

Team members:**Harini k****Lavanya B****Sindhuja B****Dharshini v****EDUCATIONAL ORGANAIZATION USING SERVICE NOW****Problem statement**

In an educational institution, managing academic and administrative tasks efficiently is a major challenge. Faculty members often face difficulties in assigning tasks to students, while students are confused about their responsibilities due to the lack of structured workflows and proper access control.

Currently, there is no clear distinction between faculty and student roles in the system, which leads to unauthorized edits, task duplication, and poor accountability. Without automation, monitoring student progress and generating timely reports is also difficult, creating delays in academic activities.

Objectives**1. Define User Roles Clearly**

- Faculty (Academic Coordinator) → Can create, assign, edit, and monitor tasks.
- Student → Can only view and update assigned tasks.

2. Implement Access Control Mechanisms

- Use Access Control List (ACL) to restrict student access while giving full privileges to faculty.

3. For transparency and accountability Workflow Processes using ServiceNow Flow Designer

- Faculty creates and assigns tasks.
- Students receive notifications, update task progress, and mark completion.
- Faculty monitors progress, approves completion, and closes the task.
- Reports are generated

Skills:

Users, Groups, Roles, Tables, Access Control List (ACL), Flow Designer, Notifications, Reporting & Dashboards.

TASK INITIATION

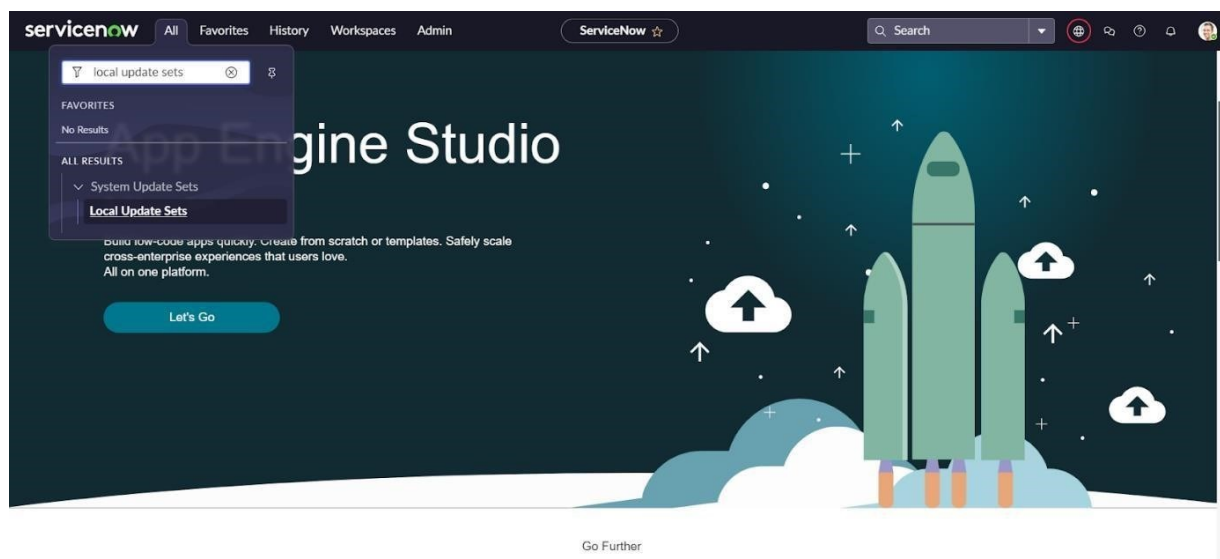
Milestone 1 Users:

Activity 1: setting up service now instance

Go to the ServiceNow Developer site: <https://developer.servicenow.com>

1. Create a developer account (sign up / log in).
2. Open the Personal Developer Instance section.
3. Click Request Instance to get your own ServiceNow instance.
4. Fill in the required details and submit.
5. You will receive an email with your instance link and login details.
6. Use those credentials to log in and start using ServiceNow.

Creating a Update Set:



1. click on new table
2. enter a details and name is Educational organization in progress
3. submit button

servicenow All Favorites History Workspaces **Update Set - educational organization** Search

Update Set educational organization Update

* Name Application Global

State Created 2025-06-04 08:18:15

Parent Created by system

Release date Merged to

Install date

Installed from

Description Automatically created by the system

Update

Related Links

[Take This My Current Set](#)

[Merge With Another Update Set](#)

[Can Update Set](#)

Customer Updates (224) Update Set Logs Child Update Sets

Created Search Actions on selected rows...

Milestone 2:

Create a tables :

servicenow All Favorites History Workspaces **Update Set - educational organization** Search

tables

- Archive Tables
 - Archive Knowledge Use
 - Archive Audit Result
- System Clone
 - Clone Definition
 - Exclude Tables
- System Definition
 - Tables
 - Tables & Columns
 - Decision Tables
 - Remote Tables

Organization Application Global

Created 2025-06-04 08:18:15

Created by system

Merged to

created by the system

Update

Related Links

[Take This My Current Set](#)

Click on new table

Table New record Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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

* Label

* Name

Extends table

Application Global ⓘ

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name

Columns * Controls Application Access

Table Columns Column label Search

Creating a column

name

Extends table

Create module

Create mobile module

Add module to menu

New menu name

Columns

Controls

Application Access

Table Columns

Column label

Search

Dictionary Entries

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

Submit

Cancel

Related links

To give a label name for sales force and display the screen &given display to create admin number

servicenow

All

Favorites

History

Workspaces

Admin

Table - Sale_force

Search

Table - Sale_force

u_sale_force

Columns

Controls

Application Access

Table Columns

Column label

Search

Dictionary Entries

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|-------------------|-----------|------------|-------------------------------------|---------|
| Admin Date | Date | (empty) | 40 | | false |
| Admin Number | String | (empty) | 40 | | true |
| Class | System Class Name | (empty) | 80 | javascript:current.getTableNamed(); | false |
| Created | Date/Time | (empty) | 40 | | false |
| Created by | String | (empty) | 40 | | false |
| grade | Choice | (empty) | 40 | | false |
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| Updated | Date/Time | (empty) | 40 | | false |
| Updated by | String | (empty) | 40 | | false |
| Updates | Integer | (empty) | 40 | | false |

The last step is click on grade column and <<choice>>column to give a grade I,II,III to we want

CHOICE

Drop down with no choice

Create Choice List

Delete Column

Update

Related Links

Now Table

On Point Scan

Advanced view

Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

Actions on selected rows...

Choices

| Label | Value | Language | Sequence | Inactive | Updated |
|-------|-------|----------|----------|----------|---------------------|
| II | 2 | en | | false | 2025-09-05 07:36:54 |
| I | 1 | en | | false | 2025-09-05 07:36:48 |
| iii | 3 | en | | false | 2025-09-05 07:37:11 |

Insert a new row...

Creating a admission table for sales force

1. Go to Tables module and click Create Table.
2. Enter Table Label as Admission.
3. In Extends Table, select Salesforce.
4. Tick Add module to menu and select Salesforce.
5. Add the required Fields/Columns
6. Save the table and check the new module under Salesforce.

Table admission

Form has annotations - click ⓘ to toggle them - (Click here to never show this again)

* Label admission

* Name u_admission

Extends table Sale_force ⓘ

Application Global ⓘ

Controls Application Access

Table Columns Column label Search

1 to 17 of 17

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|-------------------|-----------|------------|------------------------------------|---------|
| Admin Date | Date | (empty) | 40 | | false |
| Admin Number | String | (empty) | 40 | | true |
| admin status | String | (empty) | 40 | 7 | false |
| Class | System Class Name | (empty) | 80 | javascript:current.getTableName(); | false |
| Created | Date/Time | (empty) | 40 | | false |
| Created by | String | (empty) | 40 | | false |

Table Columns Column label Search

1 to 17 of 17

| Column label | Type | Reference | Max length | Default value | Display |
|-----------------|-------------------|-----------|------------|---|---------|
| Admin Date | Date | (empty) | 40 | | false |
| Admin Number | String | (empty) | 40 | | true |
| admin status | String | (empty) | 40 | 7 | false |
| Class | System Class Name | (empty) | 80 | javascript:current.getTableName(); | false |
| Created | Date/Time | (empty) | 40 | | false |
| Created by | String | (empty) | 40 | | false |
| grade | Choice | (empty) | 40 | | false |
| Number | String | (empty) | 40 | javascript:global.getNextObjNumberPadded(); | false |
| pincode | String | (empty) | 40 | | false |
| purpose of join | String | (empty) | 40 | | false |
| school | String | (empty) | 40 | | false |
| school area | String | (empty) | 40 | | false |
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |

Create student progress table:

- Create a Student Progress Table with Columns given.
- Select Add module to menu Salesforce.
- Create Fields as shown

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

* Label Application ⓘ

* Name

Extends table ⓘ

Columns Controls Application Access

Table Columns Column label Search ⓘ 1 to 20 of 21 New

Dictionary Entries

| Column label | Type | Reference | Max length | Default value | Display |
|------------------|-------------------|-------------|------------|------------------------------------|---------|
| Admin Date | Date | (empty) | 40 | | false |
| Admin Number | String | (empty) | 40 | | true |
| Admission number | Reference | sales force | 32 | | false |
| Class | System Class Name | (empty) | 80 | javascript:current.getTableName(); | false |
| Created | Date/Time | (empty) | 40 | | false |
| Created by | String | (empty) | 40 | | false |
| english | String | (empty) | 40 | | false |
| grade | Choice | (empty) | 40 | | false |
| hindi | String | (empty) | 40 | | false |
| maths | String | (empty) | 40 | | false |
| percentage | String | (empty) | 40 | | false |
| result | String | (empty) | 40 | | false |
| science | String | (empty) | 40 | | false |
| social | String | (empty) | 40 | | false |
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| telugu | String | (empty) | 40 | | false |
| total | String | (empty) | 40 | | false |
| Updated | Date/Time | (empty) | 40 | | false |
| Updated by | String | (empty) | 40 | | false |

Insert a new row...

Milestone 3

Form layout

4. Open the Admission Table.
5. Click on Configure → Form Layout.
6. In Form Layout, you can add, remove, or reorder fields for the form.
7. Use the **toggle button

Configuring Dictionary Entry form

Available

- Application [+]
- Array
- Array denormalized
- Attributes
- Calculated
- Calculation
- Calculation Type
- Choice
- Choice field
- Choice table
- Class
- Comments
- Create roles
- Created
- Created by
- Default value

Selected

- * Annotation (Section Details)
- begin_split -
- Table
- Type
- Column label
- Column name
- Max length
- split -
- Application
- Active
- Function field
- Read only
- Mandatory
- Display
- Text index
- Audit

Cancel Save

Form view and section

View name: Default view

Section: Dictionary Entry

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

Milestone 4

Activity: Create form design

1. Go to Setup → Object Manager → Create → Custom Object.
2. Enter Object Name (e.g., Admission) and save.
3. Add Fields (Student Name, Course, Admission Date).
4. Arrange fields in Page Layout and save

servicenow

All Favorites History Workspaces Admin

Table - sales force

Search

Table

Save

Analyze Access

Show File Properties

Move to Application...

Show Latest Update

Show Dictionary Record

Configure

Export

View

Create Favorite

Copy URL

Copy sys_id

Show XML

History

Reload form

Sys ID

Insert a new row...

Form Builder

Form Design

Form Layout

Related Lists

All

Table

Security Rules

Business Rules

Client Scripts

UI Policies

Data Policies

UI Actions

Notifications

Dictionary

Delete

Update

Related Links

Form Builder

Design Form

Layout List

Show Form

Show List

Show Schema Map

Add to Services Catalogue

sales force [u_01_sales_force]

Default view

Form Design

Fields

Field Types

Filter

Formatters

Activities (filtered)

Contextual Search Results

Ratings

student details

1 Column

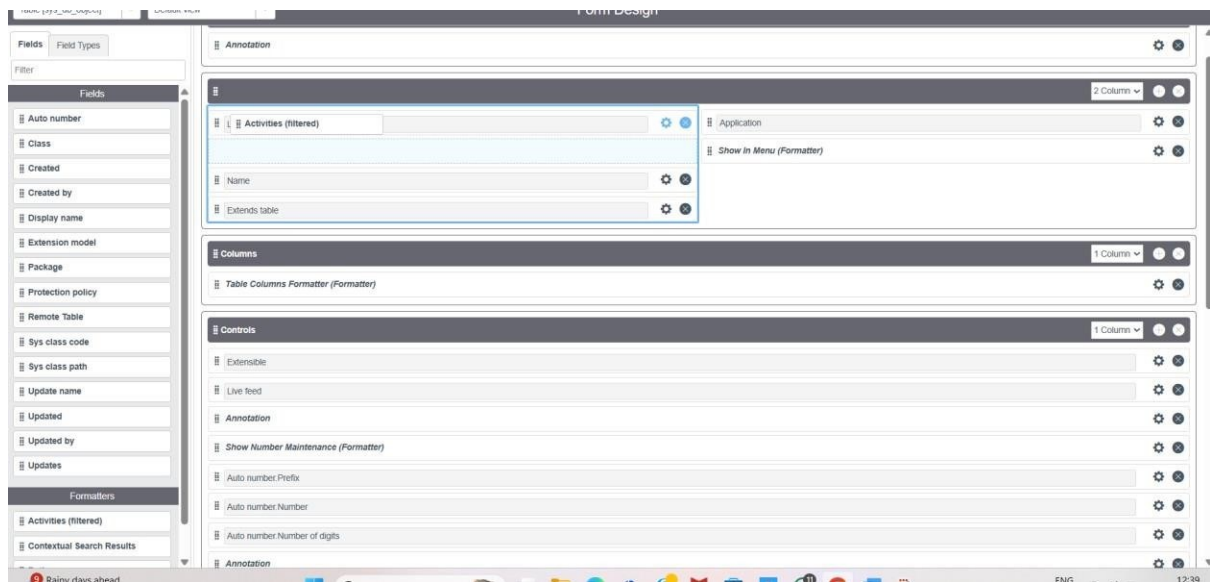
Drag content, drop it here

address

2 Column

Drag content, drop it here

To drag



Then last step save

create admission table for form design

1. Open the Admission Table.
2. Click Configure → Form Layout (or Page Layout in Salesforce).
3. In Form Layout, you will see Available Fields and Selected Fields.
4. Drag fields from Available to Selected to include them in the form.
5. Reorder fields by dragging up or down to set the display sequence.
6. Click Save to apply the form layout.
7. Open the Admission form to verify the design.

Form Design

admission [u_admission] | default view

Fields | Field | Table

Filter

Fields

- Admin Date
- Admin Number
- Class
- Created
- Created by
- Updated
- Updated by
- Updates
- grade

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

admission [u_admission] | Process Flow (Formatter)

Number

admin status

pincode

purpose of join

school

school area

school details

Drag content, drop it here

address

Drag content, drop it here

Creating a student progress in form design

Form Design

student progress [u_student_progress] | Default view

Fields | Field Types

Filter

Fields

- Admin Date
- Admin Number
- Class
- Created
- Created by
- Updated
- Updated by
- Updates
- grade

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

student progress [u_student_progress]

english

hindi

science

percentage

result

maths

social

Admission number

telugu

total

Milestone 5

Activity to create a number maintenance

num

FAVORITES

No Results

ALL RESULTS

System Definition

Number Maintenance

Columns | Controls | Application Access

Table Columns

Column label | Search

Dictionary Entries

| Column label | Type | Reference | Max length | Default value |
|---------------------|---------------|-----------|------------|---------------|
| Sys ID | Sys ID (GUID) | (empty) | | 32 |
| Insert a new row... | | | | |

Delete | Update

To give a salesforce for label name

The screenshot shows the ServiceNow configuration page for a Number field named 'SAL'. The page is titled 'Number - SAL' and includes a search bar and navigation links. The configuration fields are as follows:

| Field | Value |
|------------------|------------|
| Table | Salesforce |
| Prefix | SAL |
| Number | 1000 |
| Application | Global |
| Number of digits | 7 |

A red arrow points to the 'Number' field, which is currently set to 1000. Below the configuration fields, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Show Counter'.

Milestone 6:

Activity: create processes flow for admission table

1. Create Admission Table – Make a new table for storing admission details.
2. Add Fields – Include Student Name, Age, Course, Admission Date.
3. Design Form Layout – Arrange fields using drag & drop.
4. Save & Use – Save the table and start entering admission records

The screenshot shows the ServiceNow Table Editor interface. At the top, there's a header for 'Table New record' with a 'Submit' button. Below it, a yellow banner provides a link to learn more about creating scoped applications. A blue banner indicates that the form has annotations and provides a link to toggle them.

The main configuration area includes fields for:

- Label:** A text input field.
- Name:** A text input field.
- Extends table:** A dropdown menu with a search icon.
- Application:** A dropdown menu set to 'Global'.
- Create module:** A checkbox that is checked.
- Create mobile module:** A checkbox that is checked.
- Add module to menu:** A dropdown menu set to '-- Create new --'.
- New menu name:** A text input field.

Below the configuration area, there's a section for 'Table Columns' with a search bar. The 'Columns' tab is selected, showing a list of dictionary entries for the 'admission' table.

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|-------------------|-----------|------------|---|---------|
| Admin Date | Date | (empty) | 40 | | false |
| Admin Number | String | (empty) | 40 | | true |
| admin status | String | (empty) | 40 | 7 | false |
| Class | System Class Name | (empty) | 80 | javascript:current.getTableName(); | false |
| Created | Date/Time | (empty) | 40 | | false |
| Created by | String | (empty) | 40 | | false |
| grade | Choice | (empty) | 40 | | false |
| Number | String | (empty) | 40 | javascript:global.getNextObjNumberPadded(); | false |
| pincode | String | (empty) | 40 | | false |

Milestone 7

Activity1: Creating “Auto populate” Client Scripts for Admission Table

The screenshot shows the ServiceNow Flow Formatter interface. At the top, there's a header for 'Flow Formatter In progress' with 'Update' and 'Delete' buttons. Below it, a configuration area includes fields for:

- Table:** A dropdown menu set to 'Admission [u_admission]'.
- Name:** A text input field.
- Application:** A dropdown menu set to 'Global'.
- Label:** A text input field.
- Order:** A text input field.
- Active:** A checkbox that is checked.
- Condition:** A dropdown menu set to 'Admin Status'.
- AND/OR:** A dropdown menu set to 'AND'.
- Description:** A text input field.

Below the configuration area, there's a section for 'Dictionary Entries' with a search bar. The 'Columns' tab is selected, showing a list of dictionary entries for the 'admission' table.

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|-------------------|-----------|------------|---|---------|
| Admin Date | Date | (empty) | 40 | | false |
| Admin Number | String | (empty) | 40 | | true |
| admin status | String | (empty) | 40 | 7 | false |
| Class | System Class Name | (empty) | 80 | javascript:current.getTableName(); | false |
| Created | Date/Time | (empty) | 40 | | false |
| Created by | String | (empty) | 40 | | false |
| grade | Choice | (empty) | 40 | | false |
| Number | String | (empty) | 40 | javascript:global.getNextObjNumberPadded(); | false |
| pincode | String | (empty) | 40 | | false |

Activity: 2 To create clint script

cli

Reply All

Response Templates - Sent

Forward

Reply

Reply All

Quick Messages

Email Drafts

System Definition

Client Scripts

System Extension Points

Client Extension Points

System Logs

| Name | Extends table | Extensible | Updated |
|---|------------------------|------------|---------------------|
| Search | Search | Search | Search |
| u_cmdb_qb_result_1859dc7fe9d74abd9844d8a... | Query Builder Results | false | 2025-06-04 08:50:36 |
| u_cmdb_qb_result_d3bda2a94c2c358b33baad... | Query Builder Results | false | 2025-06-04 08:50:40 |
| u_cmdb_qb_result_9a270798bac9295a427ea2f... | Query Builder Results | false | 2025-06-04 08:50:41 |
| u_cmdb_qb_result_b00b22494898682e88f2afc... | Query Builder Results | false | 2025-06-04 08:50:36 |
| u_cmdb_qb_result_917e91fecfba01ca08f922d... | Query Builder Results | false | 2025-06-04 08:50:39 |
| sys_installation_exit | Application File | false | 2025-06-04 07:58:18 |
| cmdb_ci_installed_bundles | Virtual Machine Object | false | 2025-06-04 08:08:42 |
| sp_instance | Application File | true | 2025-06-04 08:24:31 |
| clone_instance | Database Clone | false | 2025-06-04 08:00:15 |
| sys_sync_preview | (empty) | false | 2025-06-04 08:02:41 |
| sn_vsc_instance_hardening_settings | (empty) | false | 2025-06-04 08:53:35 |
| sp_instance_carousel | Instance | false | 2025-06-04 08:24:38 |
| sp_instance_vlist | Instance with Table | false | 2025-06-04 08:24:32 |
| cmdb_instance_run_history | (empty) | false | 2025-06-04 08:09:29 |
| sys_instance_state | (empty) | false | 2025-06-04 07:59:13 |
| sp_instance_link | Instance | false | 2025-06-04 08:24:32 |

Click on new:

Client Script

New record

Submit

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

Name

Table

UI Type

Type

Application

Active

Inherited

Global

Description

Messages

Script

Activity: 3Display the given details:

Client Script

New record

Submit

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

Name

Table

UI Type

Type

Field name

Description

Application

Active

Inherited

Global

Messages

Script

To given the copy code in display

```
//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);
```

Activity: 4 Creating a pin code:

The screenshot shows the configuration for a client script named "Pincode Update". The configuration includes the following fields:

- Name: Pincode Update
- Table: Admission [u_admission]
- UI Type: Desktop
- Type: onChange
- Field name: Pincode
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

The Description and Messages fields are empty. The Script field contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (!isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '569258')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
```

Activity: 5

Creating “Disable Fields” Client Scripts for Student progress Table

The screenshot shows the configuration for a client script named "Disable Fields". The configuration includes the following fields:

- Name: Disable Fields
- Table: Student Progress [u_student_progress]
- UI Type: All
- Type: onLoad
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

The Description and Messages fields are empty. The Script field contains the following code:

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

Activity: 6 Creating “Total Update” Client Scripts for Student progress Table

Client Script - Total Update

You are editing a record in the Global application (cancel)

Name

Total Update

Table

Student Progress [u_student_progress]

UI Type

All

Type

onChange

Field name

Social

Application

Global

Active

☒

Inherited

☐

Global

☒

Description

Messages

Script

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if (newValue) {
8     var a = parseInt(g_form.getValue('u_sci'));
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 }
```

Activity: 7 Creating “Result” Client Scripts for Student progress Table

You are editing a record in the Global application (cancel)

Name

Result

Table

Student Progress [u_student_progress]

UI Type

All

Type

onChange

Field name

Percentage

Application

Global

Active

☒

Inherited

☐

Global

☒

Description

Messages

Script

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if (newValue) {
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
9     if (a >= 0 && a <= 59) {
10      g_form.setValue('u_result', 'Fail');
11     } else if (a >= 60 && a <= 100) {
12      g_form.setValue('u_result', 'Pass');
13     } else {
14     }
15   }
16 }
```

Activity: 8 Creating “PercentAge” Client Scripts for Student progress Table

Client Script - Percentage

You are editing a record in the Global application (cancel)

Name

Percentage

Table

Student Progress [u_student_progress]

UI Type

All

Type

onChange

Field name

Total

Application

Global

Active

☒

Inherited

☐

Global

☒

Description

Messages

Script

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   var total = g_form.getValue('u_total');
8   var Percentage = (total/600)*100;
9   g_form.setValue('u_percentage', Percentage+'%');
10 }
```

Result

Sale_force
New record

Admin Number

Admin Date

grade -- None --

Submit

student progress
New record

back

english

hindi

science

percentage

result

maths

social

Admission number

telugu

total

Submit

admission
New record

now join in progress

Number ADM0001005

admin status 7

pincode

purpose of join

school

school area

school details address

Submit

Conclusion

By creating tables, adding fields, designing form layouts, and applying workflows in ServiceNow / Salesforce, educational organizations can manage admissions and tasks more efficiently. Using Users, Roles, ACL, Flow Designer, and Reporting, the system ensures clear responsibilities, secure access, structured workflows, and smooth data management. This improves transparency, accountability, and productivity in the institution.