



## EDUCATIONAL ORGANIZATION USING SERVICE NOW

**Team ID : NM2025TMID14068**

**Team Size : 4**

**Team Leader : HARISH P**

**Team member : LOKESHWARAN BASKAR**

**Team member : SRIDHAR D**

**Team member : DEVAKUMAR V**

## **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

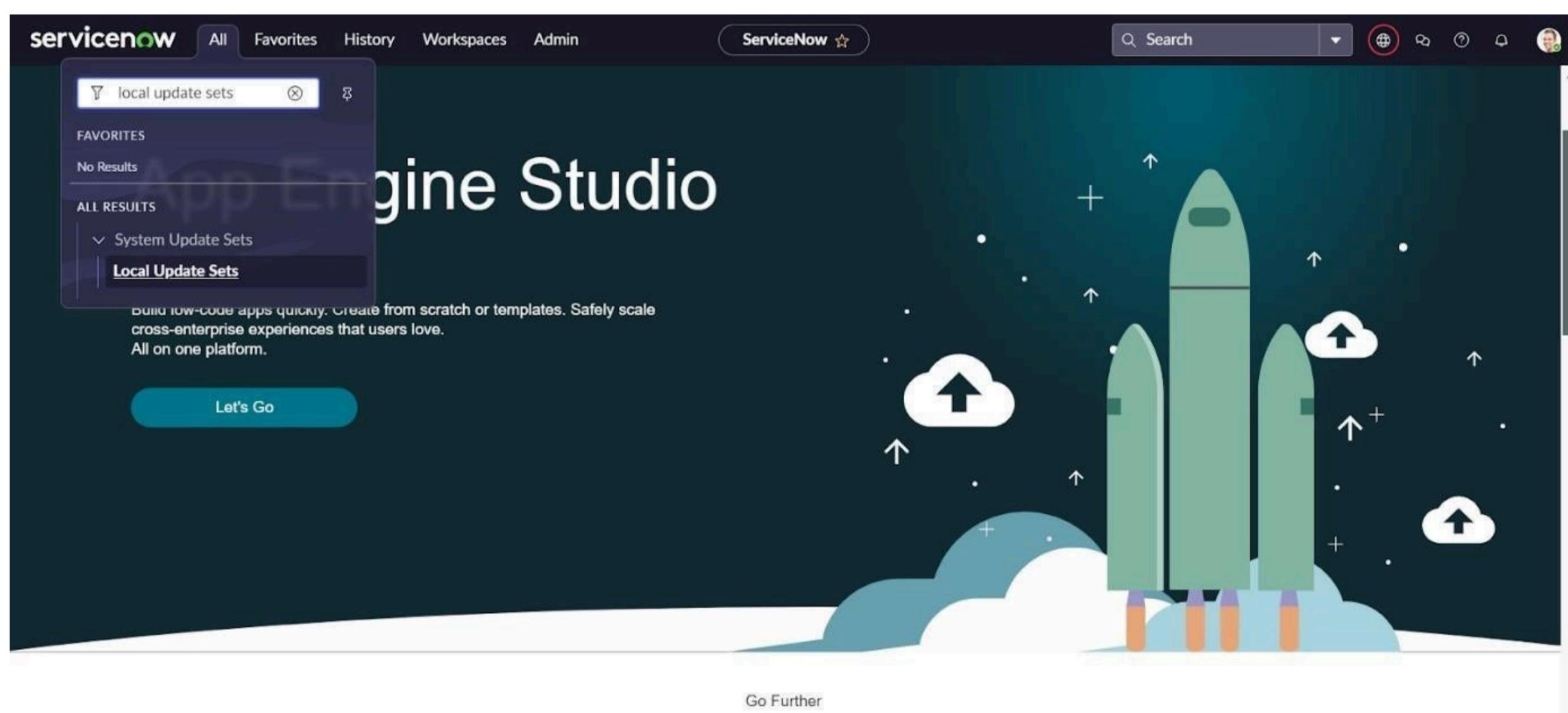
### Milestone 1 Users:

#### 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

Update Set educational organization

* Name: <input type="text" value="educational organization"/>	Application: Global <input type="button" value="i"/>
State: <input type="text" value="In progress"/>	Created: 2025-06-04 08:18:15
Parent: <input type="text"/>	Created by: system
Release date: <input type="text"/>	Merged to: <input type="text"/>
Install date: <input type="text"/>	
Installed from: <input type="text"/>	
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

## Milestone 2:

### Create a tables :

servicenow All Favorites History Workspaces : Update Set - educational organization ★

Search  Update

tables

Archive Tables	Organization <input type="text"/>	Application: Global <input type="button" value="i"/>
Archive Knowledge Use	<input type="text"/>	Created: 2025-06-04 08:18:15
Archive Audit Result	<input type="text"/>	Created by: system
System Clone	<input type="text"/>	Merged to: <input type="text"/>
Clone Definition	<input type="text"/>	
Exclude Tables	<input type="text"/>	
System Definition	<input type="text"/>	
Tables <input type="button" value="Tables &amp; Columns"/> <input type="button" value="Decision Tables"/> <input type="button" value="Remote Tables"/>	Created by the system	

Related Links

- [Take This My Current Set](#)

### Click on new table

Table New record

① ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

② This form has annotations - click ② to toggle them - [\(Click here to never show this again\)](#)

* Label: <input type="text"/>	Application: Global <input type="button" value="i"/>
* Name: <input type="text"/>	Create module: <input checked="" type="checkbox"/>
Extends table: <input type="text"/>	Create mobile module: <input checked="" type="checkbox"/>
	Add module to menu: <input type="button" value="-- Create new --"/>
	New menu name: <input type="text"/>

Columns  Application Access

Table Columns  Search

## Creating a column

Column label	Type	Reference	Max length	Default value	Display
I					

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

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
<b>Admin Number</b>	<b>String</b>	(empty)	40		<b>true</b>
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
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

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

## 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.

The screenshot shows the Oracle Database Tables module interface. At the top, there's a toolbar with icons for Delete, Update, and Delete All Records. Below the toolbar, a message box says "This form has annotations - click ⓘ to toggle them - (Click here to never show this again)". The main area has three tabs: Controls, Application Access, and the currently selected Table Columns tab. Under Table Columns, there's a search bar and a table with columns for Column label, Type, Reference, Max length, Default value, and Display. The table contains several rows of data, including Admin Date, Admin Number, admin status, Class, Created, and Created by. A red box highlights the "Extends table" field, which is set to "Sale\_force".

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

Dictionary Entries					
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

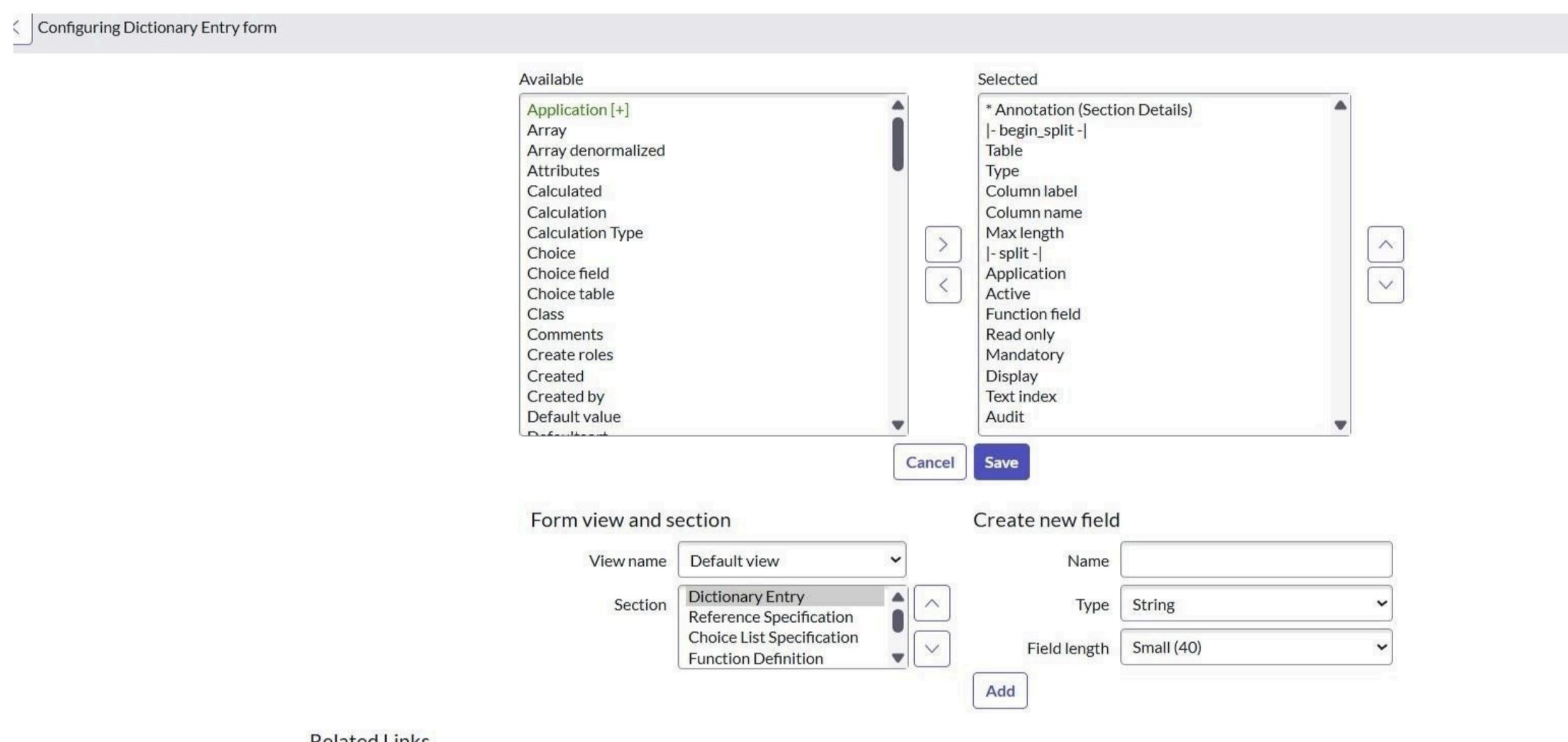
## Create student progress table:

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

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
telungu	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



## 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

The screenshot shows the ServiceNow interface for managing a table named "sales force". On the left, a context menu is open over a table row. The "Configure" and "Form Design" options are highlighted with red boxes. In the main content area, there is a table with one row. The "Type" column shows "Sys ID (GUID)", the "Reference" column shows "(empty)", and the "Max length" column shows "32". The "Default value" and "Display" columns both show "false". At the bottom right of the table area, the "Update" button is also highlighted with a red box.

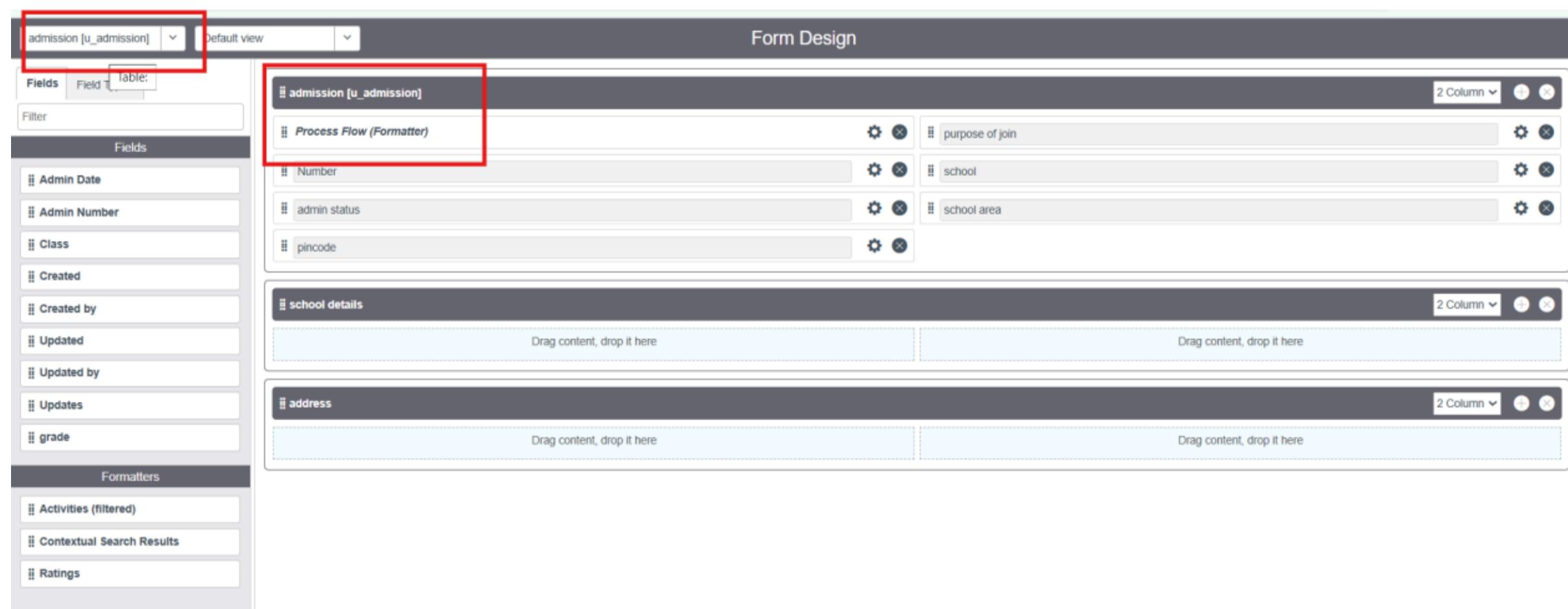
To drag

The screenshot shows the ServiceNow "Form Design" editor. On the left, a sidebar lists various fields and formatters. One item under "Formatters" is highlighted with a red box. The main workspace displays a grid-based form design interface. It includes sections for "Annotation", "Columns", and "Controls". The "Annotation" section contains items such as "Activities (filtered)", "Name", and "Extends table". The "Columns" section contains "Table Columns Formatter (Formatter)". The "Controls" section contains items like "Extensible", "Live feed", and several "Annotation" and "Show Number Maintenance (Formatter)" items. The status bar at the bottom indicates "Rainy days ahead" and the time "12:39".



**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.



**Creating a student progress in form design**

student progress [u\_studen] Default view

## Form Design

Fields Field Types

Filter

Fields

student progress [u\_student\_progress]

english maths  
hindi social  
science Admission number  
perscentage telungu  
result total

2 Column

Fields

## Admin Date

## Admin Number

## Class

## Created

## Created by

## Updated

## Updated by

## Updates

## grade

Formatters

## Activities (filtered)

## Contextual Search Results

## Ratings

# Milestone 5

# **Activity to create a number maintenance**

The screenshot shows the SAP Fiori Launchpad interface. At the top left, there is a search bar with the placeholder "num" and a clear button. Below the search bar is a "FAVORITES" section with a message: "No results found - (Click here to never show this again)". The main area displays the "ALL RESULTS" section, which includes a "System Definition" entry and a "Number Maintenance" entry. The "Number Maintenance" entry is highlighted with a red box. To the right of the results, there are two tabs: "Application" and "Global". At the bottom of the screen, there is a navigation bar with icons for "Table Columns", "Column label", and "Search". Below the navigation bar is a section titled "Dictionary Entries" containing a table with one row. The table has columns for "Column label", "Type", "Reference", "Max length", and "Default value". The single row shows "Sys ID" as the column label, "Sys ID (GUID)" as the type, "(empty)" as the reference, "32" as the max length, and no default value. There is also an "Insert a new row..." button. At the very bottom, there are "Delete" and "Update" buttons.

Column label	Type	Reference	Max length	Default value
Sys ID	Sys ID (GUID)	(empty)	32	

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

servicenow All Favorites History Workspaces Admin Number - SAL ☆

Number SAL

\* Table: Salesforce

Prefix: SAL

Number: 1,000

Application: Global

Number of digits:

Update Delete

Related Links  
[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 image consists of three vertically stacked screenshots from the ServiceNow interface, illustrating the step-by-step creation of a new table named 'admission'.

- Screenshot 1: Table Creation Step**  
Shows the 'Table' screen with 'New record'. It includes fields for 'Label' (set to 'admission'), 'Name' (set to 'u\_admission'), and 'Extends table' (set to 'Sale\_force'). On the right, there are options for 'Application' (set to 'Global'), 'Create module' (checked), 'Create mobile module' (checked), and dropdown menus for 'Add module to menu' and 'New menu name'.
- Screenshot 2: Table Definition Step**  
Shows the 'Table' screen with 'admission' selected. It displays the table's columns: 'Label' (admission), 'Name' (u\_admission), and 'Extends table' (Sale\_force).
- Screenshot 3: Column Dictionary Step**  
Shows the 'Table Columns' screen for the 'admission' table. It lists various columns with their properties:

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 image shows the 'Flow Formatter' screen for a process named 'In progress'. A context menu is open over a client script entry, with the 'Insert and Stay' option highlighted.

### Activity: 2 To create clint script

The screenshot shows the ServiceNow navigation bar at the top with links for All, Favorites, History, Workspaces, and Admin. Below the navigation bar is a search bar and a table titled 'Tables'. On the left side, there is a sidebar with various menu items under 'Email Drafts' and 'System Definition'. The 'Client Scripts' item is highlighted with a red box. The main content area displays a table of client scripts with columns for Name, Extends table, Extensible, and Updated.

Name	Extends table	Extensible	Updated
u_cmdb_qb_result_1859dc7fe9d74abd9844d8a...	Query Builder Results	false	2025-06-04 08:50:36
u_cmdb_qb_result_d3bda2a94c2c358b33baadf...	Query Builder Results	false	2025-06-04 08:50:40
u_cmdb_qb_result_a270798bac9295a427ea2f...	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_917e91feefba01ca08f922d...	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:

This screenshot shows the 'Client Script New record' form. It includes fields for Name, Table, UI Type, Type, Application, Active, Inherited, Global, Description, Messages, and a Script editor. The 'Name' field is highlighted with a red box.

## Activity: 3Display the given details:

This screenshot shows the 'Client Script New record' form for a specific script named 'Auto populate'. The form includes fields for Name, Table, UI Type, Type, Field name, Application, Active, Inherited, Global, Description, Messages, and a Script editor. The entire input area (Name, Table, UI Type, Type, Field name, Application, Active, Inherited, Global, Description, Messages) is highlighted with a red box.

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);

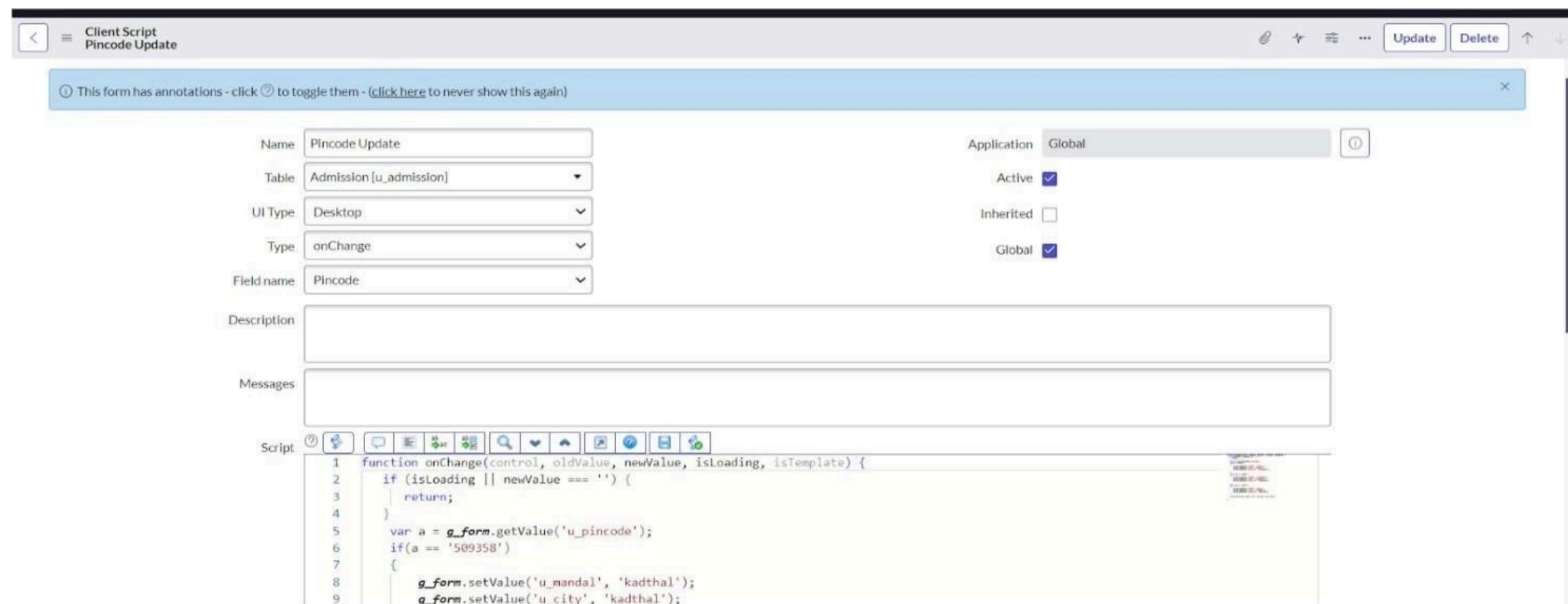
g_form.setValue('u_father_cell',a.u_father_cell);

g_form.setValue('u_mother_cell',a.u_mother_cell);

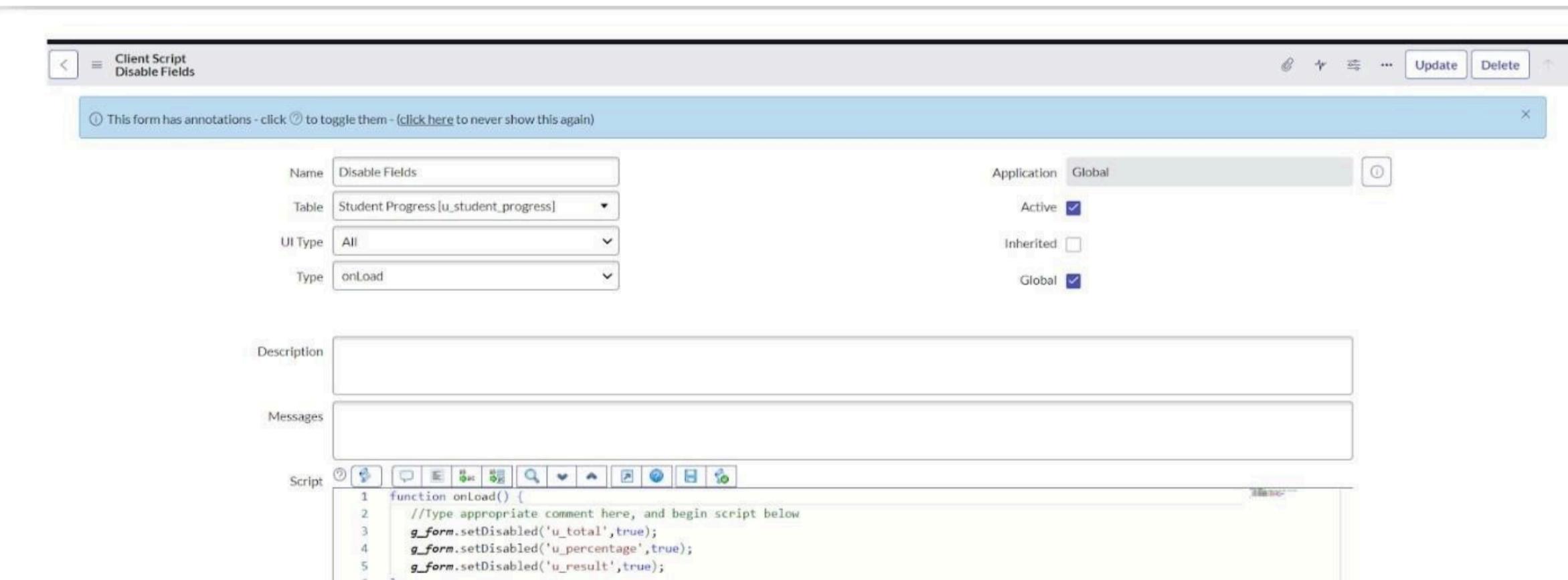
g_form.setDisabled('u_admin_date',a.u_admin_date);

```

## Activity: 4 Creating a pin code:



## Activity: 5 Creating “Disable Fields” Client Scripts for Student progress Table



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

Servicenow All Favorites History Workspaces Admin Client Script - Total Up... Search Update Delete

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

Name	Total Update	Application	Global
Table	Student Progress [u_student_progress]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Social		
Description			
Messages			
Script	<pre> 1 function onChange(control, oldValue, newValue, isLoading, isTemplate) { 2     if (!isLoading    newValue === '') { 3         return; 4     } 5 6     //Type appropriate comment here, and begin script below 7     if (newValue){ 8         var a = parseInt(g_form.getValue('u_telugu')); 9         var b = parseInt(g_form.getValue('u_hindi')); 10        var c = parseInt(g_form.getValue('u_english')); 11        var d = parseInt(g_form.getValue('u_maths')); 12        var e = parseInt(g_form.getValue('u_science')); 13        var f = parseInt(g_form.getValue('u_social')); 14        var Total = parseInt(a+b+c+d+e+f); 15        g_form.setValue('u_total', Total);     </pre>		

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

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

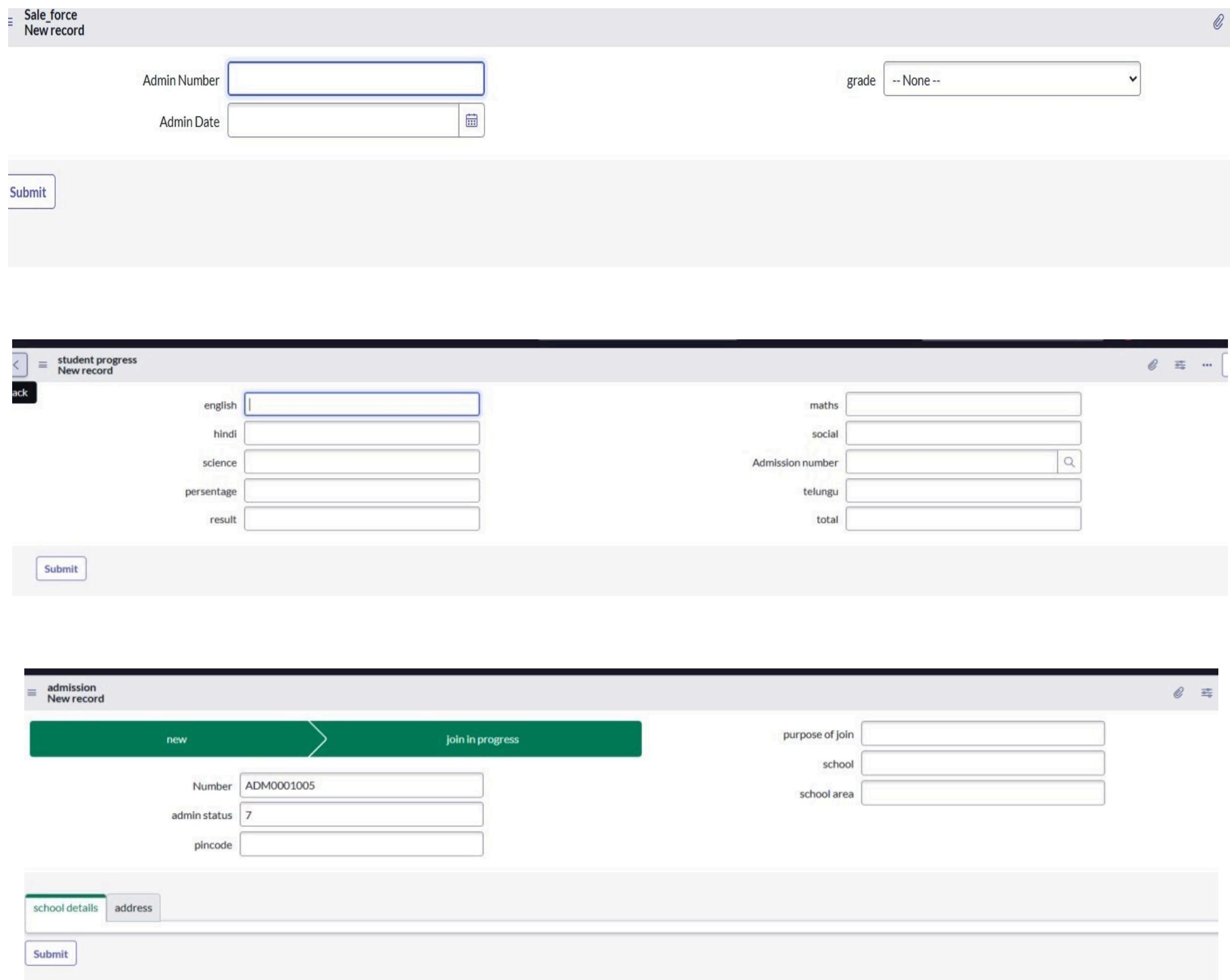
Name	Result	Application	Global
Table	Student Progress [u_student_progress]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Percentage		
Description			
Messages			
Script	<pre> 1 function onChange(control, 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 &gt;= 0 &amp;&amp; a &lt;= 59){ 10             g_form.setValue('u_result','Fail'); 11         } else if(a &gt;= 60 &amp;&amp; a &lt;= 100) { 12             g_form.setValue('u_result','Pass'); 13         } else {     </pre>		

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

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

Name	Percentage	Application	Global
Table	Student Progress [u_student_progress]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Total		
Description			
Messages			
Script	<pre> 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     </pre>		

## Result



The image displays three screenshots of ServiceNow forms:

- Admin Record (Salesforce style):** A form titled "Sale force New record" with fields for "Admin Number" (text input), "Admin Date" (date input), "grade" (dropdown menu with option "-- None --"), and a "Submit" button.
- Student Progress:** A form titled "student progress New record" with fields for subjects (english, hindi, science, persentage) and results (maths, social, telungu, total). It includes a search bar for "Admission number" and a "Submit" button.
- admission:** A form titled "admission New record" showing a green progress bar at the top with "new" and "join in progress". Fields include "Number" (ADM0001005), "admin status" (7), "pincode", and "school details/address". To the right are fields for "purpose of join", "school", and "school area". A "Submit" button is at the bottom.

## 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.