

EDUCATIONAL ORGANIZATION USING SERVICE NOW

Project Description

The project aims to develop a comprehensive **educational institution management system using ServiceNow**. This system will enable students, staff, and administrators to efficiently manage academic and administrative activities. It will include features such as a student portal for accessing academic resources, timetable scheduling, digital ID management, and family member access for monitoring student progress. Leveraging ServiceNow's powerful workflow automation and cloud capabilities, the system will ensure a seamless user experience, secure data handling, and scalability to support institutions of various sizes. The goal is to streamline institutional operations, enhance transparency, and improve overall academic and administrative efficiency.

Project Flow

Milestone 1: Setting up service now instance.

Milestone 2: Creation of new update set.

Milestone 3: Creation of table.

Milestone 4: Forming a Layout.

Milestone 5: Forming a design.

Milestone 6: Number Maintenance.

Milestone 7: Process Flow.

Milestone 8: Client Script.

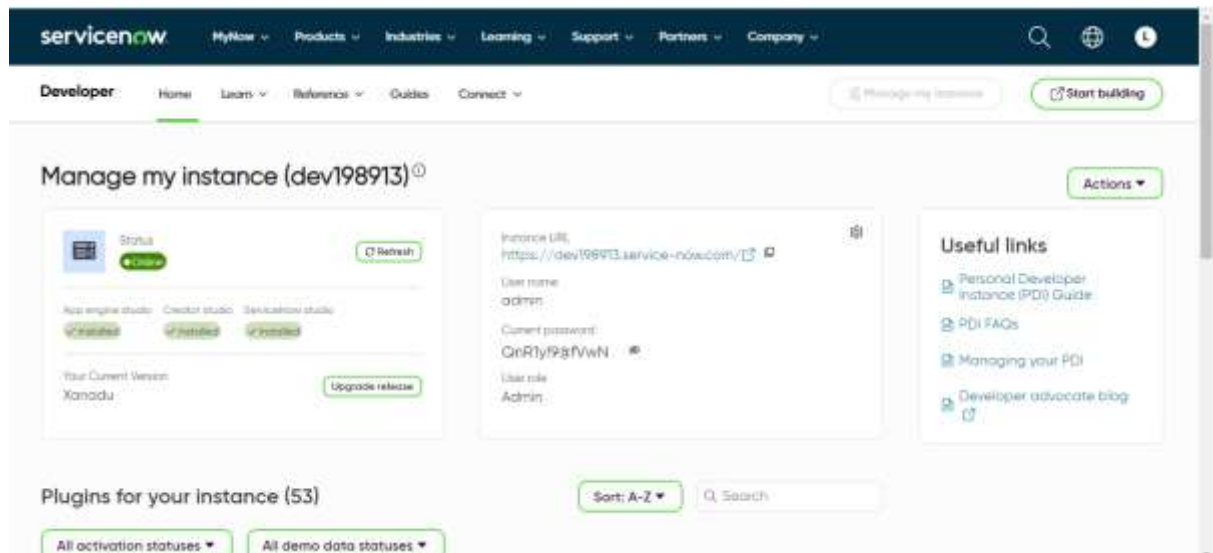
Milestone 9: Result.

Milestone 1: Setting Up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site
“<https://developer.servicenow.com>”.

Once logged in, navigate to the "Personal Developer Instance" section.

2. Click on "Request Instance" to create a new ServiceNow instance.
3. Fill out the required information and submit the request.
4. You'll receive an email with the instance details once it's ready.
5. Log in to your ServiceNow instance using the provided credentials.
6. Now you will navigate to the ServiceNow.



Milestone 2: Creation Of New Update Set

1. Click on All >> Local update sets .



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

ServiceNow Update Set - Create Educational Organisation 2

Name: Educational Organisation

State: In progress

Parent:

Release date:

Description:

Application: Global

Buttons: Submit, Submit and Make Current

Milestone 3: Creating a Table

Creating Salesforce Table

All >> Tables.

ServiceNow Update Sets

System Definition

Tables

Name	State	Installed from	Created	Created by	Parent	Batch Base
System Definition	In progress		2025-10-27 20:00:00	admin	(empty)	(empty)
System Definition	In progress		2025-09-22 01:08:18	system	(empty)	(empty)
System Definition	In progress		2025-09-21 23:00:25	system	(empty)	(empty)
System Definition	In progress		2025-10-29 01:27:24	admin	(empty)	(empty)
System Definition	In progress		2025-10-27 23:47:16	admin	(empty)	(empty)
System Definition	In progress		2025-10-28 20:56:00	admin	(empty)	(empty)

Click on new

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

ServiceNow Table - New Record

Name: a_substance

Extends table:

Create module

Create public module

Add module to menu: Create new...

New menu name: Salesforce

Columns

Column label	Type	Reference	Max length	Default value	Display

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 Table - New Record

Columns

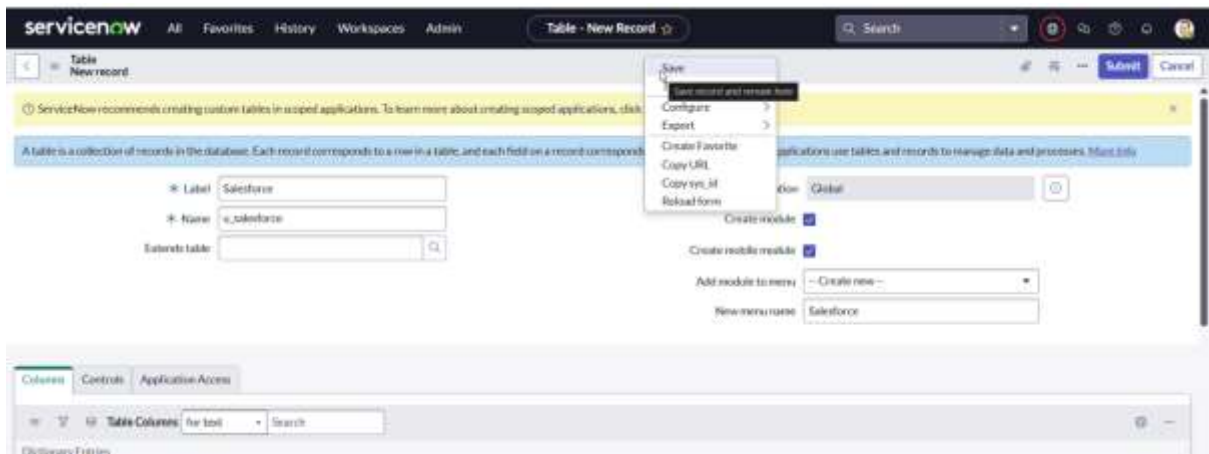
Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date				false
Admin Number	String				false
Father Cell	String				false
Father Name	String				false
Grade	Choice				false
Mother Cell	String				false
Mother Name	String				false
Student Name	String				false

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.

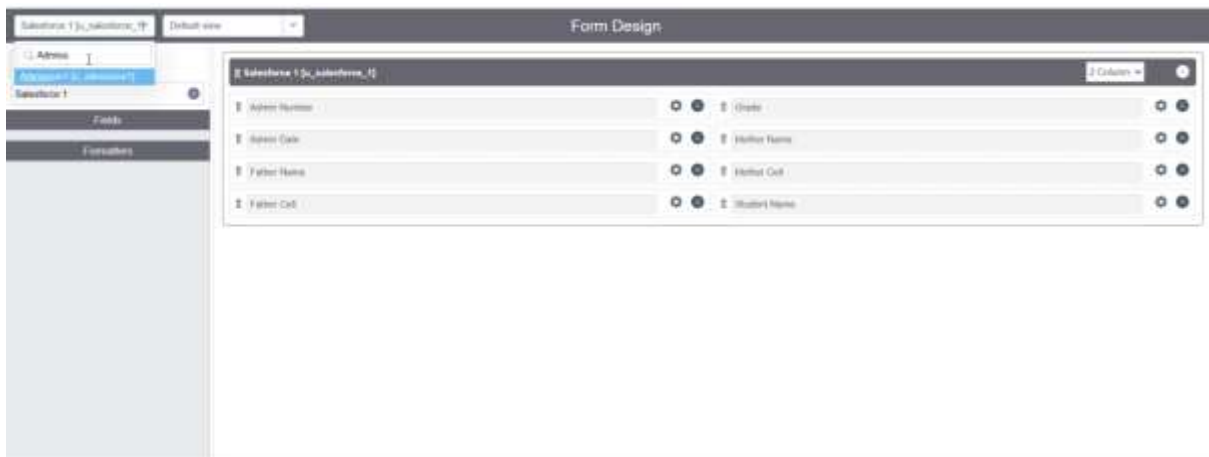


Creating Admission Table

Create an Admission Table with Columns given.

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

Create Fields as shown



Create choice for Admin Status as:

Create choice for Pincode as:

Create choice for Purpose of Join as:

Create choice for School as:

Create choice for School Area as:

Create a Student Progress Table with Columns given.

Select Add module to menu >> Salesforce.

Create Fields as shown:

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
<input checked="" type="checkbox"/>	Admin Date	Date				false
<input checked="" type="checkbox"/>	Admin Number	String				false
<input checked="" type="checkbox"/>	Father Cell	String				false
<input checked="" type="checkbox"/>	Father Name	String				false
<input checked="" type="checkbox"/>	Grade	Choice				false
<input checked="" type="checkbox"/>	Mother Cell	String				false
<input checked="" type="checkbox"/>	Mother Name	String				false
<input checked="" type="checkbox"/>	Student Name	String				false
<input type="checkbox"/>	Insert a new row...					

Milestone 4: Forming a Layout

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

ServiceNow Table - New Record

Name: u_saladance

Extends table:

Create module:

Create module module:

Add module to menu: Create new

New menu name: Salesforce

Columns

Table Columns

Column label	Type	Reference	Max length	Default value	Display
--------------	------	-----------	------------	---------------	---------

2. Click on Admission Number [+].

Form Design

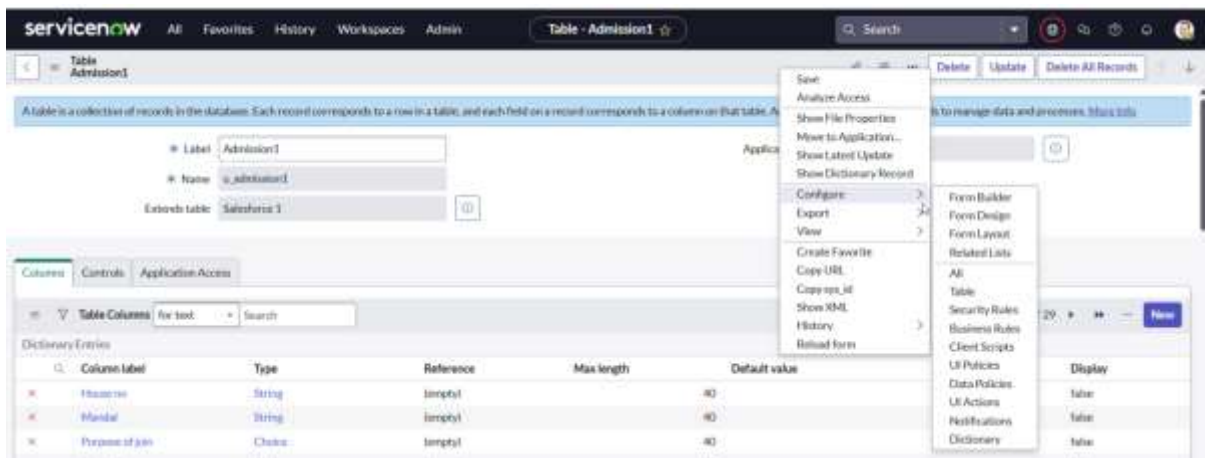
Available

- Admission Number

Selected

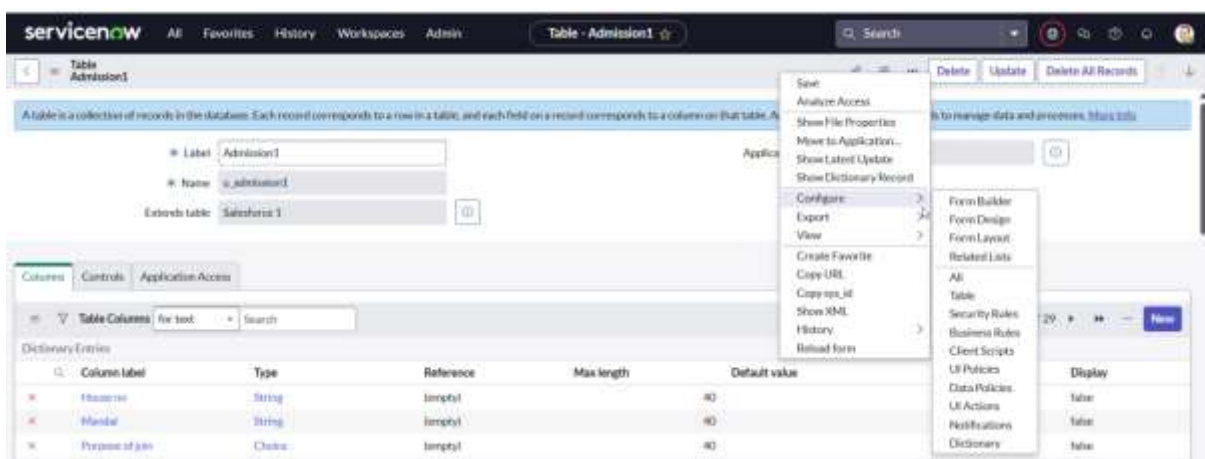
- Admission Number
- Admission Code
- Admission Name
- Admission Cell
- Admission Name

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



Milestone 5: Forming a design

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.

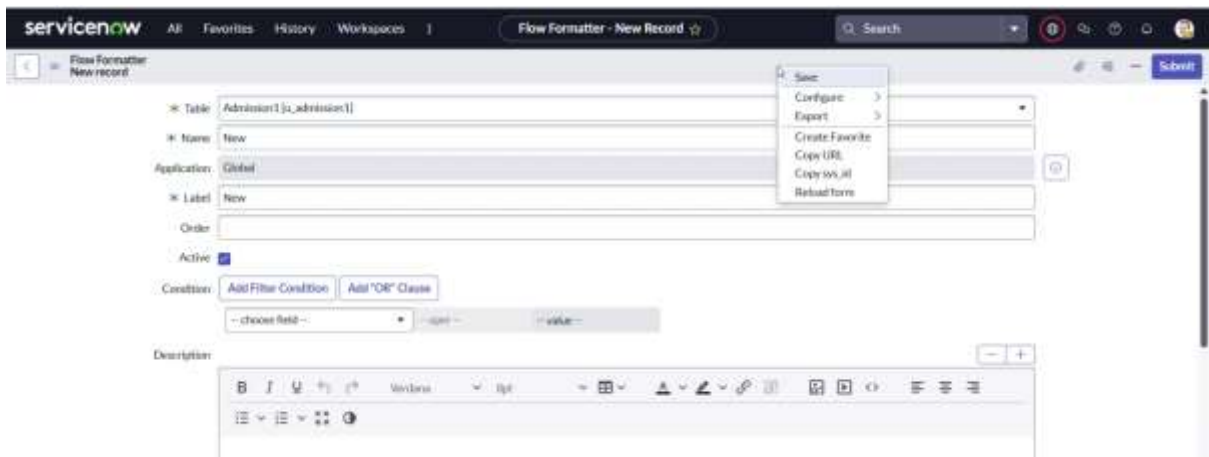


6. Save

7. Follow the same steps as Activity1, Configure the fields

Milestone 6: Number Maintenance

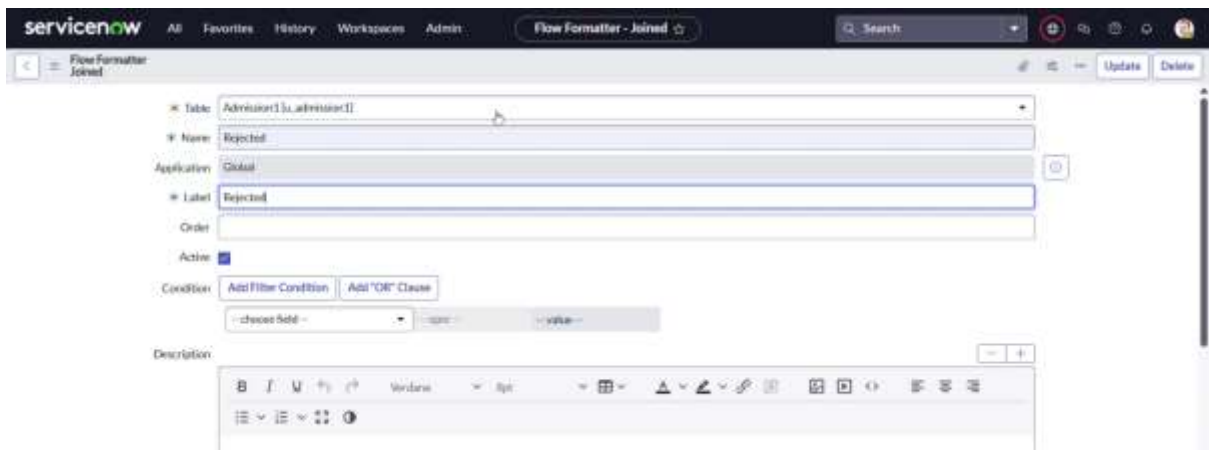
1. All >> Number Maintenance >> New



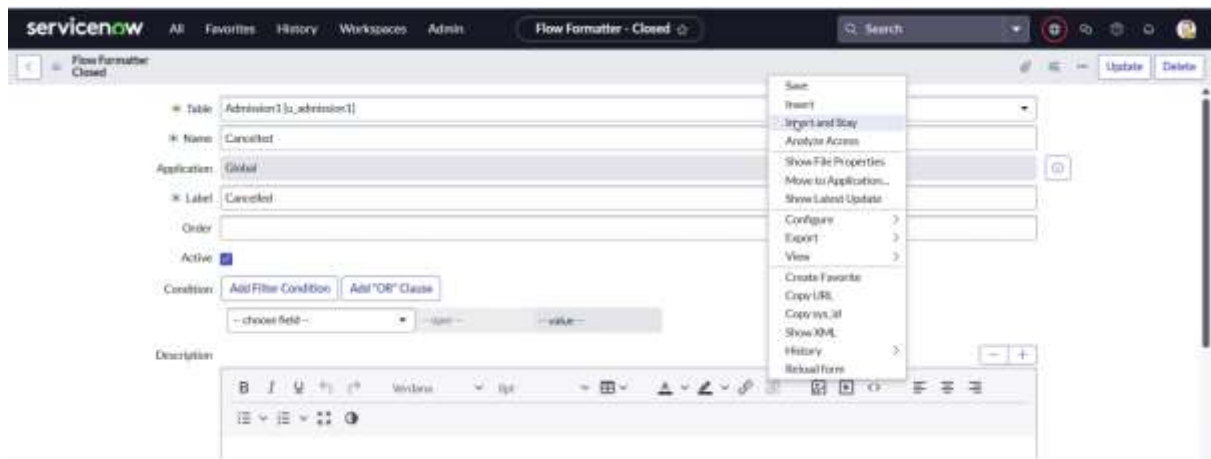
2. Fill the details >> Submit.

Milestone 6: Number Maintenance

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

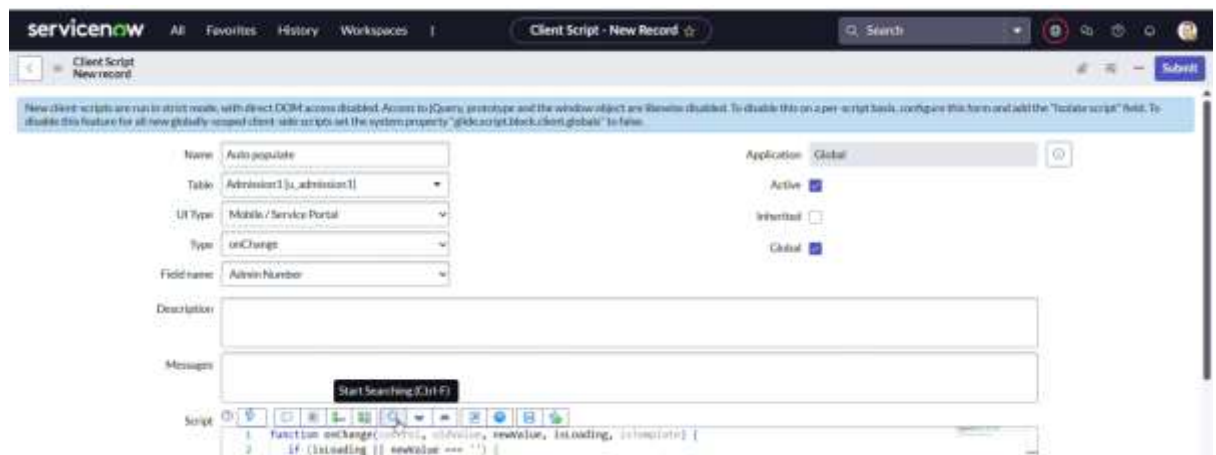


3. Right Click on toggle and click on the save .
4. Replace the Name and Label as below and click on Insert on stay.



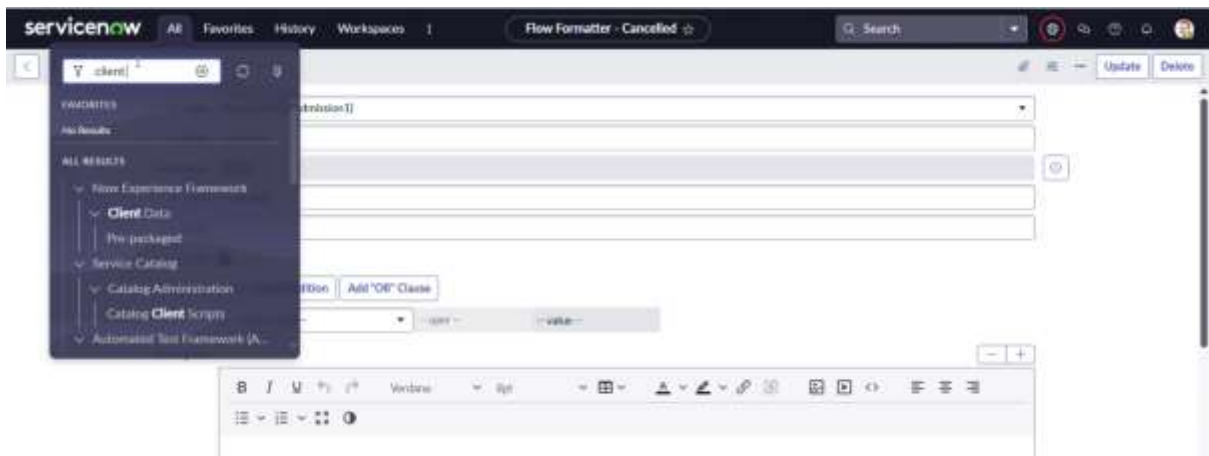
5. Replace the Name and Label in order and click on Insert on stay.
 Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

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



Milestone 7: Client Script

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



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

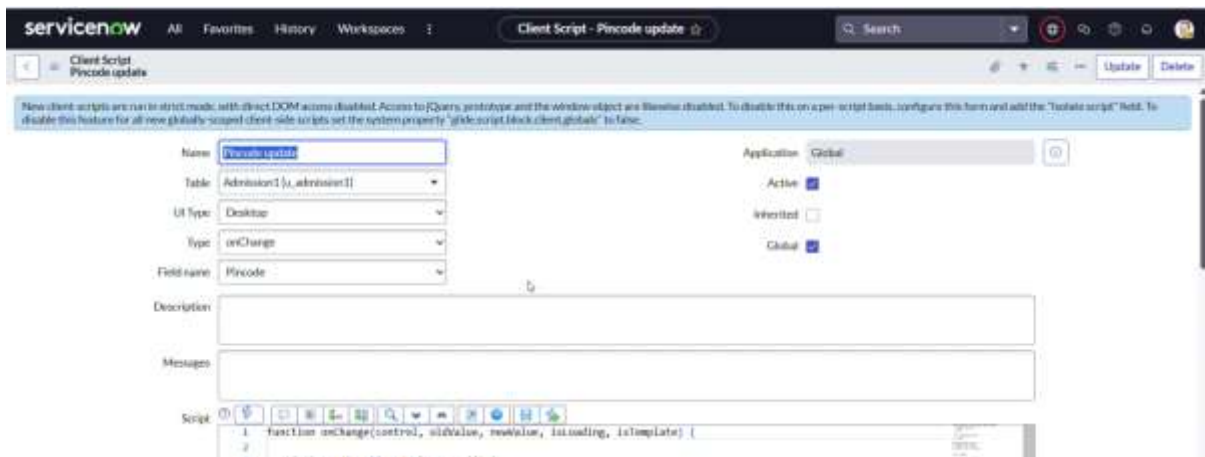
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
}
```

//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);
}
```

1.Fill the Details as given.



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

```

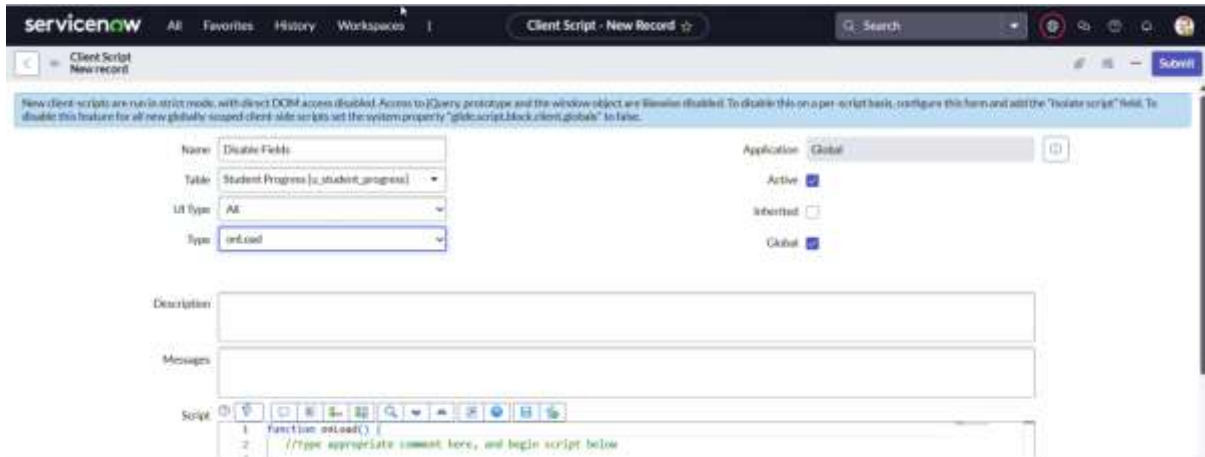
function onChange(control, oldValue, newValue, isLoading,
isTemplate) {
    if (isLoading || newValue === "") {
        return;
    }
    var a = g_form.getValue('u_pincode');
    if(a == '509358')
    {
        g_form.setValue('u_mandal', 'kadthal');
        g_form.setValue('u_city', 'kadthal');
        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');
    }
}

```

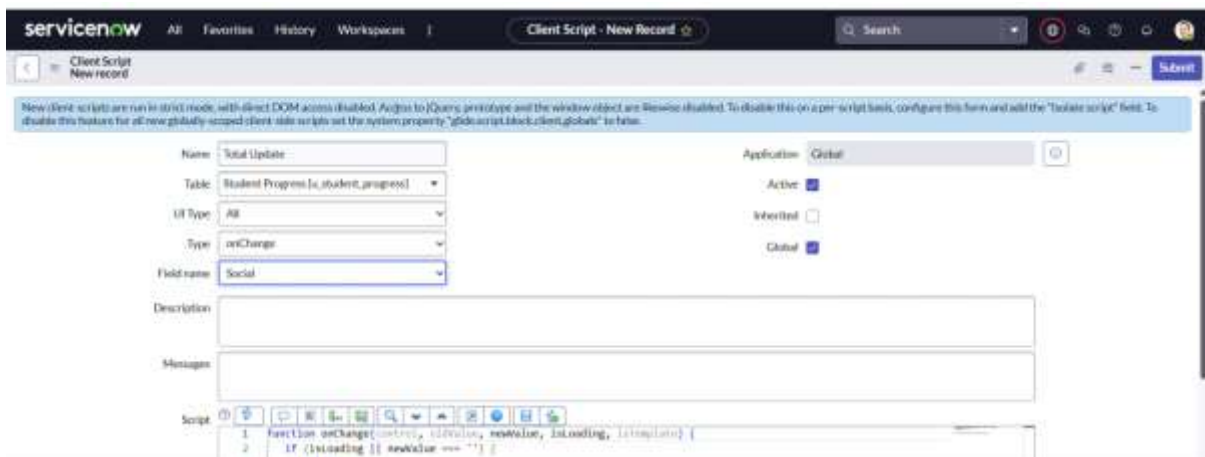
1.Fill the Details as given.



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);  
}
```

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);  
}  
}
```

1.Fill the Details as given.

The screenshot shows the 'Client Script - New Record' configuration page in ServiceNow. The form includes the following fields:

- Name:** Result
- Table:** Student Progress [u_student_progress]
- UI Type:** Desktop
- Type:** Module / Service Portal
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (empty text area)
- Messages:** (empty text area)
- Script:** (empty code editor)

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');
}
}
}
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 7: Result

The Educational Institution Management System was successfully developed using ServiceNow. The system streamlines key academic and administrative tasks by providing features such as a student portal, digital ID access, timetable scheduling, and family member login. Users can easily access information, manage academic activities, and stay updated in real time. The solution improves communication, transparency, and operational efficiency within the institution, offering a user-friendly and secure experience for students, staff, and parents.