



Dr. G. U. Pope College Of Engineering

Department of Computer Science and Engineering

Completed the Project named as

## **Educational Organisation Using ServiceNow**

**Submitted by**

**David Jones - 950422104011**

**Arirama Selvam M - 950422104004**

**Mari Selvam P - 950422104035**

**Vignesh B - 950422104058**

# **Educational Organisation Using ServiceNow**

## **Project Description**

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

## **Procedures**

### **1. Setting up ServiceNow Instance**

- ❖ 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.
- ❖ Click on "Request Instance" to create a new ServiceNow instance.
- ❖ Log in to your ServiceNow instance using the provided credentials.
- ❖ Now you will navigate to the ServiceNow.

### **2. Creating a Update Set**

- ❖ Click on All >> Local update sets .
- ❖ Click on new
- ❖ Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

ServiceNow Developers

Update Set - Educational Organisation

\* Name: Educational Organisation

State: In progress

Parent: [Search]

Release date: [Calendar]

Install date: [Calendar]

Installed from: [Calendar]

Description: [Text Area]

Application: Global

Created: 2025-10-31 08:04:52

Created by: admin

Merged to: [Text]

Update Delete

Related Links

[Make This My Current Set](#)

[Merge With Another Update Set](#)

Go to 1 tool info, Goto

### 3. Creating a Table

- ❖ Click on All >> Local update sets .
- ❖ Click on new
- ❖ Create an Salesforce Table with Columns given.

ServiceNow Developers

Salesforce | Table | ServiceNow

Table - Salesforce

\* Label: Salesforce

\* Name: u\_salesforce

Application: Global

Remote Table: [Checkbox]

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(NumberPadded());	true
Admin Date	Date	(empty)	40		false
Updates	Integer	(empty)	40		false

- ❖ Create an Admission Table with Columns given.

The screenshot shows the ServiceNow interface for configuring a table named 'Admission'. The top navigation bar includes 'ServiceNow Developers', 'Admission | Table | ServiceNow', and a search bar. The main header shows 'Table - Admission' with a search icon and a 'Search' button. Below the header, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of columns with the following details:

Column label	Type	Reference	Max length	Default value	Display
Mandal	String	(empty)	40		false
School Area	Choice	(empty)	40		false
Admin Status	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

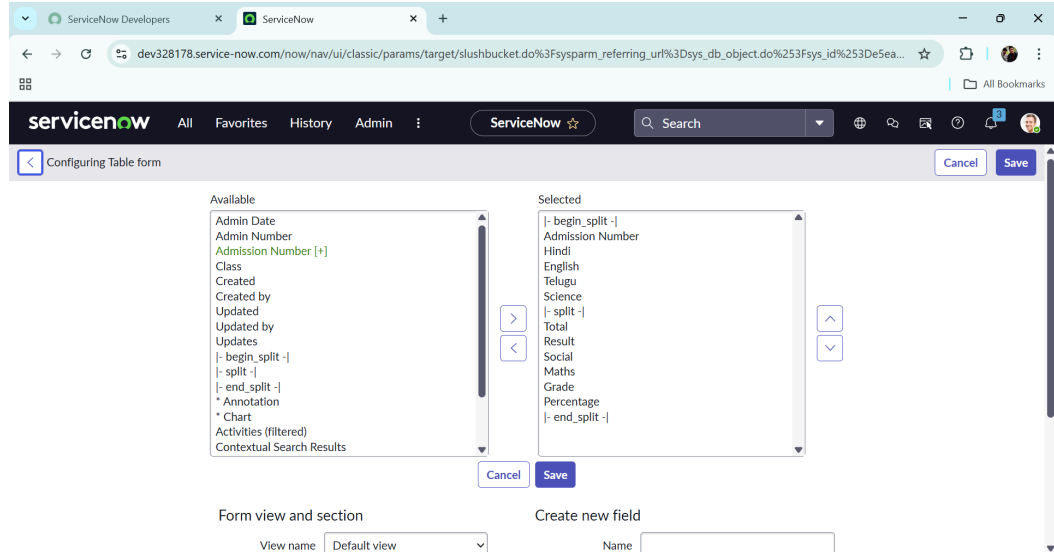
❖ Create an Student Progress Table with Columns given.

The screenshot shows the ServiceNow interface for configuring a table named 'Student Progress'. The top navigation bar includes 'ServiceNow Developers', 'Student Progress | Table | ServiceNow', and a search bar. The main header shows 'Table - Student Progress' with a search icon and a 'Search' button. Below the header, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of columns with the following details:

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Admin Date	Date	(empty)	40		false
Updates	Integer	(empty)	40		false

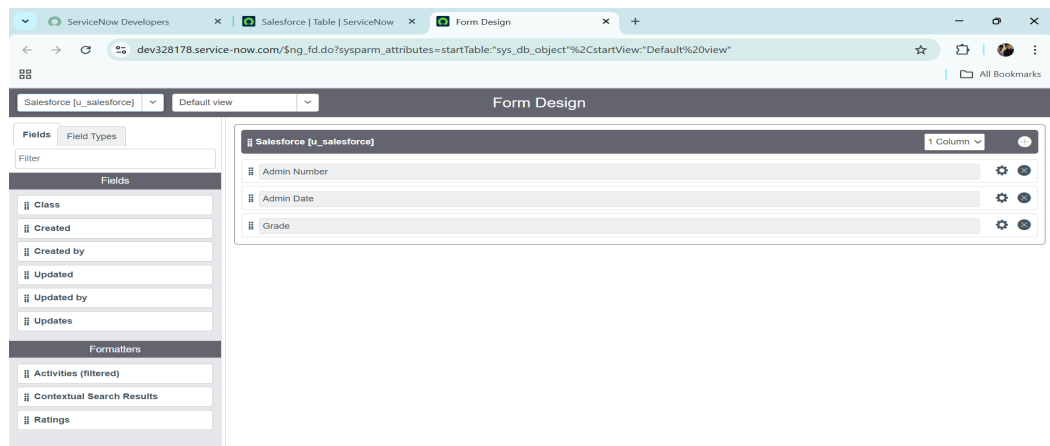
#### 4. Form Layout

- ❖ In the Student Progress Table Page , Click on Layout form .
- ❖ Click on Admission Number [+].
- ❖ Select below Admission Number fields in Available side and send it to selected side as below >> save



## 5. Form Design

- ❖ All >> System Definition >> Tables .
- ❖ In Label Search for Salesforce and open .
- ❖ Right Click on top Toggle >> Configure >> Form Design.
- ❖ In drop down select Salesforce(u\_salesforce).
- ❖ Drag and drop the fields to the left side as below.



- ❖ In drop down select Admission(u\_admission).
- ❖ Drag and drop the fields to the left side as below

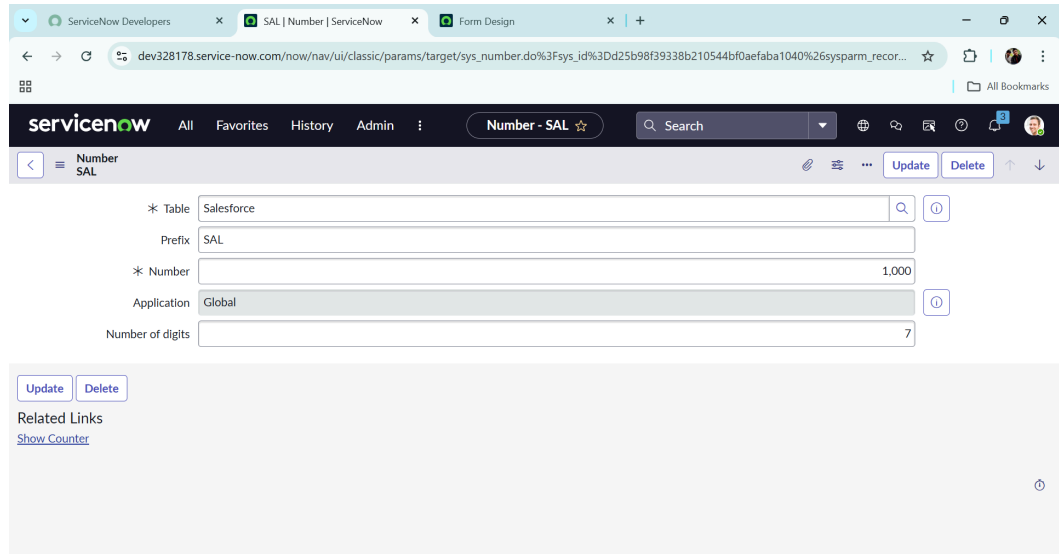
❖ In drop down select Student Progress(u\_student\_progress).

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

## 6. Number Maintenance

❖ All >> Number Maintenance >> New

❖ Fill the details >> Submit.



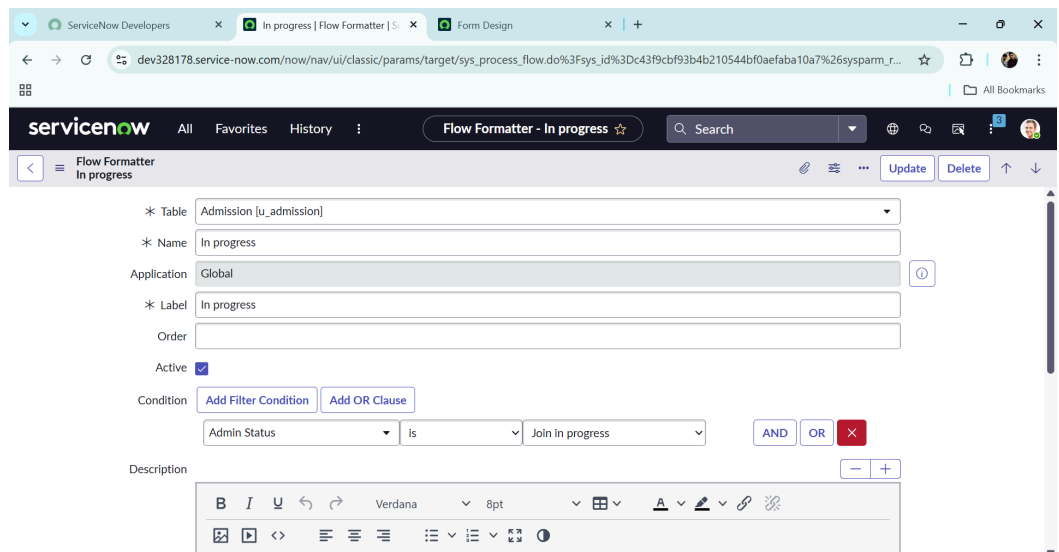
The screenshot shows the ServiceNow Number SAL configuration page. The browser tabs include 'ServiceNow Developers', 'SAL | Number | ServiceNow', and 'Form Design'. The URL is 'dev328178.service-now.com/now/nav/ui/classic/params/target/sys\_number.do%3Fsys\_id%3Dd25b98f39338b210544bf0aefaba1040%26sysparm\_recor...'. The page title is 'Number - SAL'. The configuration fields are:

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

Buttons: Update, Delete. Related Links: Show Counter.

## 7. Process Flow

- ❖ All >> Process Flow>> New.
- ❖ Fill the Details as given Below
- ❖ Right Click on toggle and click on the save .
- ❖ Replace the Name and Label as In Progress.



The screenshot shows the ServiceNow Flow Formatter configuration page. The browser tabs include 'ServiceNow Developers', 'In progress | Flow Formatter | S...', and 'Form Design'. The URL is 'dev328178.service-now.com/now/nav/ui/classic/params/target/sys\_process\_flow.do%3Fsys\_id%3Dc43f9cbf93b4b210544bf0aefaba10a7%26sysparm\_r...'. The page title is 'Flow Formatter - In progress'. The configuration fields are:

- Table: Admission [u\_admission]
- Name: In progress
- Application: Global
- Label: In progress
- Order:
- Active: ☒
- Condition: Admin Status is Join in progress
- Description:

Buttons: Add Filter Condition, Add OR Clause, AND, OR, X. Description toolbar: B, I, U, Bold, Italic, Underline, Verdana, 8pt, Font color, Background color, Link, Unlink, Bold, Italic, Underline, Font color, Background color, Link, Unlink.

## 8. Client Script

- ❖ All >> Client Scripts >> New.
- ❖ Creating “Auto populate” Client Scripts for Admission Table
- ❖ Fill the Details as given.
- ❖ Write the Code as below, Enable Isolate script and Save.

The screenshot shows the ServiceNow interface for creating a new Client Script. The browser tabs include 'ServiceNow Developers', 'Auto populate | Client Script | ServiceNow', and 'Form Design'. The URL is 'dev328178.service-now.com/now/nav/ui/classic/params/target/sys\_script\_client.do%3Fsys\_id%3D5d90a87f9338b210544bf0aefaba10b0%26sysparm\_re...'. The page title is 'Client Script - Auto populate'. The configuration details are as follows:

Field	Value
Name	Auto populate
Table	Admission [u_admission]
UI Type	Mobile / Service Portal
Type	onChange
Field name	Admin Number
Application	Global
Active	<input checked="" type="checkbox"/>
Inherited	<input type="checkbox"/>
Global	<input checked="" type="checkbox"/>

Description: [Empty text area]

Messages: [Empty text area]

Script:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2  
3   if (isLoading || newValue === '') {  
4  
5     return;  
6   }  
7 }
```

- ❖ Creating “Pincode Update” Client Scripts for Admission Table.

The screenshot shows the ServiceNow interface for creating a new Client Script. The browser tabs include 'ServiceNow Developers', 'Pincode | Client Script | ServiceNow', and 'Form Design'. The URL is 'dev328178.service-now.com/now/nav/ui/classic/params/target/sys\_script\_client.do%3Fsys\_id%3D724160f9338b210544bf0aefaba1039%26sysparm\_re...'. The page title is 'Client Script - Pincode'. The configuration details are as follows:

Field	Value
Name	Pincode
Table	Admission [u_admission]
UI Type	Desktop
Type	onChange
Field name	Pincode
Application	Global
Active	<input checked="" type="checkbox"/>
Inherited	<input type="checkbox"/>
Global	<input checked="" type="checkbox"/>

Description: [Empty text area]

Messages: [Empty text area]

Script:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2  
3  
4  
5  
6  
7 }
```



## ❖ Creating “Disable Fields” Client Scripts for Student progress Table.

The screenshot shows the ServiceNow interface for configuring a Client Script. The browser tabs include 'ServiceNow Developers', 'Disable Fields | Client Script | Ser...', and 'Form Design'. The URL is `dev328178.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D76b1acff9338b210544bf0aefaba1096%26sysparm_re...`. The page title is 'Client Script - Disable Fields'. The configuration form includes the following fields:

- Name: Disable Fields
- Table: Student Progress [u\_student\_pr...]
- UI Type: All
- Type: onLoad
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

Below these fields are empty text areas for 'Description' and 'Messages'. The 'Script' section contains a code editor with the following code:

```
1 function onLoad() {  
2  
3 //Type appropriate comment here, and begin script below  
4  
5 }
```

## ❖ Creating “Total Update” Client Scripts for Student progress Table.

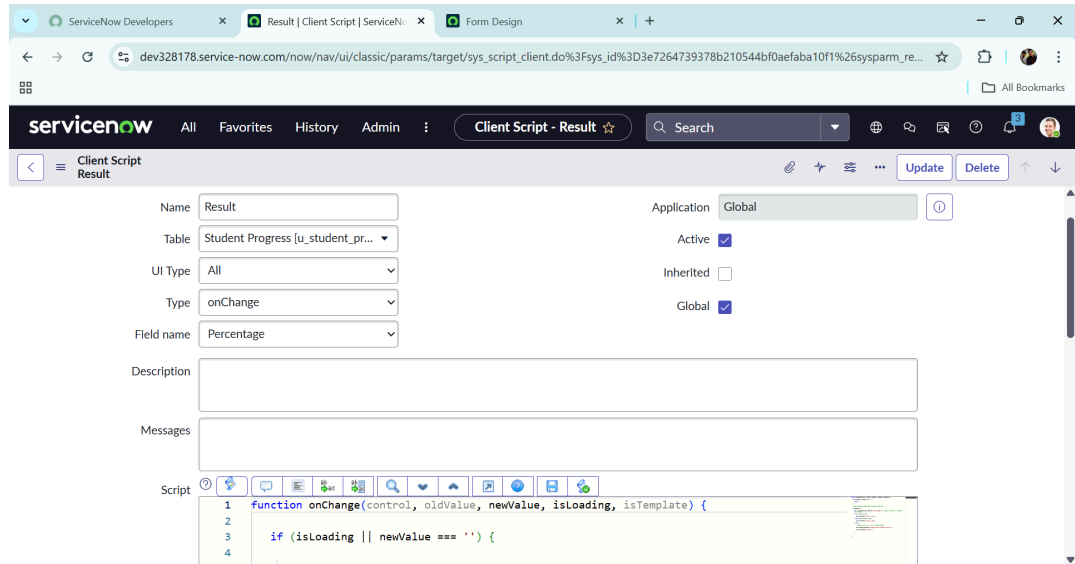
The screenshot shows the ServiceNow interface for configuring a Client Script. The browser tabs include 'ServiceNow Developers', 'Total Update | Client Script | Ser...', and 'Form Design'. The URL is `dev328178.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D6922e8339378b210544bf0aefaba1076%26sysparm_r...`. The page title is 'Client Script - Total Update'. The configuration form includes the following fields:

- Name: Total Update
- Table: Student Progress [u\_student\_pr...]
- UI Type: All
- Type: onChange
- Field name: Social
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

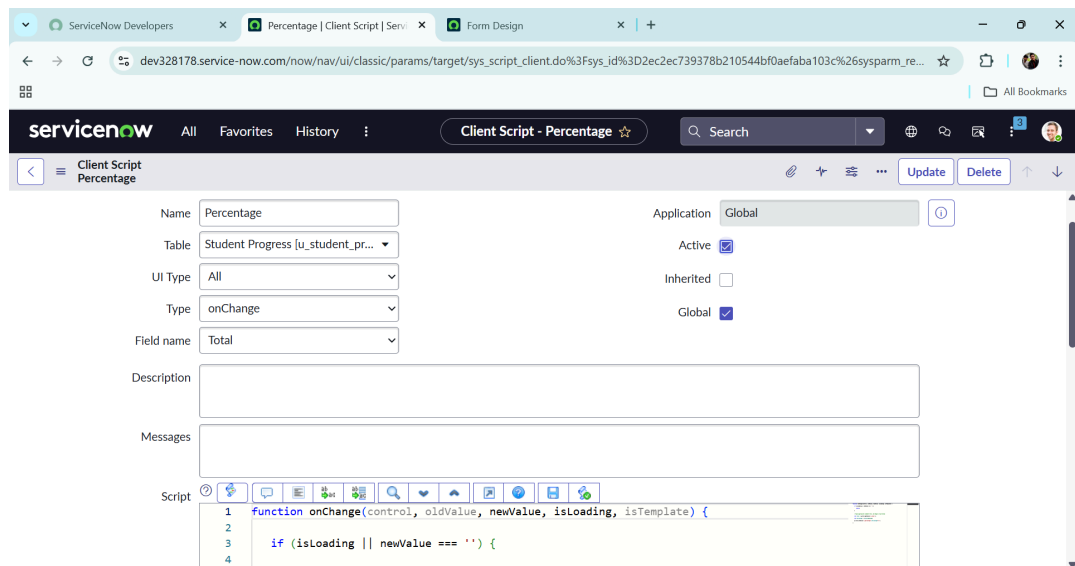
Below these fields are empty text areas for 'Description' and 'Messages'. The 'Script' section contains a code editor with the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2  
3 if (isLoading || newValue === '') {  
4  
5 }
```

## ❖ Creating “Result” Client Scripts for Student progress Table



❖ Creating “Percentage” Client Scripts for Student progress Table.



## Results

Thus the Project, Educational Organisation using servicenow well developed solved to the core and resulted successfully.

