



**COLLEGE NAME :** 9504 - Dr.G.U.Pope College of Engineering

**SUB CODE & NAME:** NM1051 - Servicenow Administrator

**TITLE:** Educational Organisation Using ServiceNow

**TEAM ID:** [NM2025TMID03524](#)

**TEAM MEMBERS:**

**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  and make Current.

The screenshot shows the 'Update Set - Educational Organisation' page in ServiceNow. The top navigation bar includes tabs for 'All', 'Favorites', 'History', and a search bar. Below the header, there are several input fields for updating the record:

- \* Name: Educational Organisation
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Install date: (empty)
- Installed from: (empty)
- Description: (empty)
- Application: Global
- Created: 2025-10-31 08:04:52
- Created by: admin
- Merged to: (empty)

At the bottom left are 'Update' and 'Delete' buttons. Below them is a 'Related Links' section with links to 'Make This My Current Set', 'Merge With Another Update Set', and 'Create Another Set'.

### 3. Creating a Table

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

The screenshot shows the 'Table - Salesforce' configuration screen in ServiceNow. The top navigation bar includes tabs for 'All', 'Favorites', 'History', 'Admin', and a search bar. Below the header, there are input fields for the table:

- \* Label: Salesforce
- \* Name: u\_salesforce
- Application: Global
- Remote Table: (empty)

Below the table configuration, there is a detailed view of the 'Table Columns' section. It shows a table with columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The data is as follows:

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

- ✓ Create an Admission Table with Columns given.

**Table - Admission**

Label: Admission  
Name: u\_admission  
Extends table: Salesforce

Application: Global  
Remote Table: [empty]

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.

**Table - Student Progress**

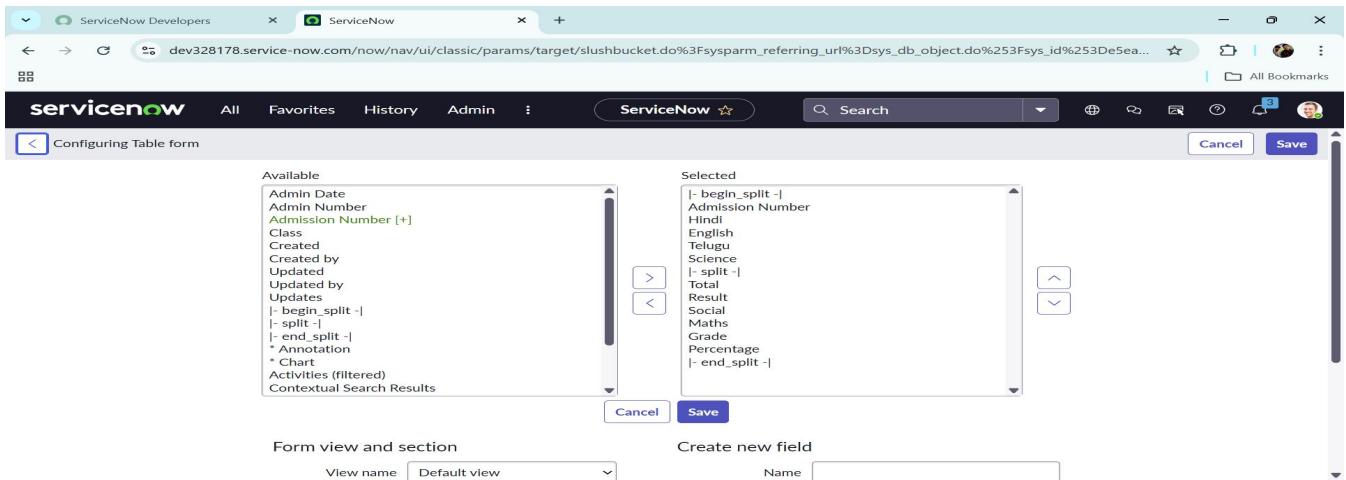
Label: Student Progress  
Name: u\_student\_progress  
Extends table: Salesforce

Application: Global  
Remote Table: [empty]

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
Cur ID	Sys ID (GUID)	(empty)	32		false

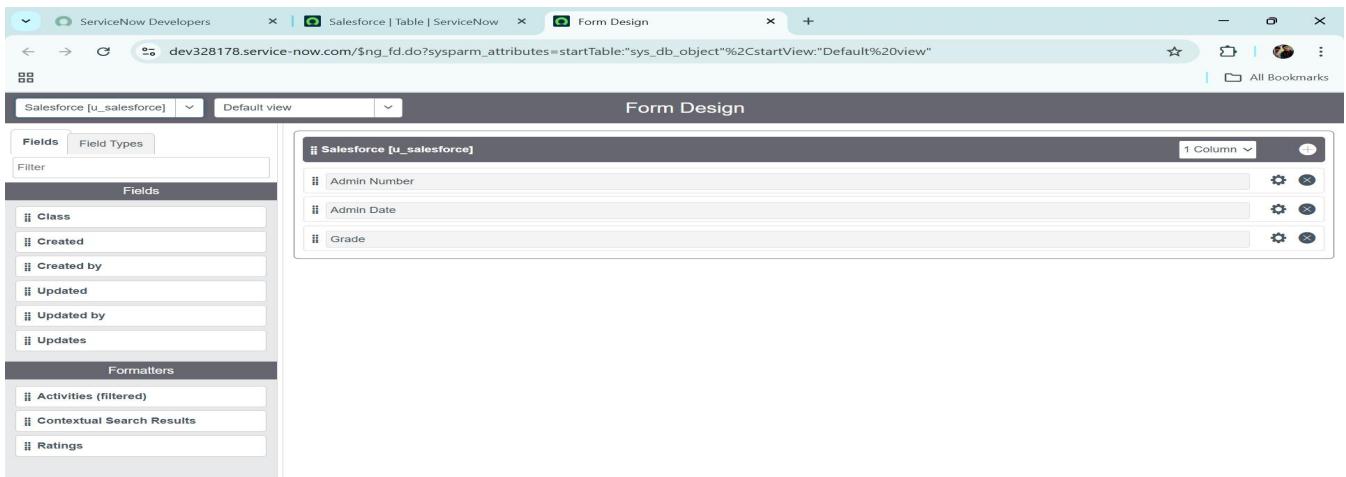
## 4. Form Layout

- ✓ 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

The screenshot shows the ServiceNow Form Design interface for the 'Admission [u\_admission]' object. The left sidebar lists fields like Admin Number, Admin Date, Fee, Admin Status, and Grade under the 'Fields' tab. The main area contains three sections: 'Admission [u\_admission]' (1 Column), 'New Section' (1 Column), and 'School Details' (2 Column). The 'Admission' section contains fields for Admin Number, Admin Date, Fee, Admin Status, and Grade. The 'New Section' section contains a single field for Comments. The 'School Details' section contains fields for School Area and School.

- ✓ In drop down select Student Progress(u\_student\_progress).
- ✓ Drag and drop the fields to the left side as below

The screenshot shows the ServiceNow Form Design interface for the 'Student Progress [u\_stude...' object. The left sidebar lists fields like Admin Date, Admin Number, Class, Created, etc. The main area contains two sections: 'New Section' (2 Column) and 'Student Progress' (2 Column). The 'New Section' section contains fields for Admission Number, Hindi, English, Telugu, Science, Total, Result, Social, Maths, Grade, and Percentage. The 'Student Progress' section contains fields for Telugu, Hindi, English, Total, Percentage, and Result.

## 6. Number Maintenance

- ✓ All >> Number Maintenance >> New
- ✓ Fill the details >> Submit.

The screenshot shows the ServiceNow Form Design interface for a 'Number - SAL' form. The top navigation bar includes tabs for All, Favorites, History, Admin, and a search bar. Below the header, there are several input fields: 'Table' set to 'Salesforce', 'Prefix' set to 'SAL', 'Number' set to '1,000', 'Application' set to 'Global', and 'Number of digits' set to '7'. At the bottom of the form are 'Update' and 'Delete' buttons.

## 7. Process Flow

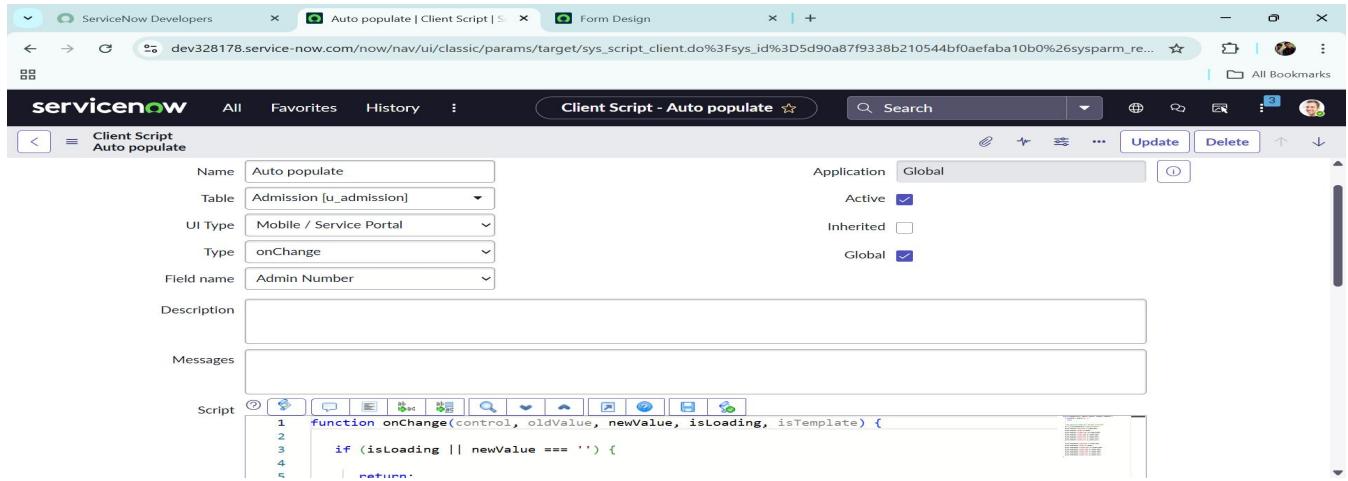
- ✓ All >> Process Flow >> New.
- ✓ Fill the Details as given Below
- ✓ Right Click on toggle and click on the save .
- ✓ Replace the Name and Label as In Progress.

The screenshot shows the ServiceNow Form Design interface for a 'Flow Formatter - In progress' form. The top navigation bar includes tabs for All, Favorites, History, Admin, and a search bar. The form contains fields for 'Table' (set to 'Admission [u\_admission]'), 'Name' (set to 'In progress'), 'Application' (set to 'Global'), 'Label' (set to 'In progress'), 'Order' (empty), 'Active' (checkbox checked), 'Condition' (set to 'Admin Status Is Join in progress'), and a 'Description' rich text editor.

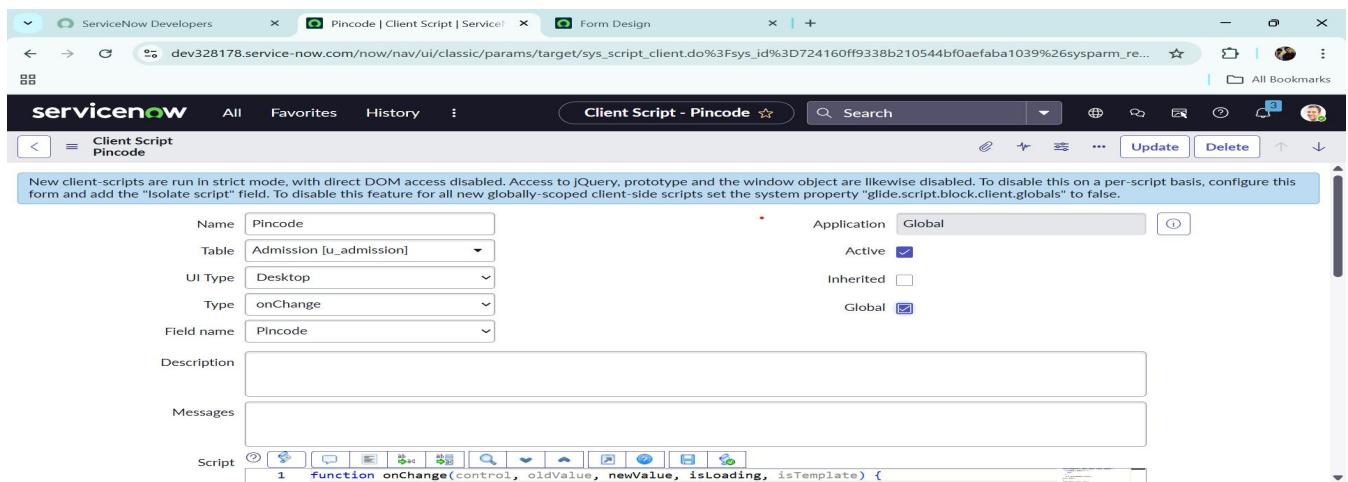
## 8. Client Script

- ✓ 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.



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



- ✓ Creating “Disable Fields” Client Scripts for Student progress Table.

The screenshot shows the ServiceNow Client Script - Disable Fields form design. The script is named "Disable Fields" and is applied to the "Student Progress" table. It uses the "onLoad" type and is set to be active and global. The script code is as follows:

```
function onLoad() {
    //Type appropriate comment here, and begin script below
}
```

- ✓ Creating “Total Update” Client Scripts for Student progress Table.

The screenshot shows the ServiceNow Client Script - Total Update form design. The script is named "Total Update" and is applied to the "Student Progress" table. It uses the "onChange" type and is set to be active and global. The field name is "Social". The script code is as follows:

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

- ✓ Creating “Result” Client Scripts for Student progress Table

The screenshot shows the ServiceNow Client Script - Result configuration page. The script is named "Result" and is associated with the "Student Progress" table. It is set to run on "onChange" events for the "Percentage" field. The "Application" dropdown is set to "Global". The "Active" checkbox is checked, while "Inherited" and "Global" are unchecked. The "Script" section contains the following code:

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

- ✓ Creating “Percentage” Client Scripts for Student progress Table.

The screenshot shows the ServiceNow Client Script - Percentage configuration page. The script is named "Percentage" and is associated with the "Student Progress" table. It is set to run on "onChange" events for the "Total" field. The "Application" dropdown is set to "Global". The "Active" checkbox is checked, while "Inherited" and "Global" are unchecked. The "Script" section contains the following code:

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

## Results

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