



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

SUB CODE & NAME: NM1051 - Servicenow Administrator

TITLE: Educational Organisation Using ServiceNow

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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.

Update Set - Educational Organisation

* Name: Educational Organisation

State: In progress

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

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

Created by: admin

Merged to:

[Update](#) [Delete](#)

Related Links

[Make This My Current Set](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

3. Creating a Table

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

Table - Salesforce

* Label: Salesforce

* Name: u_salesforce

Application: Global

Remote Table:

[Delete](#) [Update](#) [Delete All Records](#)

Columns **Controls** **Application Access**

Table Columns for text Search

1 to 10 of 10 [New](#)

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.

The screenshot shows the ServiceNow configuration page for the 'Admission' table. The 'Columns' tab is active, displaying a list of dictionary entries. The table configuration includes:

- 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.

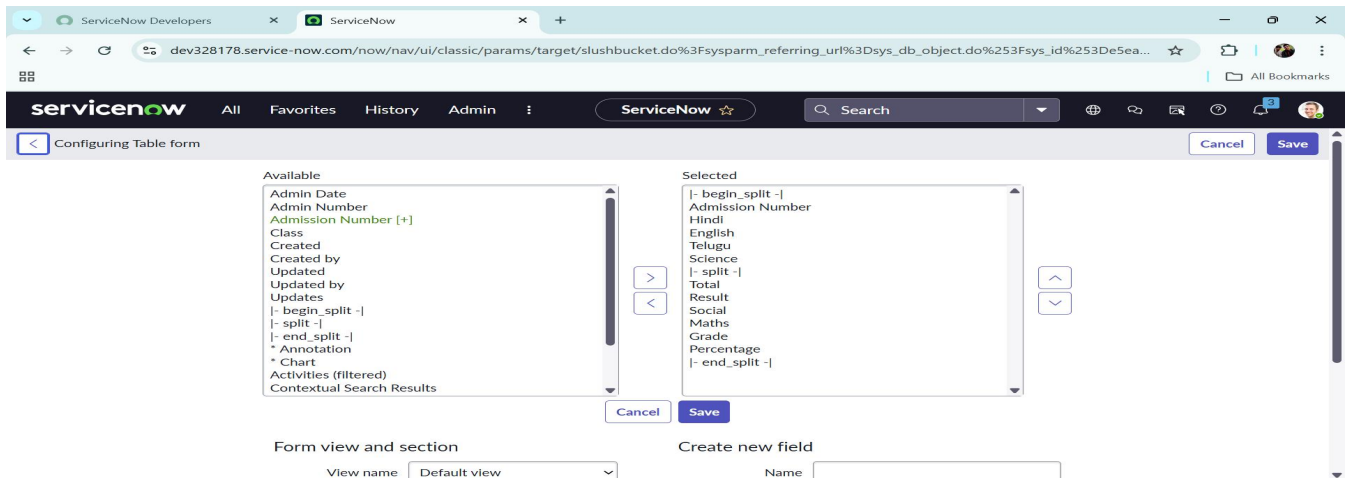
The screenshot shows the ServiceNow configuration page for the 'Student Progress' table. The 'Columns' tab is active, displaying a list of dictionary entries. The table configuration includes:

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

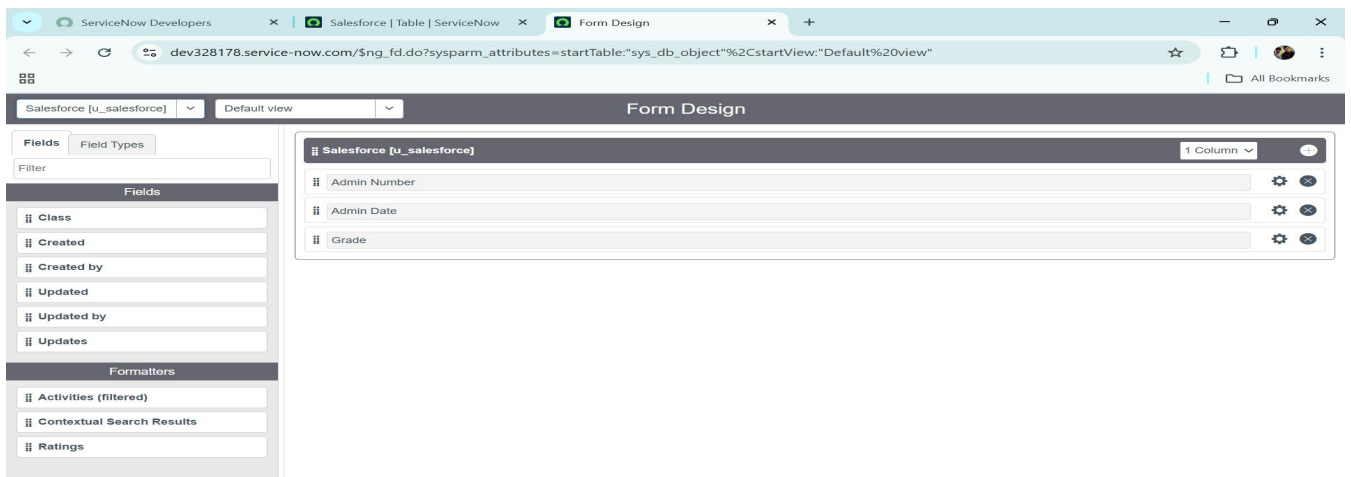
4. Form Layout

- ✓ 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

ServiceNow Developers | Salesforce | Table | ServiceNow | Form Design

dev328178.service-now.com/\$ng_fd.do?sysparm_attributes=startTable:"sys_db_object"%2CstartView:"Default%20view"

Admission [u_admission] | Default view

Form Design

Fields | Field Types

Filter

Fields

- Admission Number
- Class
- Created
- Created by
- Purpose of Join
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results

Admission [u_admission] (1 Column)

- Admin Number
- Admin Date
- Fee
- Admin Status
- Grade

New Section (1 Column)

- Comments

School Details (2 Column)

- School Area
- School

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

ServiceNow Developers | Salesforce | Table | ServiceNow | Form Design

dev328178.service-now.com/\$ng_fd.do?sysparm_attributes=startTable:"sys_db_object"%2CstartView:"Default%20view"

Student Progress [u_stude] | Default view

Form Design

Fields | Field Types

Filter

Fields

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

Formatters

- Activities (filtered)
- Contextual Search Results

New Section (2 Column)

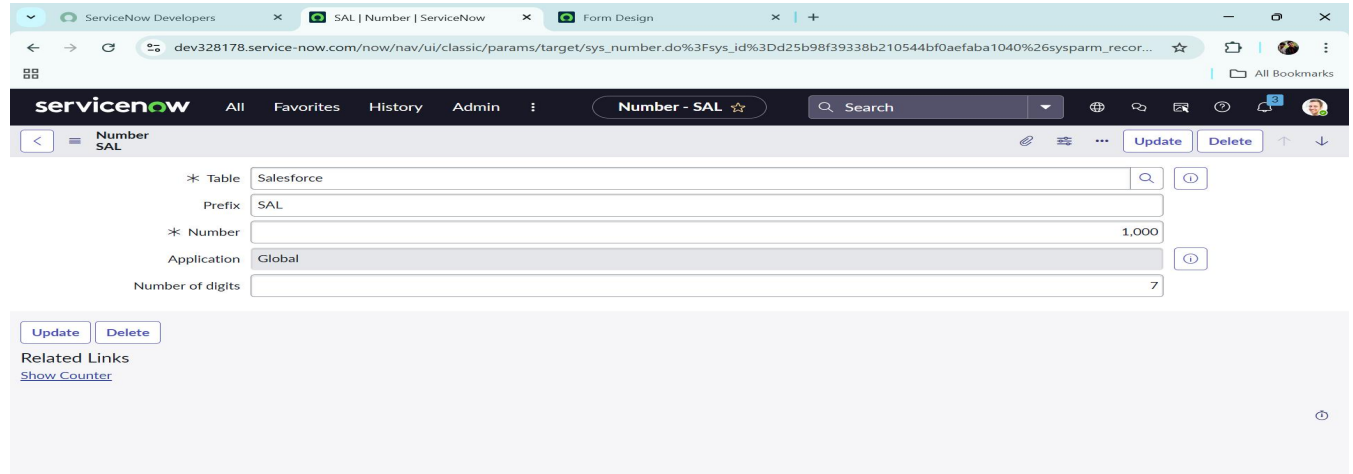
- Admission Number
- Hindi
- English
- Telugu
- Science
- Total
- Result
- Social
- Maths
- Grade
- Percentage

Student Progress (2 Column)

- Telugu
- Hindi
- English
- Total
- Percentage
- Result

6. Number Maintenance

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



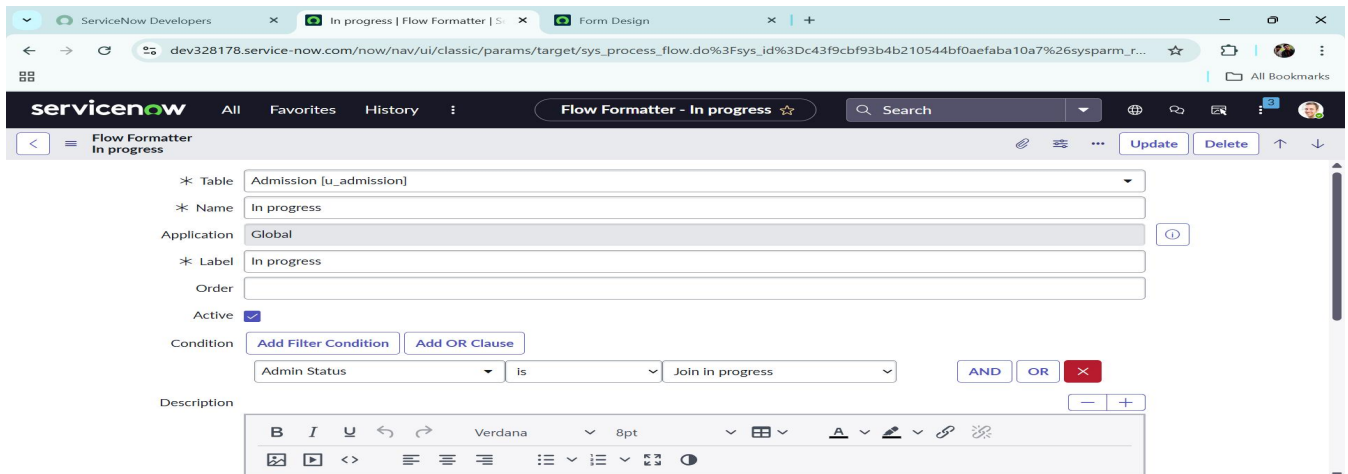
The screenshot shows the ServiceNow interface for the 'Number - SAL' form. The browser tabs include 'ServiceNow Developers', 'SAL | Number | ServiceNow', and 'Form Design'. The URL is 'dev328178.service-now.com/now/nav/ui/classic/params/target/sys_number.do%3Fsys_id%3Dd25b98f39338b210544bf0aefaba1040%26sysparm_recor...'. The form fields are:

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

Buttons: Update, Delete. Below the form, there is a 'Related Links' section with a link '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 interface for the 'Flow Formatter - In progress' form. 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 form fields are:

- * Table: Admission [u_admission]
- * Name: In progress
- Application: Global
- * Label: In progress
- Order:
- Active: ☒
- Condition: Add Filter Condition Add OR Clause
 - Admin Status Is Join in progress
- Description:

Buttons: Update, Delete. The description field has a rich text editor with options for Bold (B), Italic (I), Underline (U), Text Color (A), Background Color, and Link.

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 Client Script editor for a script named 'Auto populate'. The script is associated with the 'Admission [u_admission]' table, specifically for the 'Admin Number' field. The script type is 'onChange' and it is set to be 'Global'. The script code is as follows:

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

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

The screenshot shows the ServiceNow Client Script editor for a script named 'Pincode'. The script is associated with the 'Admission [u_admission]' table, specifically for the 'Pincode' field. The script type is 'onChange' and it is set to be 'Global'. The script code is as follows:

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

✓ 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".

Configuration details:

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

Description: [Empty text box]

Messages: [Empty text box]

Script:

```

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".

Configuration details:

- Name: Total Update
- Table: Student Progress [u_student_pr...
- UI Type: All
- Type: onChange
- Field name: Social
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

Description: [Empty text box]

Messages: [Empty text box]

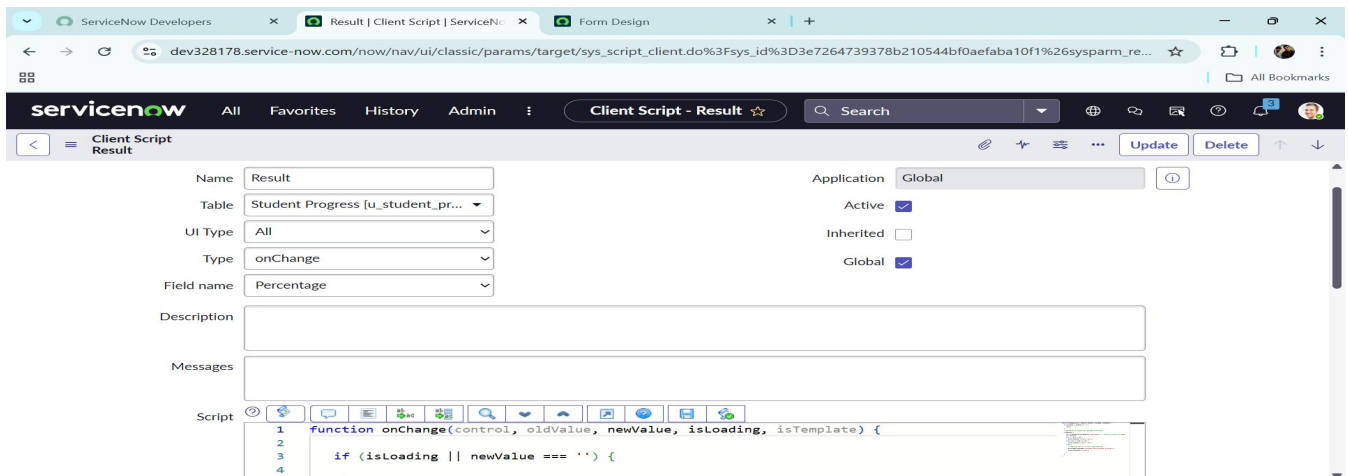
Script:

```

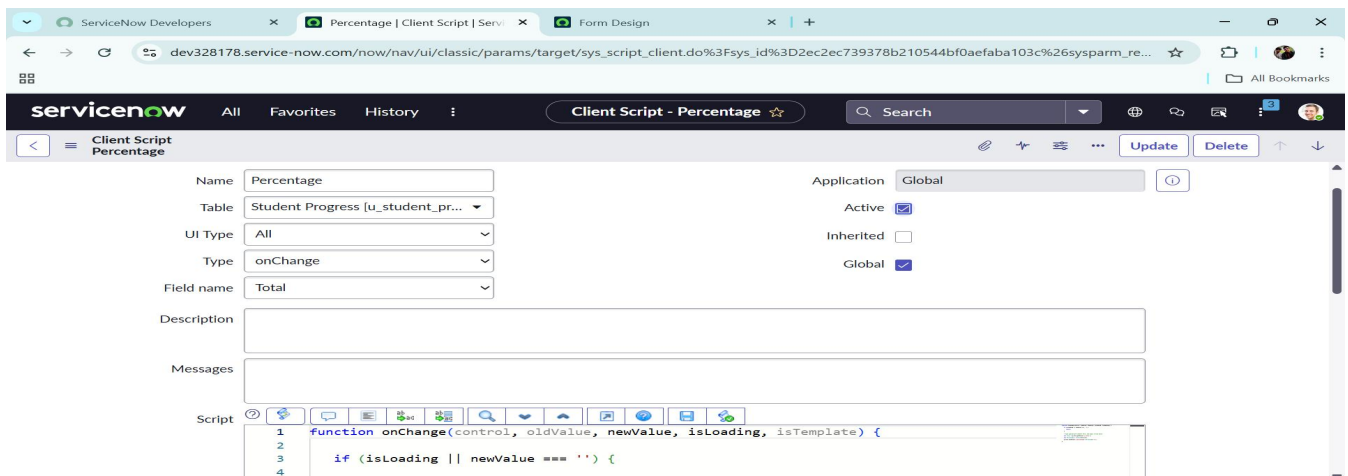
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3     if (isLoading || newValue === '') {
4         return;
5     }
6 }

```

✓ 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.