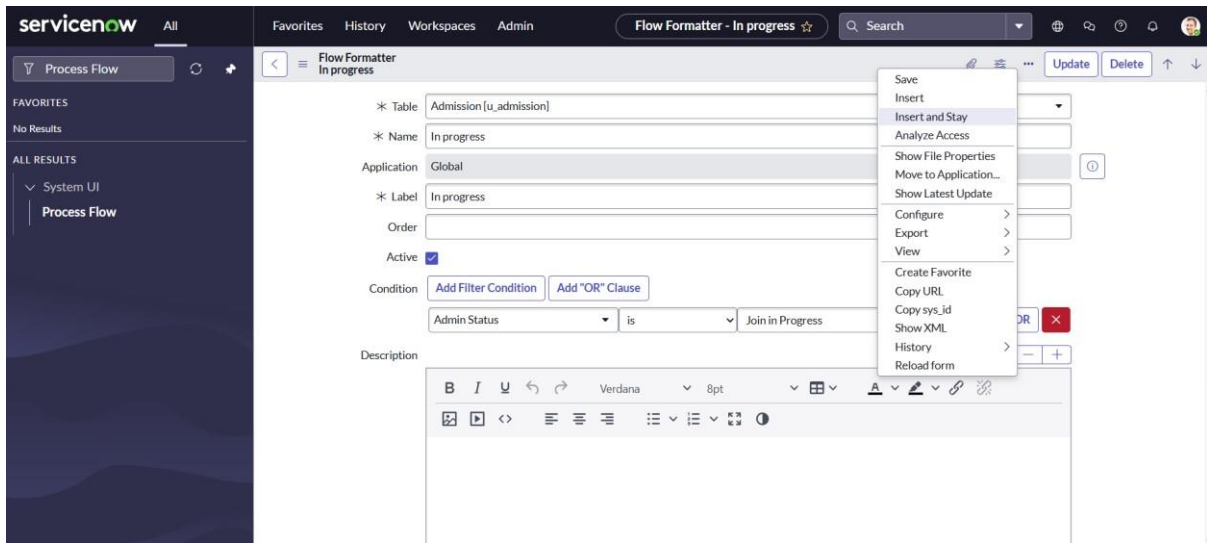
1. All >> Process Flow>> New.
2. Fill the Details as given Below



The screenshot shows the ServiceNow Flow Formatter - New form. The left sidebar has a 'Process Flow' filter and 'ALL RESULTS' section with 'System UI' and 'Process Flow'. The main form area is titled 'Flow Formatter - New' and contains the following fields: 'Table' (Admission [u_admission]), 'Name' (New), 'Application' (Global), 'Label' (New), 'Order' (empty), 'Active' (checked), 'Condition' (Add Filter Condition, Add "OR" Clause), and 'Description' (Admin Status is New). A right-click context menu is open over the 'Save' button, showing options like 'Save', 'Insert', 'Insert and Stay', 'Analyze Access', 'Show File Properties', 'Move to Application...', 'Show Latest Update', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. There are also 'AND', 'OR', and 'X' buttons at the bottom right of the form area.

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 Script

Activity 1: Creating “Auto populate” Client Scripts for Admission Table

1. All >> Client Scripts >> New.
2. Fill the Details as given.

Client Script
New record

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

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

```

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 }

```

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);

```

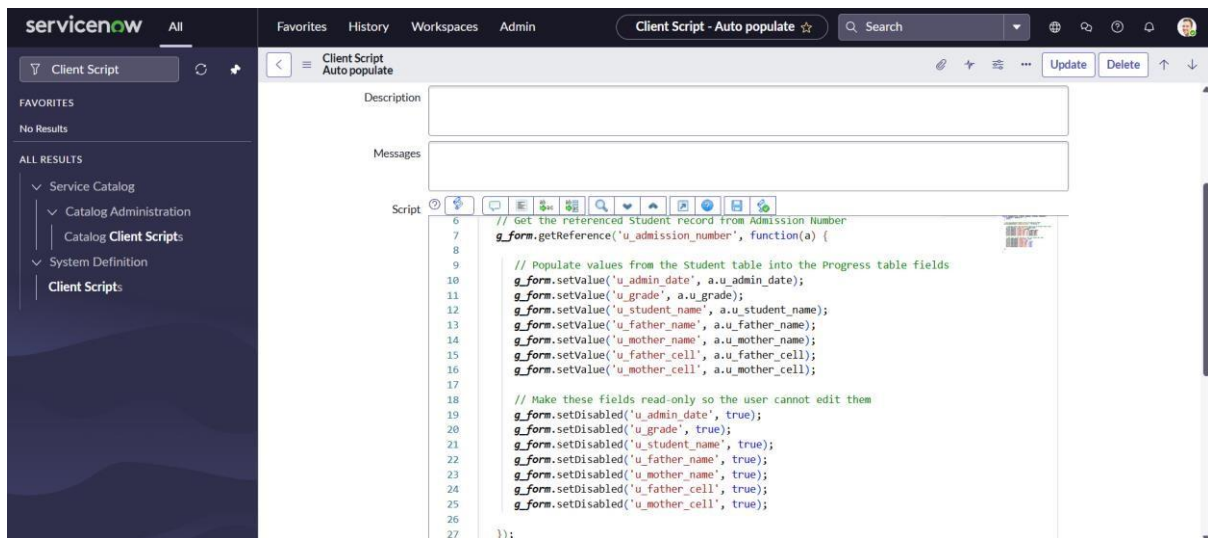


```

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);
}

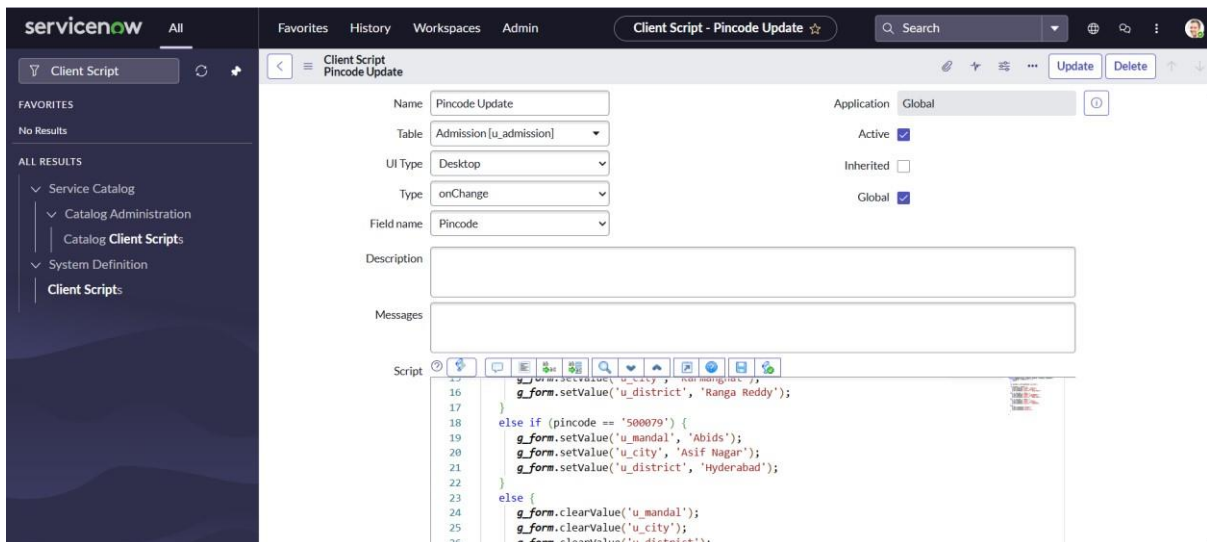
```

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



Activity 2: 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');

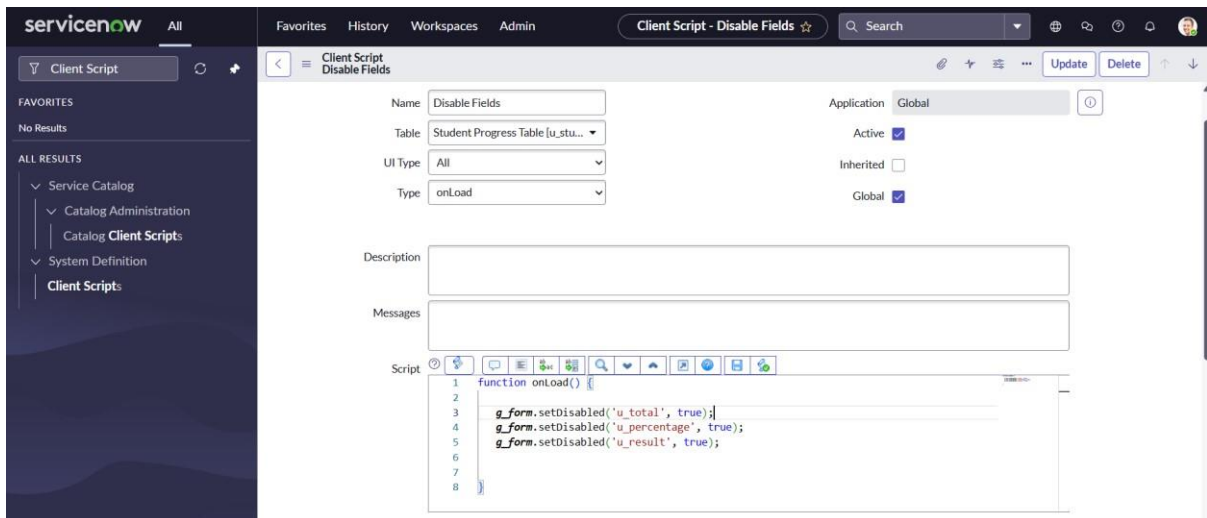
}
else if(a == '500081')
{ g_form.setValue('u_mandal',
'karmanghat'); g_form.setValue('u_city',
'karmanghat'); g_form.setValue('u_district',
'RangaReddy');

```

```
} 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  
  
}
```

Activity 3: Creating “Disable Fields” Client Scripts for Student progress Table

1. Fill the Details as given.

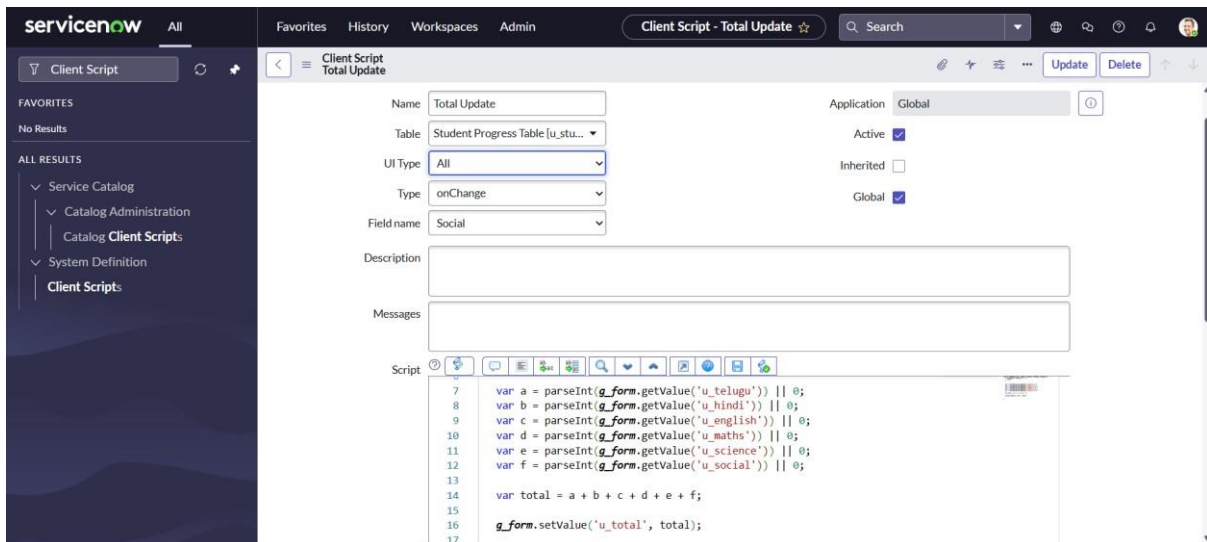


2. Write the Code as below, Enable Isolate script and Save.

```
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);
}
```

Activity 4: 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);
}
```

}

Activity 5: Creating “Result” Client Scripts for Student progress Table

1. Fill the Details as given.

The screenshot shows the ServiceNow interface for configuring a Client Script. The left sidebar shows the navigation menu with 'Client Script' selected. The main area displays the configuration for a Client Script named 'Result'. The configuration includes the following fields:

- Name: Result
- Table: Student Progress Table [u_stu...]
- UI Type: All
- Type: onChange
- Field name: Percentage
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

Below the configuration fields are sections for Description, Messages, and Script. The Script section contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2   if (isLoading || newValue === '') {  
3     return;  
4   }  
5  
6  
7   var percentage = parseInt(g_form.getValue('u_percentage'));  
8 }
```

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) {
```

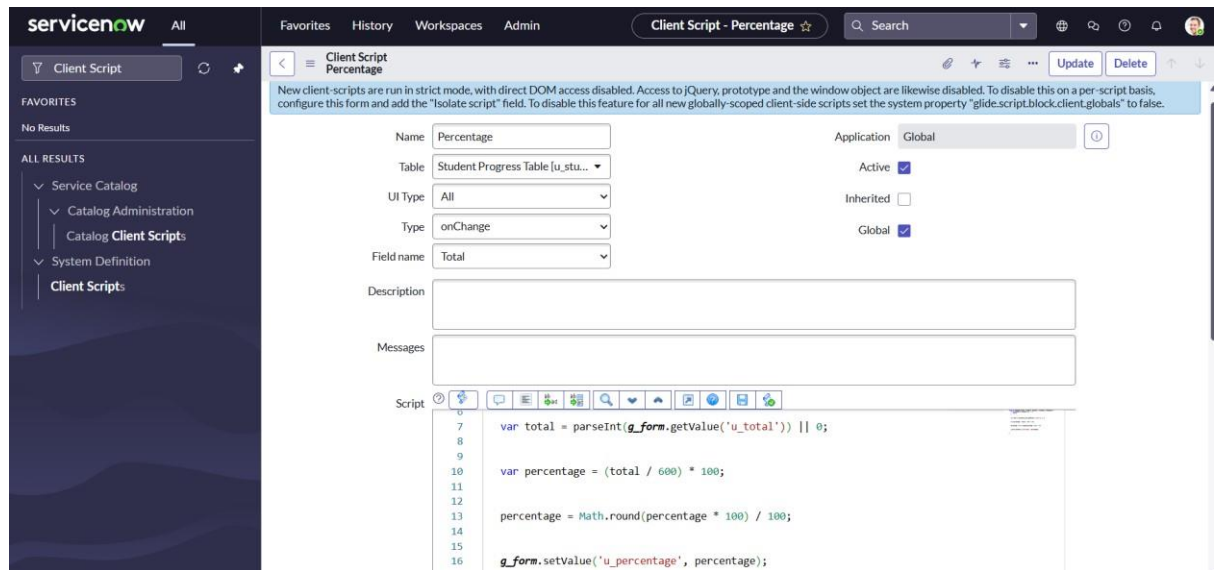
```

        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');
    }
}
}
}

```

Activity 6: 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+'%');
}
```

Milestone 9: Result

This screenshot shows the 'EduTech Program Team - Create EDU0001008' form in ServiceNow. The left sidebar contains 'Sales' and 'ALL RESULTS' sections. The main form area has a 'Submit' button at the top right. The form fields are organized into two columns: the left column contains 'Admin Number' (pre-filled with 'EDU0001008'), 'Admin Date', 'Grade' (dropdown), and 'Student Name'; the right column contains 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. A 'Submit' button is located at the bottom left of the form area.

This screenshot shows the 'Admission - New Record' form in ServiceNow. The left sidebar contains 'Sales' and 'ALL RESULTS' sections. The main form area has a 'Submit' button at the top right. The form is divided into two main sections: 'New Record' and 'School Details'. The 'New Record' section includes fields for 'Admission Number', 'Admin Date', 'Purpose of Join', 'Grade' (dropdown), 'Student Name', 'Fee' (with a currency symbol and '0.00'), 'Father Name', 'Mother Name', 'Father Cell', 'Mother Cell', 'Admin Status' (dropdown), and 'Comments'. The 'School Details' section includes 'School Area' and 'School' (both dropdowns). A 'Submit' button is located at the bottom left of the form area.

This screenshot shows the 'Student Progress Table - New Record' form in ServiceNow. The left sidebar contains 'Sales' and 'ALL RESULTS' sections. The main form area has a 'Submit' button at the top right. The form is divided into two main sections: 'New Section' and 'Student Progress'. The 'New Section' section includes fields for 'Admission Number', 'Admission Number.Grade' (dropdown), 'Admission Number.Student Name', 'Admission Number.Father Name', 'Admission Number.Mother Name', 'Admission Number.Father Cell', and 'Admission Number.Mother Cell'. The 'Student Progress' section includes a table with columns for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', and 'Social', each with a corresponding input field. To the right of the table are fields for 'Total', 'Percentage', and 'Result'. A 'Submit' button is located at the bottom left of the form area.

Conclusion

The project “*Education Organization Using ServiceNow*” successfully demonstrates how educational institutions can leverage ServiceNow to streamline

academic and administrative operations. By implementing automated workflows, centralized user management, and efficient request handling, the system reduces manual efforts and minimizes errors. The integration of dashboards and reporting tools ensures data-driven decision-making, improving transparency and accountability across the organization.

This solution not only enhances communication between students, faculty, and administrators but also establishes a scalable and adaptable platform that can evolve with future institutional needs. Overall, the project highlights the effectiveness of ServiceNow in transforming traditional educational processes into a more efficient, collaborative, and technology-driven environment.