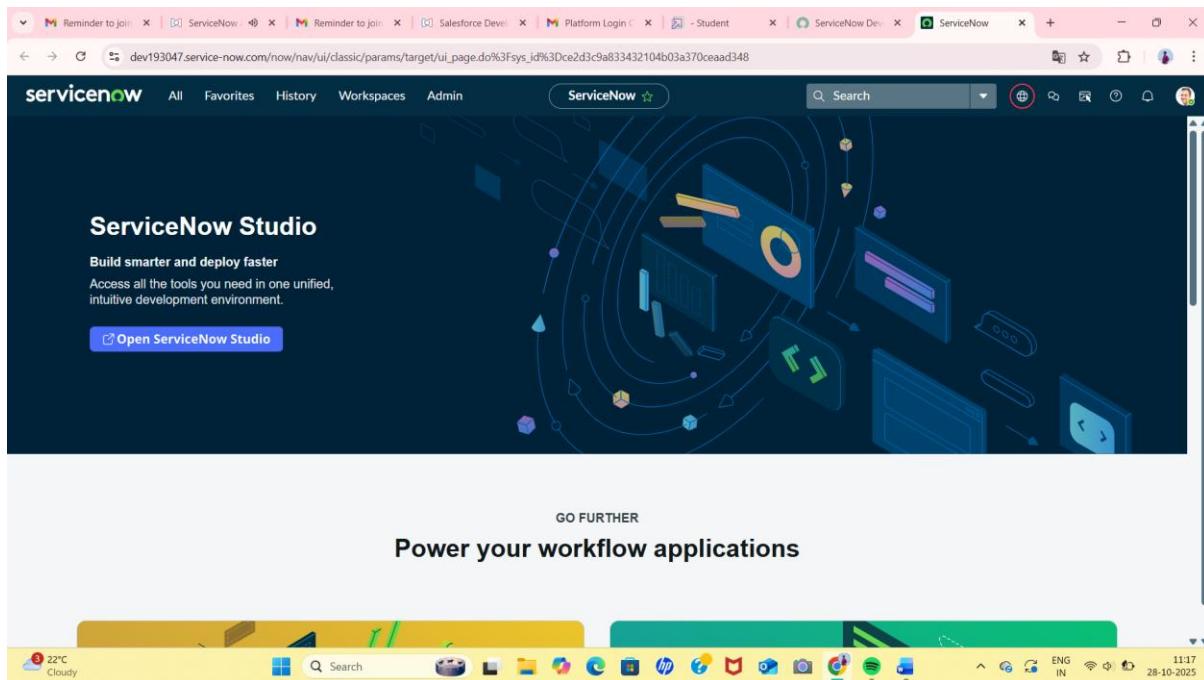
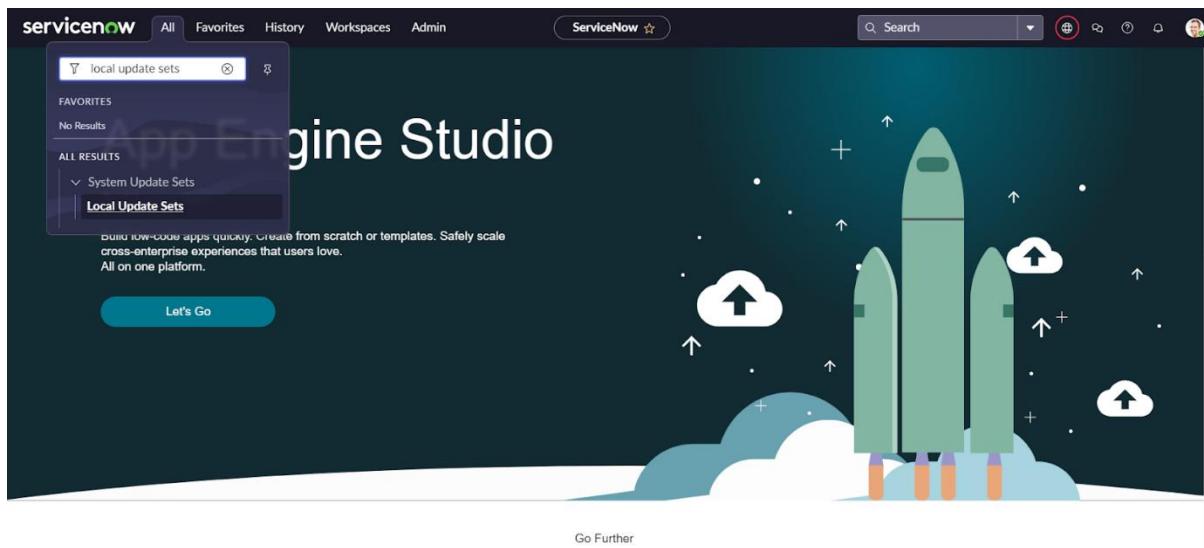


SETTING UP A SERVICE NOW INSTANCE:



CREATING AN UPDATE SET:

1>



2>

A screenshot of the ServiceNow Update Sets list interface. The title bar shows 'servicenow' and the main navigation menu. The search bar at the top left contains the query 'Update Sets'. The main content area displays a table of update sets. The first two rows are 'Default' and 'Global', both with 'In progress' status. The last row is 'Default' with 'Global' as the application and 'In progress' status. At the top right of the table, there is a dropdown menu with the text 'Actions on selected' followed by a red arrow pointing to a 'New' button, which is also highlighted with a red box.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Search	Search	Search	Search	Search	Search	Search	Search
Default	App Engine Studio	In progress		2024-04-03 04:32:28	admin	(empty)	(empty)
Default	Global	In progress		2023-10-06 15:26:30	system	(empty)	(empty)

3>

The screenshot shows the 'Update Set - Create New Update Set' page in ServiceNow. The 'Name' field is populated with 'New Update Set'. The 'State' dropdown is set to 'In progress'. The 'Parent' and 'Release date' fields are empty. The 'Description' text area is also empty. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

CREATING THE SALESFORCE TABLE :

The screenshot shows the 'Tables' list page in ServiceNow. The table lists various Salesforce tables. The columns are: Label, Name, Extends table, Extensible, and Updated. The 'Label' column is sorted. A red arrow points to the 'Actions on selected rows' button in the top right. Another red arrow points to the 'New' button. The table includes rows for .NET Application, A/B Testing Evaluation, A/B Testing Evaluation Execution, A/B Testing Evaluation Parameter, A/B Testing Evaluation Parameter Result, A10 Load Balancer, Access Analyzer Query, Access Comparison Request, Access Control, Access Result, Access Roles, Accessory, Account level entitlements, Account Subscription Entitlement, ACE, and ACL Endpoint.

Label	Name	Extends table	Extensible	Updated
.NET Application	cmdb_ci_appl_dot_net	Application	false	2025-09-08 20:48:16
A/B Testing Evaluation	evaluation	(empty)	false	2025-09-08 20:40:27
A/B Testing Evaluation Execution	evaluation_execution	(empty)	false	2025-09-08 20:40:27
A/B Testing Evaluation Parameter	evaluation_parameter	(empty)	false	2025-09-08 20:40:27
A/B Testing Evaluation Parameter Result	evaluation_parameter_result	(empty)	false	2025-09-08 20:40:27
A10 Load Balancer	cmdb_ci_lb_a10	Load Balancer	false	2025-09-08 20:48:01
Access Analyzer Query	sn_access_analyzer_request	(empty)	false	2025-09-08 21:53:07
Access Comparison Request	sn_access_analyzer_access_comparison_req...	(empty)	false	2025-09-08 21:53:06
Access Control	sys_security_acl	Application File	false	2025-09-08 20:35:31
Access Result	sn_access_analyzer_access_result	(empty)	false	2025-09-08 21:53:07
Access Roles	sys_security_acl_role	Application File	false	2025-09-08 20:35:30
Accessory	cmdb_ci_acc	Configuration Item	false	2025-09-08 20:48:19
Account level entitlements	sn_sub_man_st_account_level_entitlement	(empty)	false	2025-09-08 21:40:24
Account Subscription Entitlement	account_subscription_entitlement	(empty)	false	2025-09-08 21:40:14
ACE	cmdb_ci_lb_ace	Load Balancer	false	2025-09-08 20:47:30
ACL Endpoint	cmdb_ci_endpoint_acl	Endpoint	false	2025-09-08 20:44:54

ADMIN NUMBER

The screenshot shows the ServiceNow Admin interface with the following details:

- Table Name:** Salesforce
- Label:** Salesforce
- Type:** Global
- Name:** u_salesforce
- Remote Table:** None

The main table view displays the following columns:

Column label	Type	Reference	Max length	Default value	Display
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Created	Date/Time	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Updates	Integer	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated by	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Updated	Date/Time	(empty)	40		false

ADMISSION TABLE:

The screenshot shows the ServiceNow Admin interface with the following details:

- Table Name:** Admission
- Label:** Admission
- Type:** Global
- Name:** u_admission
- Extends table:** Salesforce

The main table view displays the following columns:

Column label	Type	Reference	Max length	Default value	Display
Area	String	(empty)	40	40	false
District	String	(empty)	40	40	false
Comments	String (Full UTF-8)	(empty)	255	255	false
Admin Status	Choice	(empty)	40	40	false
Sys ID	Sys ID (GUID)	(empty)	32		false
City	String	(empty)	40	40	false
House Number	String	(empty)	40	40	false
Class	String	(empty)	40	80	false

CREATING THE FIELDS:

Dictionary Entries						
Q	Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)		32		false
X Admin Status	Choice	(empty)		40		false
X Admission Number	Reference	Salesforce		32		false
X Area	String	(empty)		40		false
X City	String	(empty)		40		false
X Comments	String (Full UTF-8)	(empty)		255		false
X District	String	(empty)		40		false
X Fee	Price	(empty)		20		false
X House No	String	(empty)		40		false
X Mandal	String	(empty)		40		false
X Pincode	Choice	(empty)		40		false
X Purpose of join	Choice	(empty)		40		false
○ School	Choice	(empty)		40		false
X School Area	Choice	(empty)		40		false
Class	System Class Name	(empty)		80	javascript:current.getTableName();	false

- Create choice for Admin Status as:

Choices						
□	Label	Value	Language	Sequence	Inactive	Updated
	New	New	en	1	false	2024-04-02 21:10:25
	Join in progress	In progress	en	2	false	2024-04-02 21:11:03
	Joined	Joined	en	3	false	2024-04-02 21:11:26
	Rejected	Rejected	en	4	false	2024-04-02 21:12:00
	Closed	Closed	en	5	false	2024-04-02 21:13:05
	Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
	Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27

- Create choice for Pincode as:

Choices						
□	Label	Value	Language	Sequence	Inactive	Updated
	509358	509358	en	1	false	2024-04-02 21:15:19
	500079	500079	en	2	false	2024-04-02 21:15:46
	500081	500081	en	3	false	2024-04-02 21:16:05

- Create choice for Purpose of Join as:

Choices						
□	Label	Value	Language	Sequence	Inactive	Updated
	Tution	Tution	en	1	false	2024-04-02 21:17:09
	Coaching	Coaching	en	2	false	2024-04-02 21:17:31
	Teacher	Teacher	en	3	false	2024-04-02 21:17:53

- Create choice for School as:

Choices					
	Label	Value	Language	Sequence	Inactive
	Stanley	Stanley	en	1	false
	Naresh It	Naresh It	en	2	false
Insert a new row...					

- Create choice for School Area as:

Choices					
	Label	Value	Language	Sequence	Inactive
	Near Market	Near Market	en	1	false
	Near Bus Stand	Near Bus Stand	en	2	false
Insert a new row...					

STUDENT PROGRESS TABLE:

The screenshot shows the ServiceNow classic interface for creating a new table. The table is titled "Student Progress Table". It has one column labeled "Total". The table is set to be "Global" and has "Create module" and "Create mobile module" checked. The "New menu name" field is empty. The "Remote Table" checkbox is unchecked.

Column label	Type	Reference	Max length	Default value	Display
Total	String	(empty)	40	40	false

- In the Student Progress Table Page , Click on Layout form .

The screenshot shows the 'Table student progress' page. At the top, there is a table with two rows: 'Telugu' and 'Total'. Below the table are buttons for 'Update', 'Delete', and 'Delete All Records'. Underneath these buttons is a section titled 'Related Links' containing various options like 'Design Form', 'Layout Form' (which is highlighted with a red box), 'Layout List', 'Show Form', etc. A red arrow points to the 'Layout Form' link.

This screenshot shows the 'Form Design' interface. On the left, there is a sidebar with a tree view under 'Table [sys_db_object]'. The 'Salesforce' node is expanded, and its child node 'Salesforce [i_salesforce]' is selected and highlighted with a red box. A red arrow points to this selection. The main area shows a grid-based configuration interface with sections for 'Annotation', 'Label', 'Name', 'Extends table', 'Columns', 'Table Columns Formatter (Formatter)', 'Controls', and 'Extensible'.

This screenshot shows the 'Form Design' interface again. The left sidebar shows the 'Table [sys_db_object]' tree, with the 'Salesforce' node and its child 'Salesforce [i_salesforce]' both highlighted with red boxes. A red arrow points to the 'Salesforce' node. The main configuration interface is identical to the one in the previous screenshot, showing various form fields and their properties.

Creating the student progress table:

The screenshot shows the ServiceNow Form Design interface. On the left, there's a sidebar with 'Fields' and 'Field Types' tabs, and a 'Filter' section containing fields like Class, Created, Created by, Social, Updated, Updated by, and Updates. Below that is a 'Formatters' section with Activities (filtered), Contextual Search Results, and Ratings. The main area is titled 'Form Design' and contains a 'New Section' labeled 'Admission Number'. This section has two columns: 'Admission Number Grade' and 'Admission Number Student Name'. Under 'Admission Number Grade', there are four sub-fields: 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell'. Below this is another section titled 'Student Progress' with a '2 Column' layout. It contains five rows, each with a subject name and its corresponding calculated field: Telugu (Total), Hindi (Percentage), English (Result), Maths, and Science.

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

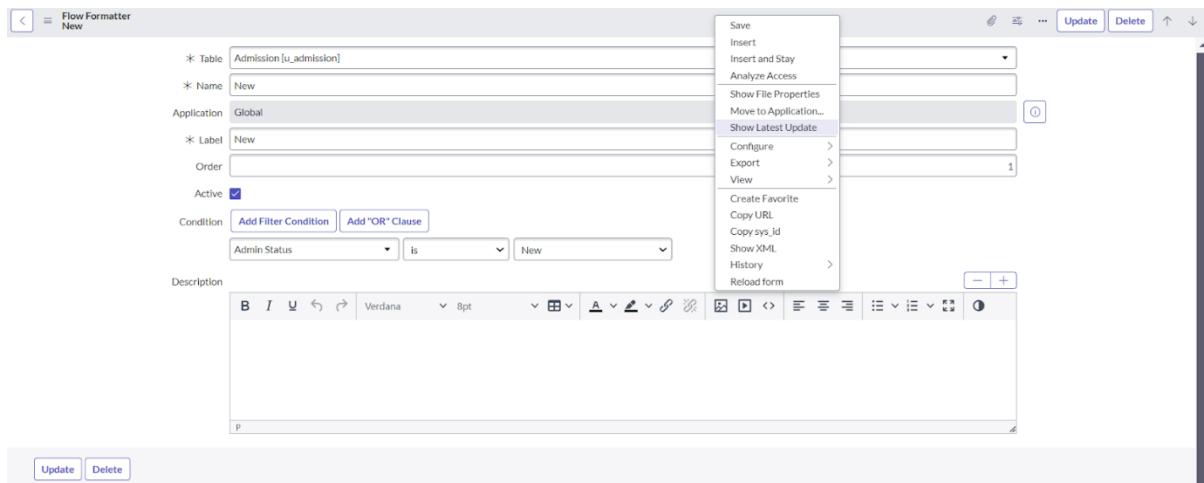
The screenshot shows the ServiceNow search results page for 'number'. The search bar at the top has 'number' typed into it. Below the search bar, there are sections for 'FAVORITES' and 'ALL RESULTS'. The 'ALL RESULTS' section is expanded and shows a table with columns: Reference, Max length, Default value, and Display. A red arrow points to the 'Reference' column of the first row, which is labeled 'Number Maintenance'. The table also lists other system definitions like 'Created by', 'Created', 'Sys ID', 'Updates', and 'Updated by'.

- Fill the details >> Submit.

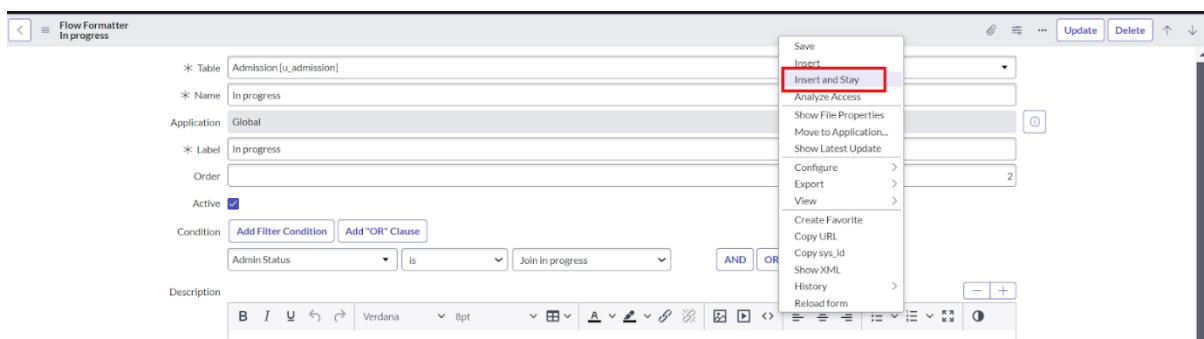
The screenshot shows the ServiceNow 'Number - SAL' maintenance form. At the top, it says 'Number - SAL'. The form has several input fields: 'Table' (set to 'Salesforce'), 'Prefix' (set to 'SAL'), 'Number' (set to '1.000'), 'Application' (set to 'Global'), and 'Number of digits' (set to '7'). Below the form are 'Update' and 'Delete' buttons. At the bottom, there's a 'Related Links' section with a single link 'Show Counter'.

Process flow for admission table:

- 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 below and click on Insert on stay.



Client Scripts for Admission Table

Client Script
New record

(1) This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

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

Client Script
Pincode Update

(1) This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

Name: Pincode Update	Table: Admission[u_admission]	Application: Global
UI Type: Desktop	Active: <input checked="" type="checkbox"/>	
Type: onChange	Inherited: <input type="checkbox"/>	
Field name: Pincode	Global: <input checked="" type="checkbox"/>	
Description:		
Messages:		
Script: ⓘ <pre> 1 function onChange(control, oldValue, newValue, isLoading, isTemplate) { 2 if (isLoading newValue === '') { 3 return; 4 } 5 6 var a = g_form.getValue('u_pincode'); 7 if(a == '1509358') { 8 g_form.setValue('u_mandal', 'kadthal'); 9 g_form.setValue('u_city', 'kadthal'); }</pre>		

Client Script
Disable Fields

(1) This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

Name: Disable Fields	Table: Student Progress[u_student_progress]	Application: Global
UI Type: All	Active: <input checked="" type="checkbox"/>	
Type: onLoad	Inherited: <input type="checkbox"/>	
Global: <input checked="" type="checkbox"/>		
Description:		
Messages:		
Script: ⓘ <pre> 1 function onLoad() 2 //Type appropriate comment here, and begin script below 3 g_form.setDisabled('u_total',true); 4 g_form.setDisabled('u_percentage',true); 5 g_form.setDisabled('u_result',true); 6 }</pre>		

Client Script - Total Update

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

Name: Total Update
Table: Student Progress [u_student_progress]
UI Type: All
Type: onChange
Field name: Social

Description:

Messages:

```

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+f);
15    g_form.setvalue('u_total', total);
16  }
17 }

```

Isolate script

Client Script - Result

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

Name: Result
Table: Student Progress [u_student_progress]
UI Type: All
Type: onChange
Field name: Percentage

Description:

Messages:

```

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 > 0 && a <= 50){
10       g_form.setValue('u_result','Fail');
11     } else if(a > 60 && a <= 100) {
12       g_form.setValue('u_result','Pass');
13     } else {
14       g_form.setValue('u_result','');
15     }
16   }
17 }

```

Client Script - Percentage

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

Name: Percentage
Table: Student Progress [u_student_progress]
UI Type: All
Type: onChange
Field name: Total

Description:

Messages:

```

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/100)*100;
9   g_form.setvalue('u_percentage',Percentage+'%');
10 }

```

Isolate script

Result:

Salesforce New Record

Admin Number: SAL0001078	Father Name: _____
Admin Date: _____	Mother Name: _____
Grade: --None--	Mother Cell: _____
Student Name: _____	Father Cell: _____

Submit

Admission

New record

New In progress Joined Rejected Rejoined Closed Cancelled

Admission Number	<input type="text"/>	<input type="button" value="Q"/>	Admin Date	<input type="text"/>	<input type="button" value="E"/>
Purpose of join	-- None --	Grade	-- None --		
Student Name	<input type="text"/>	Fee	\$ <input type="text"/> 0.00		
Father Name	<input type="text"/>	Father Cell	<input type="text"/>		
Mother Name	<input type="text"/>	Mother Cell	<input type="text"/>		
Comments	<input type="text"/>				
School Details	Address				
School Area	-- None --	School	-- None --		
<input type="button" value="Submit"/>					

New Section

New record

Admission Number

Grade -- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Final output :

The screenshot shows a web browser window with multiple tabs open. The active tab is titled "nme.smartinternz.com/Student/guided_project_workspace/2960". The main content area displays a "Guided Project" workspace for a student. Key details shown include:

- Project Title:** Educational Organisation Using ServiceNow
- NM Id:** C43C84864D3090AA869493B30A08E9B
- Industry Mentor(s) Name:** No Mentor has been assigned
- Project Progress:** 100% (highlighted with a green circle)

Below the project details, there's a "GENERAL INSTRUCTION" section with a "SHOW" button. Underneath are two buttons: "View Mentor Comments" (with 0 notifications) and "View Industry Mentor Comments" (with 0 notifications).

The workspace is divided into three main sections:

- PROJECT DETAILS:** Contains the project title "Educational Organisation Using ServiceNow".
- TASK & PROGRESS:** Shows the skill level as "INTERMEDIATE".
- MENTOR REVIEW:** Displays the category as "ServiceNow System Administrator" and lists required skills.

At the bottom of the page, there's a navigation bar with various icons and a footer with copyright information.