

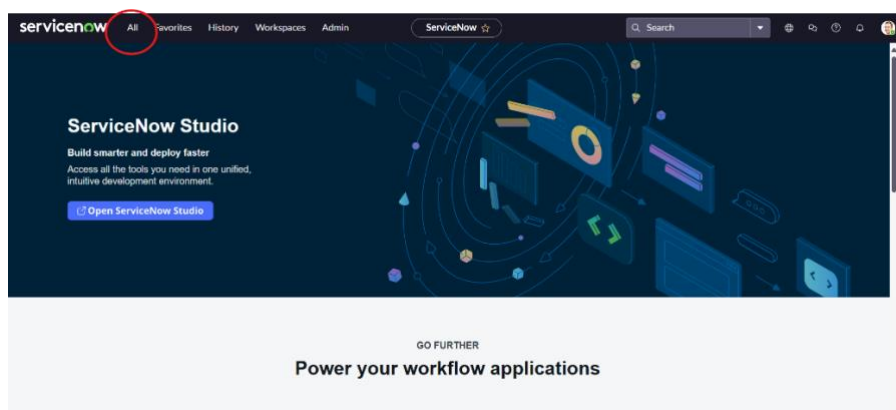
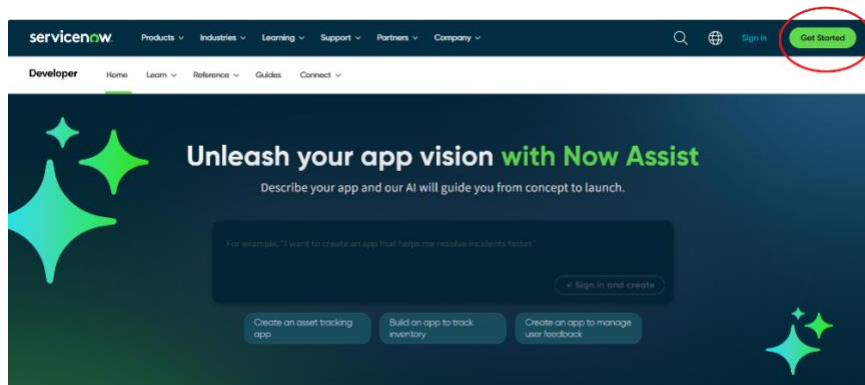
# Educational Organisation Using ServiceNow

## ➤ 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.

## ➤ Steps for the instance:

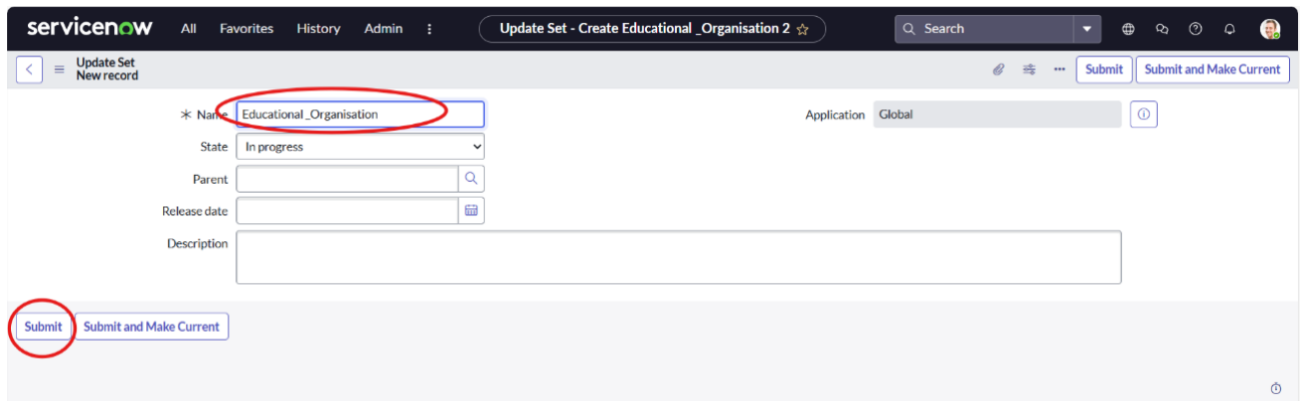
1. Sign up for a developer account on the ServiceNow Developer site “<https://developer.servicenow.com>”.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.



## ➤ Create Update set:

1. Navigate to All → Local Update Sets from the left navigation pane in ServiceNow.
2. Click on the New button to create a new update set.
3. In the form that appears, fill in the details as follows:
4. Name: Educational Organisation
5. Click on Submit to save the update set.
6. After saving, click on the newly created update set and select “Make Current”.

This ensures that all the changes you make (tables, forms, scripts, etc.) are stored in this update set.



The screenshot shows the ServiceNow interface for creating a new update set. The breadcrumb trail is 'Update Set - Create Educational\_Organisation 2'. The form fields are: Name (Educational\_Organisation, circled in red), State (In progress), Parent (empty), Release date (empty), and Description (empty). The Application dropdown is set to Global. At the bottom, there are two buttons: Submit (circled in red) and Submit and Make Current.

## ➤ Create a table:

- I. Salesforce Table
- II. Admission Table
- III. Student Progress Table

### I. Creating Salesforce Table

1. Go to All → Tables → New.
2. Enter Label: Salesforce → Click on Name (API name auto-generates).
3. Add required columns → Double-click to edit label → Choose correct Type.
4. Set Display = True for Admin Number → Right-click top bar → Save.
5. Go to Controls → Enable Extensible.

6. Open Admin Number → Advanced View → Default View → Enable Use Dynamic Default → Choose Get Next Padded Number → Update.
7. For Grade column → Open Choices → Add Label, Value, and Sequence.

Table - New Record

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label:

\* Name:

Extends table:

Application:

Create module: ☒

Create mobile module: ☒

Add module to menu:

New menu name:

Columns | Controls | Application Access

Table Columns for text

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin number					false
Grade					false

Insert a new row...

Submit Cancel

## II. Creating Admission Table

1. Go to All → Tables → New.
2. Enter Label: Admission.
3. Select Extends Table: Salesforce.
4. Tick Add module to menu → Salesforce.
5. Create all required fields for admission details.
6. Add choices for:

Admin Status  
Pincode  
Purpose of Join  
School  
School Area

☒ This table stores all student admission details linked to the Salesforce table.

**servicenow** All Favorites History Workspaces Admin Table - New Record

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label:  Application: Global

\* Name:  Create module: ☒

Extends table:  Add module to menu:

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
Insert a new row...						

Submit Cancel

Related Links  
[Track in Update Sets](#)

### III. Creating Student Progress Table

1. Go to All → Tables → New.
2. Enter Label: Student Progress.
3. Tick Add module to menu → Salesforce.
4. Create all required fields for student marks and progress details.



This table stores each student's marks, total, percentage, and result details.

**servicenow** All Favorites History Workspaces Table - Student Progress1

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label:  Application: Global

\* Name:  Create module: ☒

Extends table:  Add module to menu:

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
×	Column label	String	(empty)	40		false
×	Mother cell	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
	Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Created by	String	(empty)	40		false
×	Grade	String	(empty)	40		false
×	Admin Date	String	(empty)	40		false

1 to 20 of 27 New

### ➤ Form Layout

1. Open the Student Progress Table page.
2. Click on Form Layout.
3. Click on Admission Number [+].

4. From the Available list, move the required Admission Number fields to the Selected side.
5. Click Save.

The screenshot shows the ServiceNow 'Configuring Table form' interface. The 'Available' list on the left contains fields such as Admin Date, Admin Number, Class, Column label, Created, Created by, English, Father cell, Father name, Grade, Hindi, Maths, Mother cell, Mother name, Percentage, Result, and Section. The 'Selected' list on the right contains 'Admission Number'. A red circle highlights the left arrow button between the two lists. Another red circle highlights the 'Save' button at the bottom. Below the lists, the 'Form view and section' section shows 'View name' as 'Default view' and 'Section' as 'Student Progress1'. The 'Create new field' section shows 'Name', 'Type' as 'String', and 'Field length' as 'Small (40)'.

## ➤ Form Design

- I. Salesforce Table
- II. Admission Table
- III. Student Progress Table

### I. Creating Form Design for Salesforce Table

1. Go to All → System Definition → Tables.
2. In Label Search, find and open Salesforce.
3. Right-click on the top toggle → Configure → Form Design.
4. In the dropdown, select Salesforce (u\_salesforce).
5. Drag and drop the required fields to the left side.
6. Click Save.

The screenshot shows the Salesforce Form Design interface for a form named 'salesforce1 [u\_salesforce1]'. The interface is divided into two main sections: a left sidebar and a main form design area.

**Left Sidebar:**

- Fields:** A list of available fields including Class, Column label, Created, Created by, Updated, Updated by, Updates, Activities (filtered), Contextual Search Results, and Ratings.
- Field Types:** A section for selecting field types.
- Formatters:** A section for selecting formatters.

**Main Form Design Area:**

- The form is titled 'salesforce1 [u\_salesforce1]' and is set to a '2 Column' layout.
- The form contains the following fields arranged in a 2-column grid:
  - Admin Number
  - Admin Date
  - Grade
  - Student Name
  - Father name
  - Mother name
  - Father cell
  - Mother cell

## II. Creating Form Design for Admission Table

1. Follow the same steps as in Activity 1 (Salesforce Form Design).
2. Open the Admission Table and go to Configure → Form Design.
3. Arrange the fields as shown in the given layout.
4. Click Save.

The screenshot shows the Salesforce Form Design interface for a form named 'Admission1 [u\_admission1]'. The interface is divided into two main sections: a left sidebar and a main form design area.

**Left Sidebar:**

- Fields:** A list of available fields including Admin Number, Class, Column label, Created, Created by, Updated, Updated by, Updates, Activities (filtered), Contextual Search Results, Process Flow, and Ratings.
- Field Types:** A section for selecting field types.
- Formatters:** A section for selecting formatters.

**Main Form Design Area:**

- The form is titled 'Admission1 [u\_admission1]' and is set to a '2 Column' layout.
- The form contains the following fields arranged in a 2-column grid:
  - Admission Number
  - Purpose of join
  - Student Name
  - Father name
  - Mother name
  - Admin Date
  - Grade
  - Fee
  - Father cell
  - Mother cell
  - Admin Status
- Below the 2-column grid, there is a section titled 'Comments' with a '1 Column' layout.
- Below the 'Comments' section, there is a section titled 'School Details' with a '2 Column' layout containing fields: School Area and School.
- Below the 'School Details' section, there is a section titled 'Address' with a '2 Column' layout containing fields: Pincode, Area, Mandal, City, House No, and District.

## III. Creating Form Design for Student Progress Table

1. Follow the same steps as in Activity 1 (Salesforce Form Design).
2. Open the Student Progress Table → Configure → Form Design.
3. Arrange the fields as shown in the layout.
4. Click Save.

The screenshot shows the ServiceNow Form Designer for a form titled 'Student Progress1 [u\_student\_progress1]'. The interface includes a left-hand menu with 'Fields' and 'Field Types' tabs. Under 'Fields', there is a list of fields including 'Admin Date', 'Admin Number', 'Class', 'Column label', 'Created', 'Created by', 'Social', 'Updated', 'Updated by', and 'Updates'. Under 'Formatters', there are 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main workspace shows the form layout with three sections: 'Student Progress1 [u\_student\_progress1]' (1 Column), 'New Section' (2 Column), and 'Student Progress' (2 Column). The 'New Section' contains fields for 'Grade', 'Student Name', 'Father name', 'Mother name', 'Father cell', and 'Mother cell'. The 'Student Progress' section contains fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Total', 'Percentage', and 'Result'.

## ➤ Number Maintenance

1. Go to All → Number Maintenance → New.
2. Fill in the required details (like Table name, Prefix, Number format, etc.).
3. Click Submit.

The screenshot shows the ServiceNow 'Number - New Record' form. The form includes fields for 'Table' (salesforce1), 'Prefix' (SAJ), 'Number' (1,000), 'Application' (Global), and 'Number of digits' (7). The 'Prefix' field is circled in red. Below the form, there is a 'Submit' button, also circled in red, and a 'Related Links' section with a 'Show Counter' link.

## ➤ Process Flow

1. Go to All → Process Flow → New.
2. Fill in the required details.
3. Right-click on the top toggle and click Save.
4. Replace the Name and Label as shown below, then click Insert and Stay each time.
  - Joined
  - Rejected
  - Rejoined

- Closed
- Cancelled

5. Arrange the order as:

New → In Progress → Joined → Rejected → Rejoined → Closed → Cancelled

The screenshot shows the ServiceNow Flow Formatter interface for a new record. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main form is titled 'Flow Formatter - New Record'. It contains several fields: 'Table' (Admission1 [u\_admission1]), 'Name' (New), 'Application' (Global), 'Label' (New), and 'Order' (1). A context menu is open over the 'Table' field, showing options: 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'. Below the fields, there is a 'Condition' section with buttons for 'Add Filter Condition' and 'Add "OR" Clause'. The condition is currently set to 'Admin Status' starts with. The 'Description' section at the bottom has a rich text editor with a toolbar and a text area.

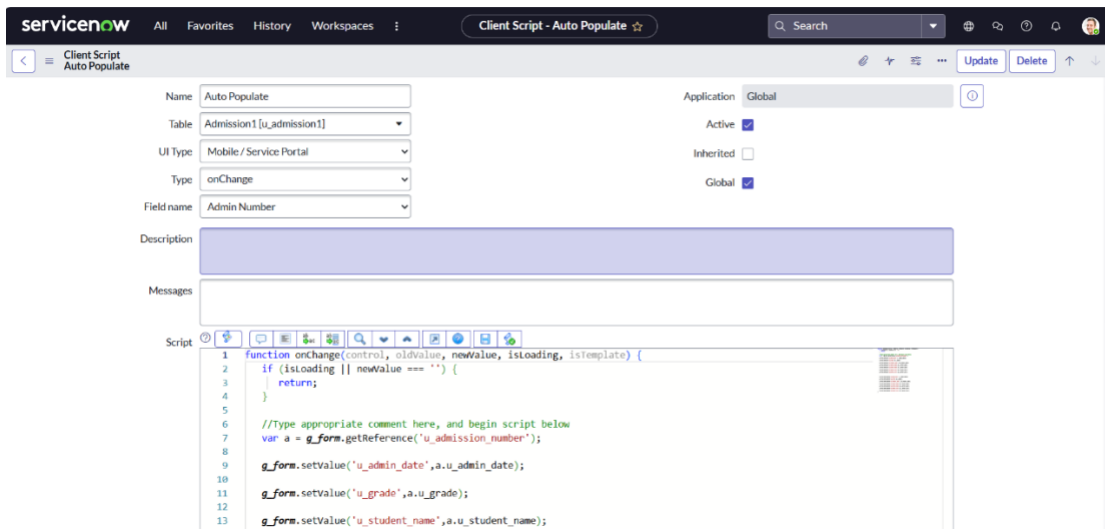
## ➤ Client Script

- I. Auto Populate
- II. Pincode Update
- III. Disable Fields
- IV. Total Update
- V. Result
- VI. Percentage

### I. Creating “Auto Populate” Client Script for Admission Table

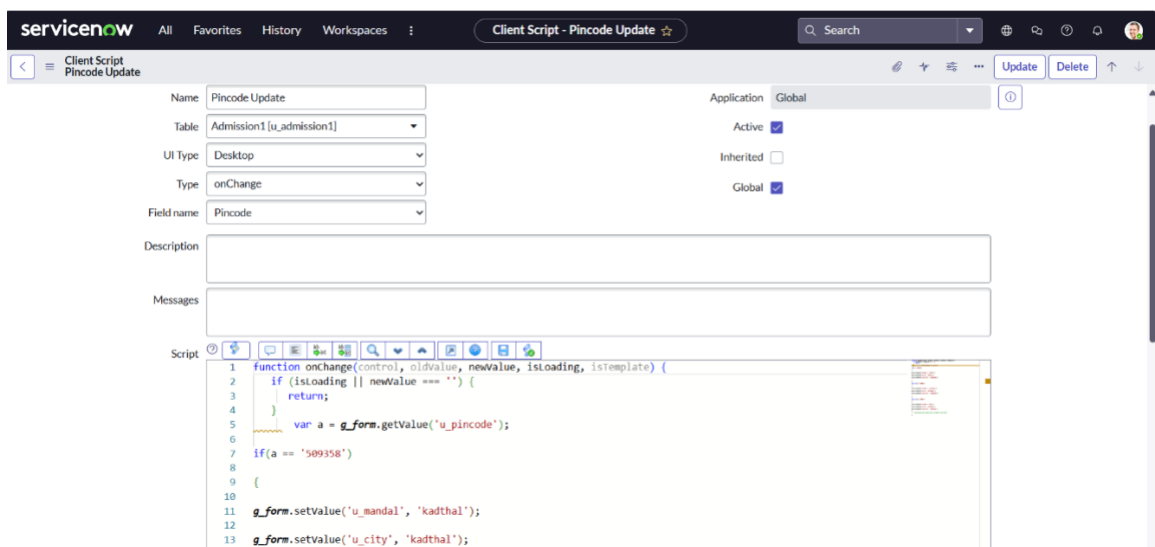
1. Go to All → Client Scripts → New.
2. Fill in the details as given.
3. Enter the code in the script section.
4. Enable Isolate Script.
5. Click Save.





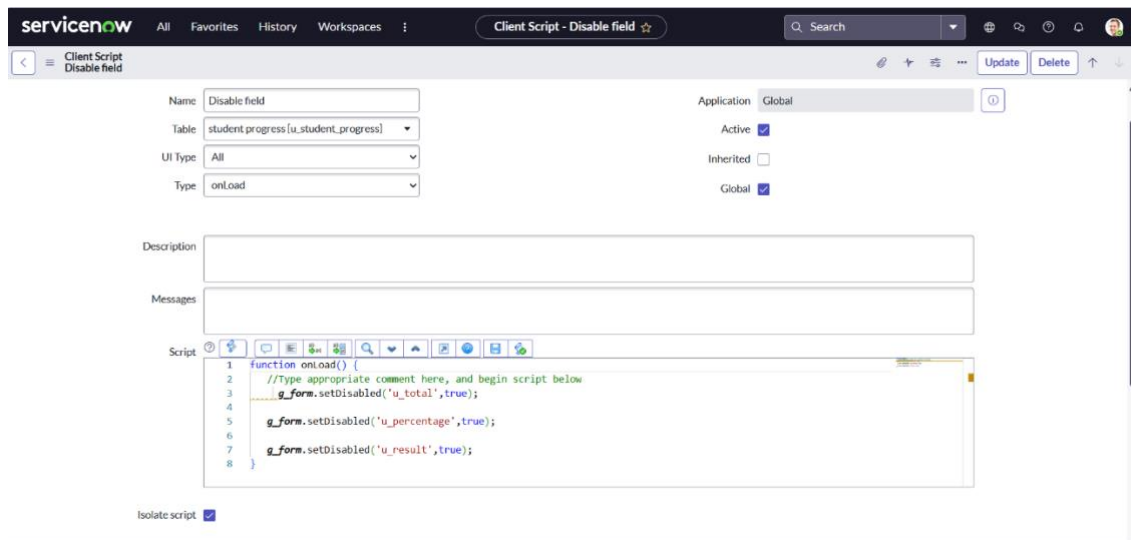
## II. Creating “Pincode Update” Client Script for Admission Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



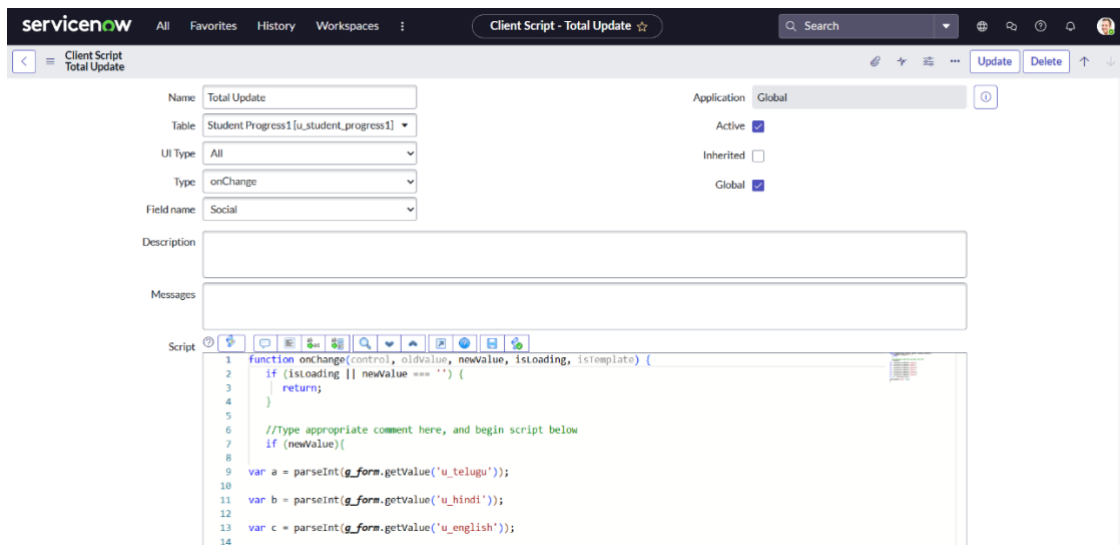
## III. Creating “Disable Fields” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



#### IV. Creating “Total Update” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



#### V. Creating “Result” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.

The screenshot shows the ServiceNow interface for configuring a Client Script. The script is named 'Result' and is associated with the 'Student Progress1 [u\_student\_progress1]' table. The field name is 'Percentage'. The script is set to 'onChange' type and is active. The script code is as follows:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6   if(newValue) {
7     var a = parseInt(g_form.getValue('u_percentage')); // convert the value to an integer for comparison
8     if(a >= 0 && a <= 50){
9       g_form.setValue('u_result', 'Fail');
10    }
11  }
12 }

```

## VI. Creating “Percentage” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.

The screenshot shows the ServiceNow interface for configuring a Client Script. The script is named 'Percentage' and is associated with the 'Student Progress1 [u\_student\_progress1]' table. The field name is 'Total'. The script is set to 'onChange' type and is active. The script code is as follows:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6   var Total = g_form.getValue('u_total');
7 }

```

### ➤ Result

The Educational Organisation System was successfully created using ServiceNow. All modules such as Salesforce, Admission, and Student Progress were designed and configured with proper tables, forms, process flows, and client scripts.

The system can:

- Store and manage student and admission details efficiently.

- Automatically generate admin numbers and update student records.
- Display admission status and student progress in an organized manner.
- Simplify data entry using auto-populated and dynamic fields.

**servicenow** All Favorites History Workspaces : salesforce1 - Create SAL0001007

Search

salesforce1 New record

Submit

Admin Number

Admin Date

Grade

Student Name

Father name

Mother name

Father cell

Mother cell

Submit

**servicenow** All Favorites History Workspaces : Admission1 - Create SAL0001008

Search

Admission1 New record

Submit

Admission Number

Purpose of join

Student Name

Father name

Mother name

Comments

Admin Date

Grade

Fee

Father cell

Mother cell

Admin Status

School Details Address

Pincode

Mandal

House No

Area

City

District

Submit

**servicenow** All Favorites History Workspaces : Student Progress1 - Create SAL0001010

Search

Student Progress1 New record

Submit

Admission Number

New Section Student Progress

Telugu

Hindi

English

Maths

Science

Total

Percentage

Result

Submit