PROJECT REPORT -06 SETTING UP SERVICENOW INSTANCE

Date	02 july 2025
Team ID	LTVIP2025TMID30284
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks



Create a custom number format (e.g., ADM0001234) that automatically assigns an Admin Number to new records in a custom table (like u admission request) using Number Maintenance.



✓ Step-by-Step: Creating Number Maintenance for Admin Number

• 1. Navigate to Number Maintenance

• Go to:

System Definition > Number Maintenance

• Click New

• 2. Configure the Number Format

Fill in the following fields:

Field	Example Value	Description
Name	Admin Number for Admissions	Descriptive name
Prefix	ADM	Prefix to identify the number (e.g., ADM000123)
Table	u_admission_request	Select your custom admissions table
Column	admin_number	Name of the field where number will be stored
Initial Value	1000	Starting number (adjust as needed)
Number Width	1 6	Number of digits (e.g., ADM000100)
Description	Auto-generated admin number for admission requests	Optional

Click Submit

• 3. Add the admin_number Field to Your Table

If not already present:

- 1. Go to System Definition > Tables
- 2. Open your table (e.g., u_admission_request)

3. Add a new column:

o Column Label: Admin Number Column Name: admin number

o Type: String

o Length: 100 (or default)

• 4. Set Field to Read-Only (Optional)

- Use a UI Policy or Form Layout to make admin_number field read-only for users
- Ensures it cannot be edited manually

• 5. Use Business Rule to Auto-Populate the Number

If needed, create a **Business Rule** to automatically assign the number when a record is inserted.

Sample Business Rule:

• Go to System Definition > Business Rules ightarrow New

Field Value Name Generate Admin Number

Table u_admission_request

When before

Insert Ves

Update X No

Script:

```
javascript
CopyEdit
if (!current.admin number) {
    current.admin number = qs.qetNextSeqNumber("Admin Number for Admissions");
```

This fetches the next value defined in Number Maintenance and stores it in the admin number field.



Example: Final Result

Field Value

Admin Number ADM001004

Applicant Name Jane Smith

Admission Term Fall 2025

Submitted Status

OBEST Practices for Educational Organizations

Use Case **Prefix Example Table** Admissions u admission request ADM Student ID u student record STU u_dorm_maintenance Maintenance Request MTN **Advising Case** u advising case ADV