Educational Organisation Using ServiceNow

Team id: NM2025TMID17563

Team Members: 4

Team Leader: MUTHULAKSHMI.K

Team member 1: PAVITHRA.R

Team member 2: RITHIKA.K

Team member 3: SUBASRI.M

Problem Statement:

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.

Obejective:

The implementation of ServiceNow in an education organization aims to improve service delivery, streamline workflows, and enhance the experience for students, faculty, and staff. By centralizing requests and automating processes, the platform enables faster response times, better communication, and more efficient operations. It also supports data-driven decision-making, digital transformation, and ensures compliance with security and privacy standards, making it a valuable tool for modern educational environments.

Skills: Tensorflow

TASK INITIATION:

Milestone 1 : Setting up ServiceNow Instance

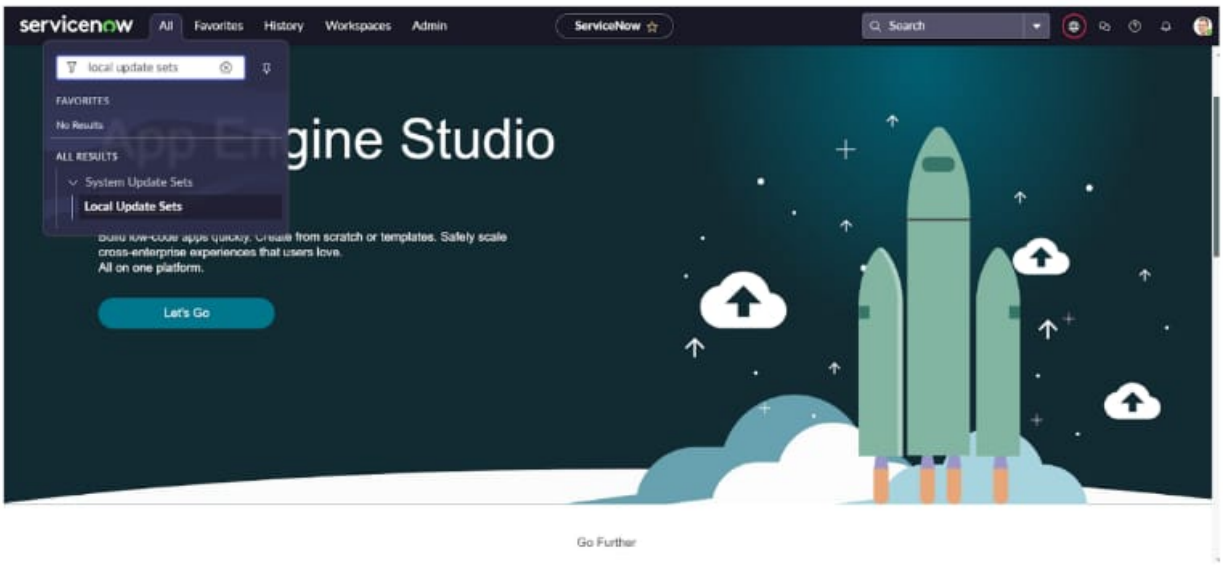
Activity 1: Setting up ServiceNow Instance

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

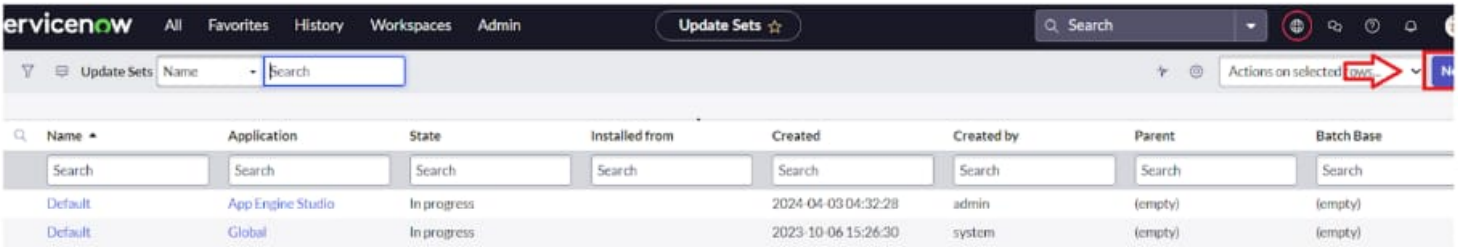
Milestone 2 : Creating a Update Set

Activity 1: Creating a Update Set

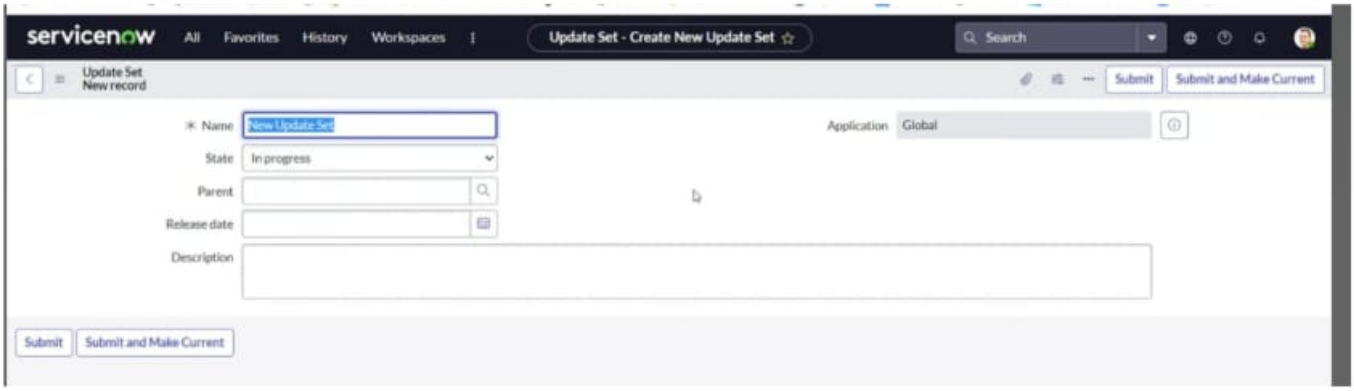
1. Click on All >> Local update sets .



2.Click on new



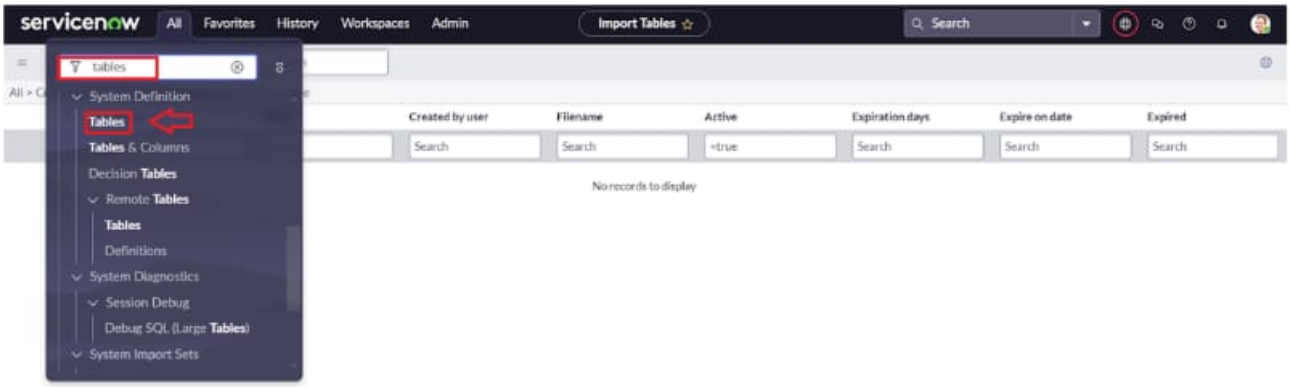
3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



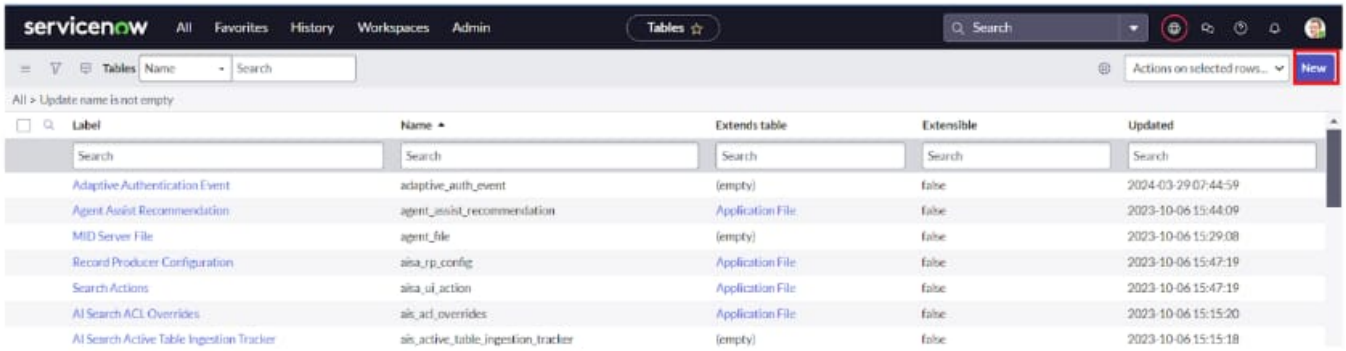
Milestone 3 : Creating a Table

Activity 1: Creating Salesforce Table

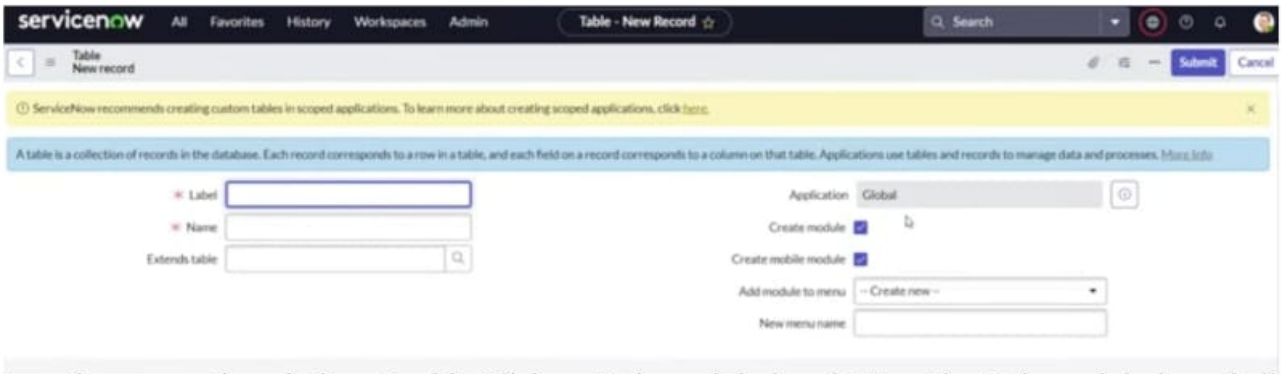
- All >> Tables.



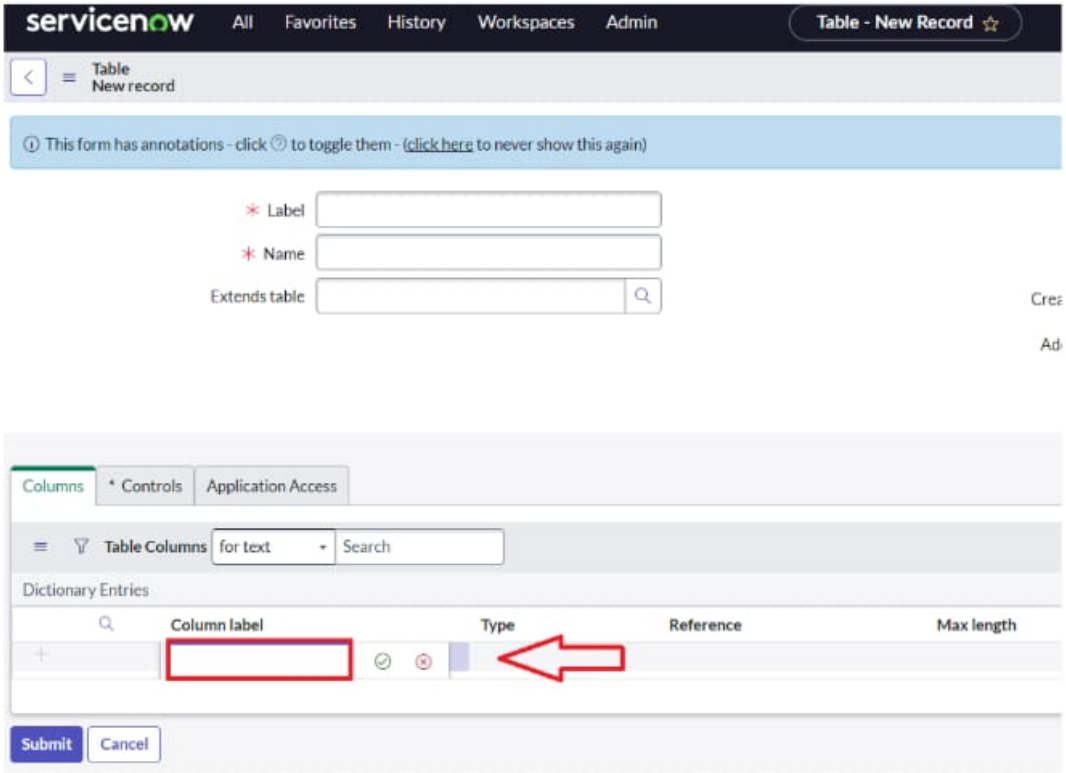
- Click on new



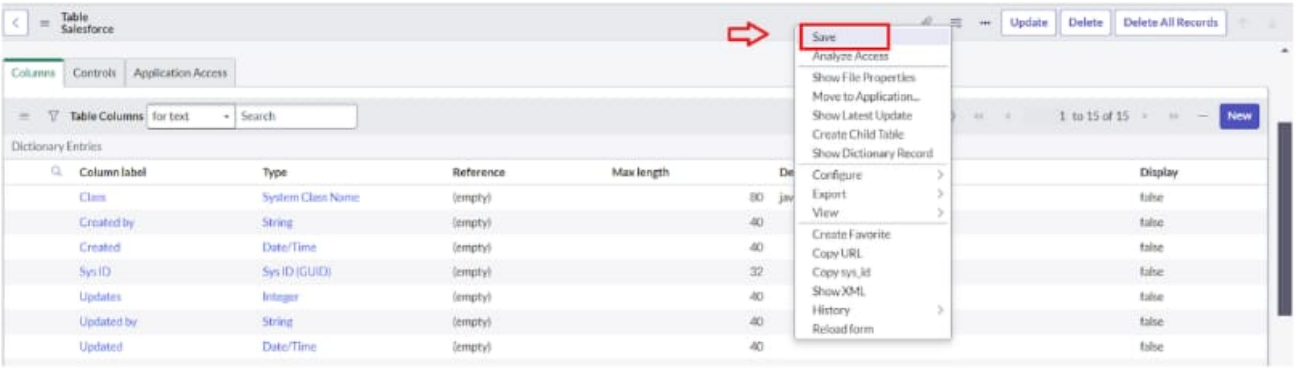
- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.



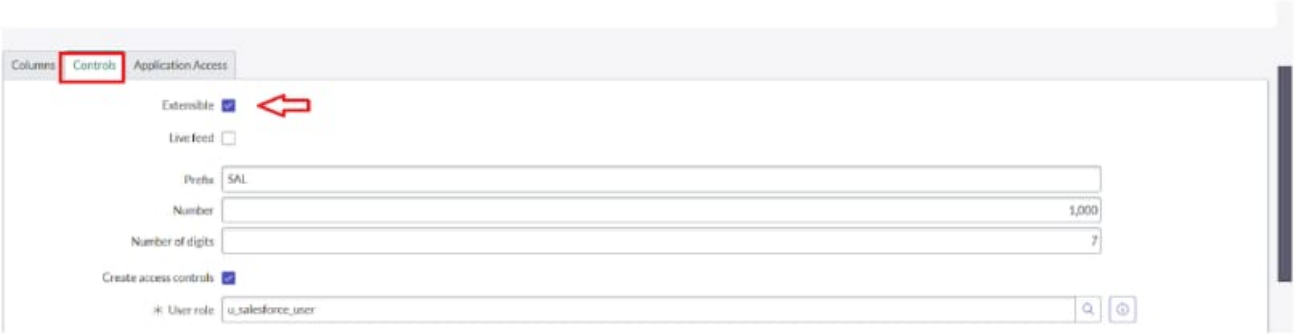
- Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given



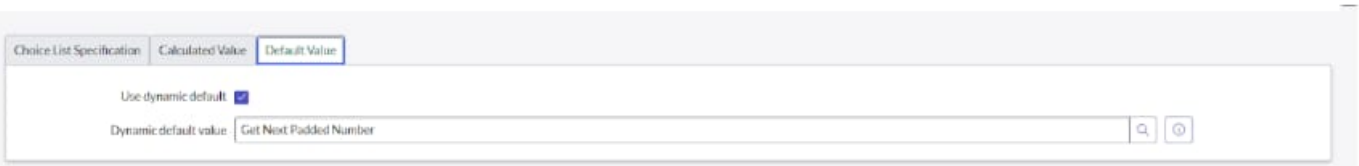
- For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.



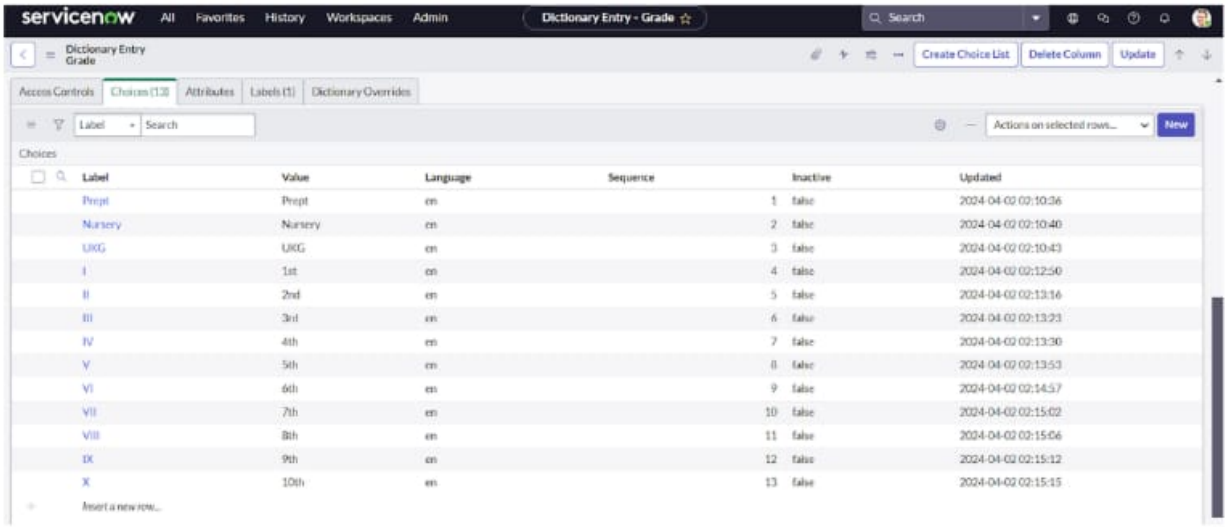
- Click on controls >> Enable Extensible.



- Click on "Admin Number" column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .



- Click on "Grade" Column >> Click on Choices and give Label,Value and Sequence as given below.



Activity 2: Creating Admission Table

- Create an Admission Table with Columns given.
- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- Create Fields as shown

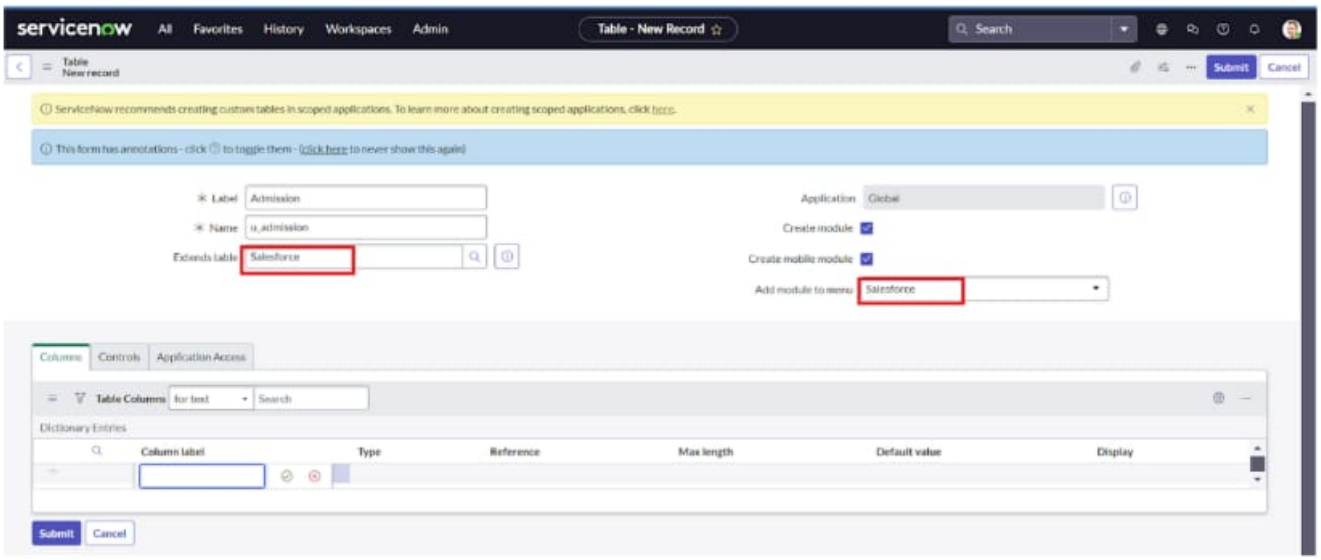


Table
Admission

Update | Delete | Delete All Records

Columns | Controls | Application Access

Table Columns for text Search 1 to 29 of 29 New

Dictionary Entries

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

- Create choice for Admin Status as:

Dictionary Entry
Admin Status

Create Choice List | Delete Column | Update

Related Links
Show Table
Run Point Scan
Advanced view

Access Controls | Choices (7) | Attributes | Labels (1) | Dictionary Overrides

Label Search Actions on selected rows... New

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

Insert a new row...

- Create choice for Pincode as:

trols | Choices (3) | Attributes | Labels (1) | Dictionary Overrides

Label Search Actions on selected rows...

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

Insert a new row...

- Create choice for Purpose of Join as:

Access Controls | Choices (3) | Attributes | Labels (1) | Dictionary Overrides

Label | Search | Actions on selected rows... | New

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

Insert a new row...

- Create choice for School as:

Access Controls | Choices (2) | Attributes | Labels (1) | Dictionary Overrides

Label | Search | Actions on selected rows... | New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35

Insert a new row...

- Create choice for School Area as:

Access Controls | Choices (2) | Attributes | Labels (1) | Dictionary Overrides

Label | Search | Actions on selected rows... | New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Near Market	Near Market	en	1	false	2024-04-02 21:20:53
Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24

Insert a new row...

Activity 3:Creating Student Progress Table

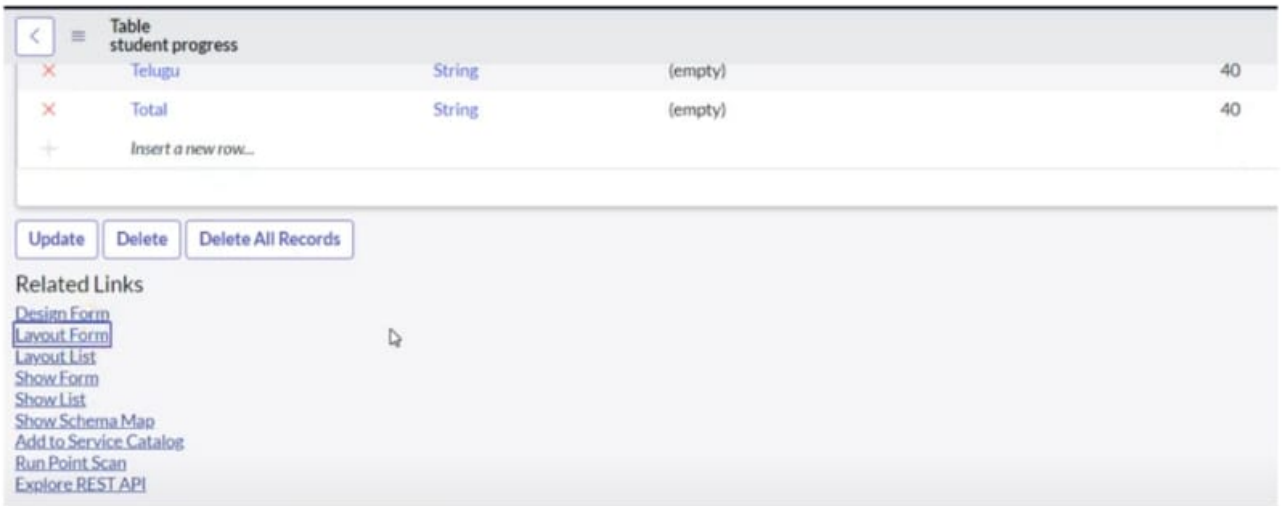
- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Create Fields as shown:

×	Admission Number	Reference	Salesforce	32	false
×	English	String	(empty)	40	false
×	Hindi	String	(empty)	40	false
×	Maths	String	(empty)	40	false
×	Percentage	String	(empty)	40	false
×	Result	String	(empty)	40	false
×	Science	String	(empty)	40	false
×	Social	String	(empty)	40	false
×	Telugu	String	(empty)	40	false
×	Total	String	(empty)	40	false
+	Insert a new row...				

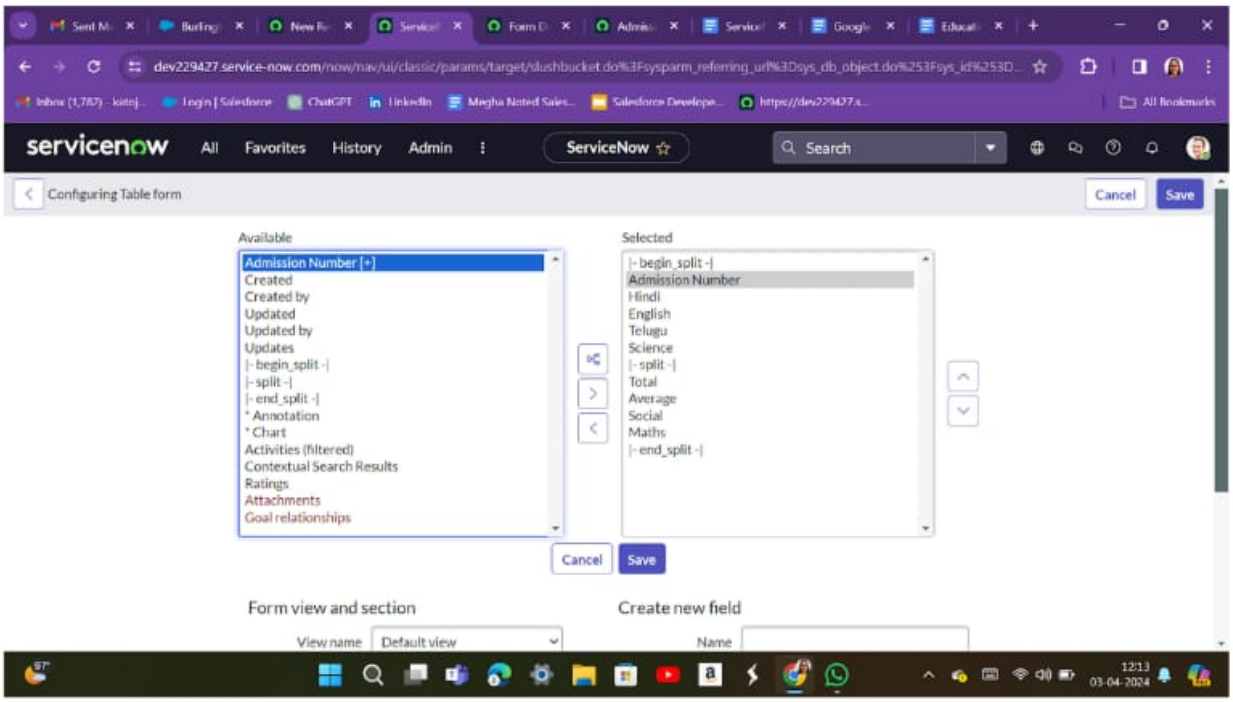
Milestone 4 : Form Layout

Activity 1: Configuring Table form for Student Progress Table

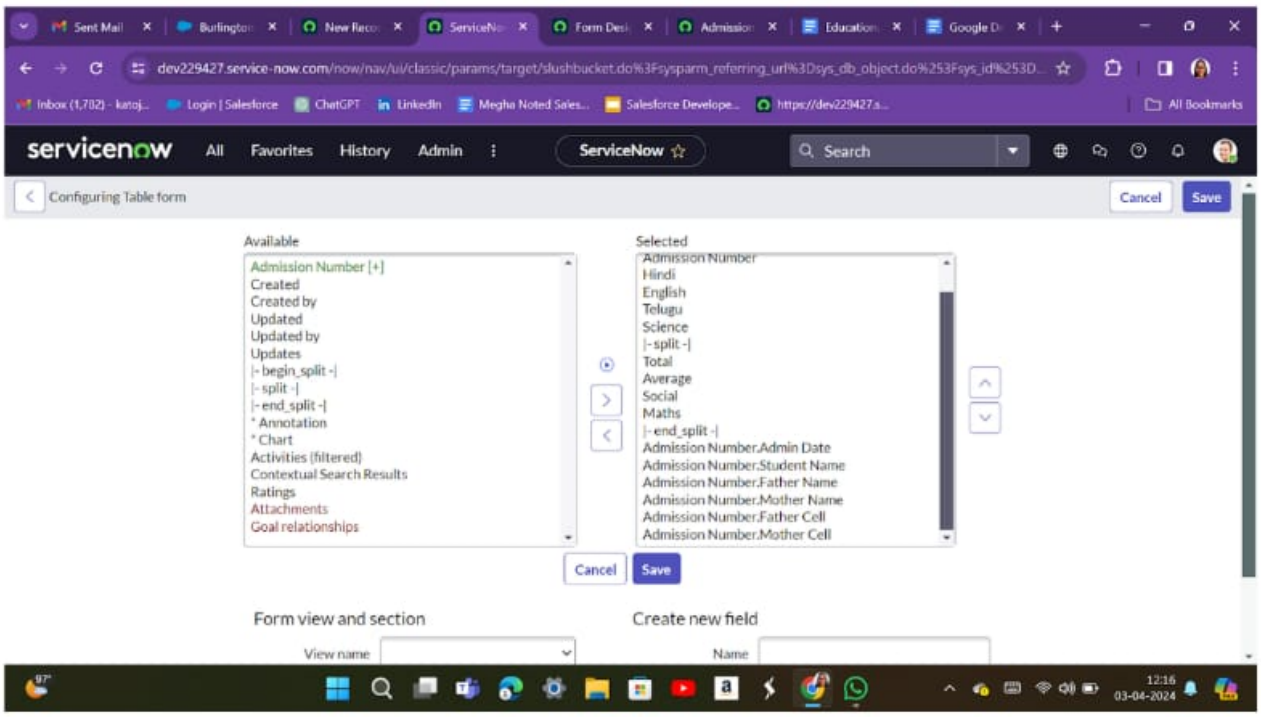
- In the Student Progress Table Page , Click on Layout form



- Click on Admission Number [+] .



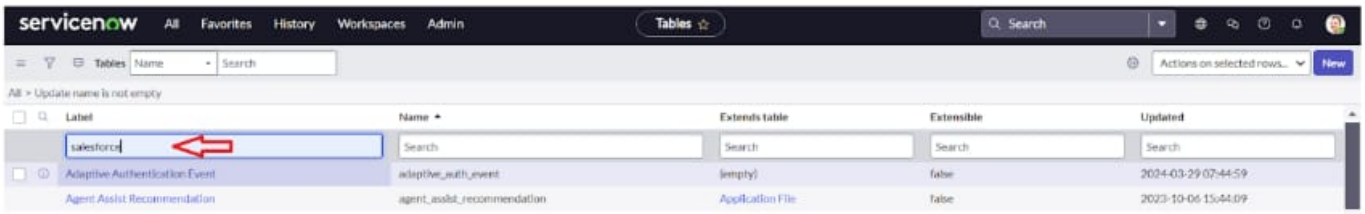
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



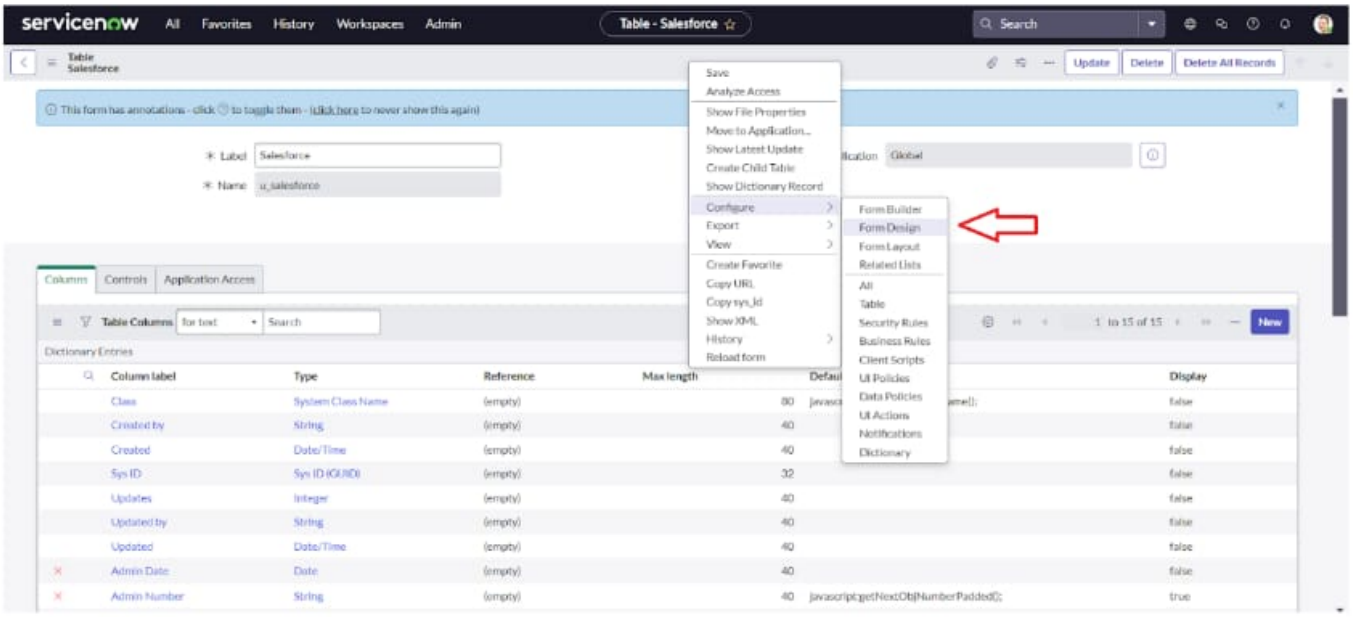
Milestone 5: Form Design

Activity 1:Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open



3.Right Click on top Toggle >> Configure >> Form Design



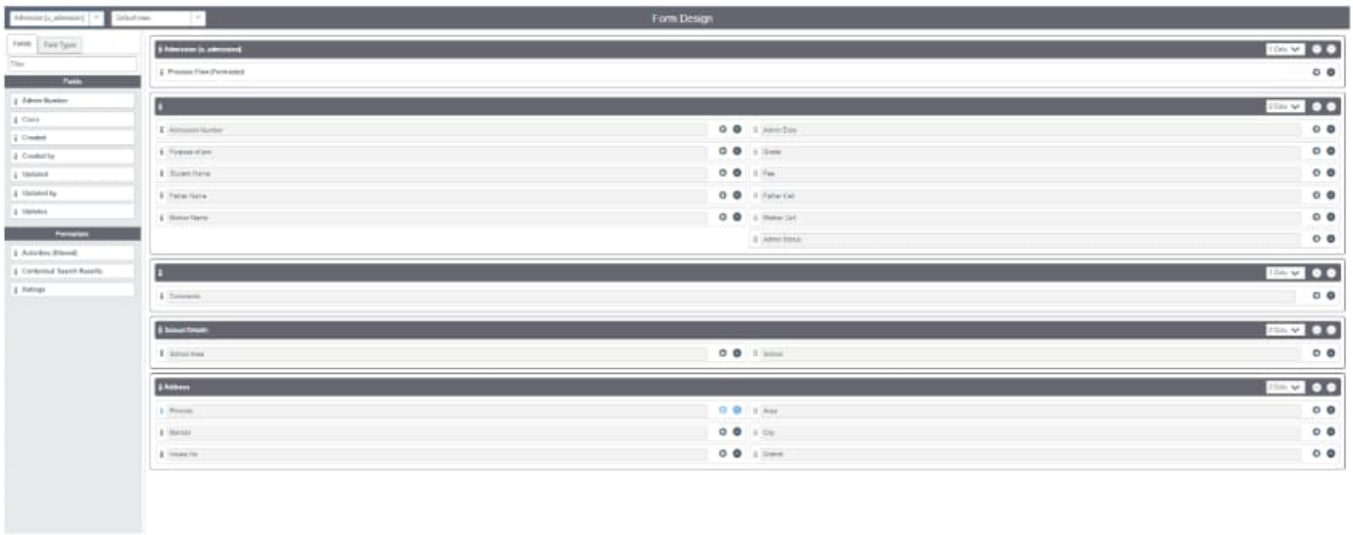
4.In drop down select Salesforce(u_salesforce).

5.Drag and drop the fields to the left side as below.

6.Save

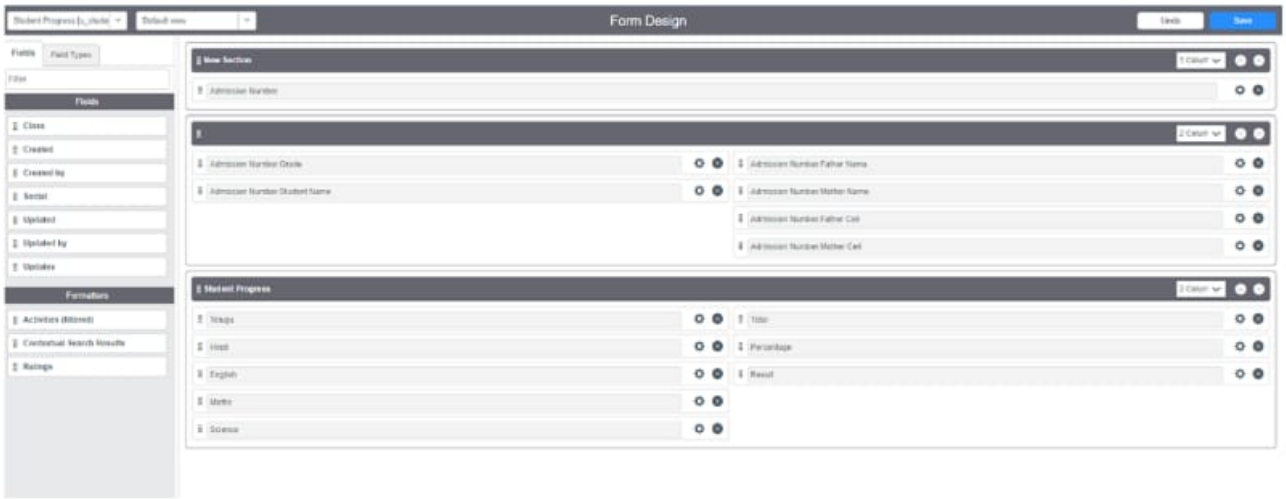
Activity 2.:**Creating Form Design for Admission Table**

Follow the same steps as Activity1,Configure the fields as below and Save.



Activit:y3:Creating Form Design for Student progress Table

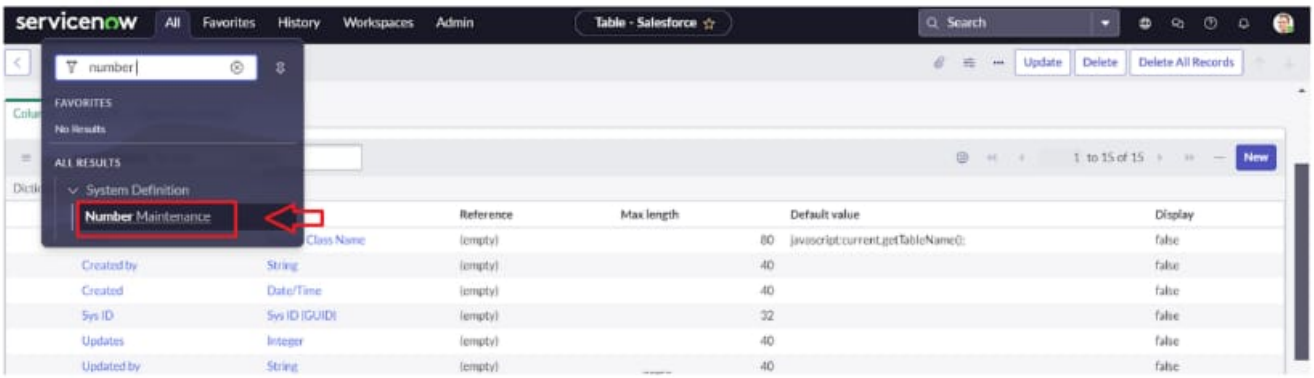
Follow the same steps as Activity1,Configure the fields as below and Save.



Milestone 6:Number Maintenance

Activity1:Creating Number Maintenance for AdminNumber

- All >> Number Maintenance >> New

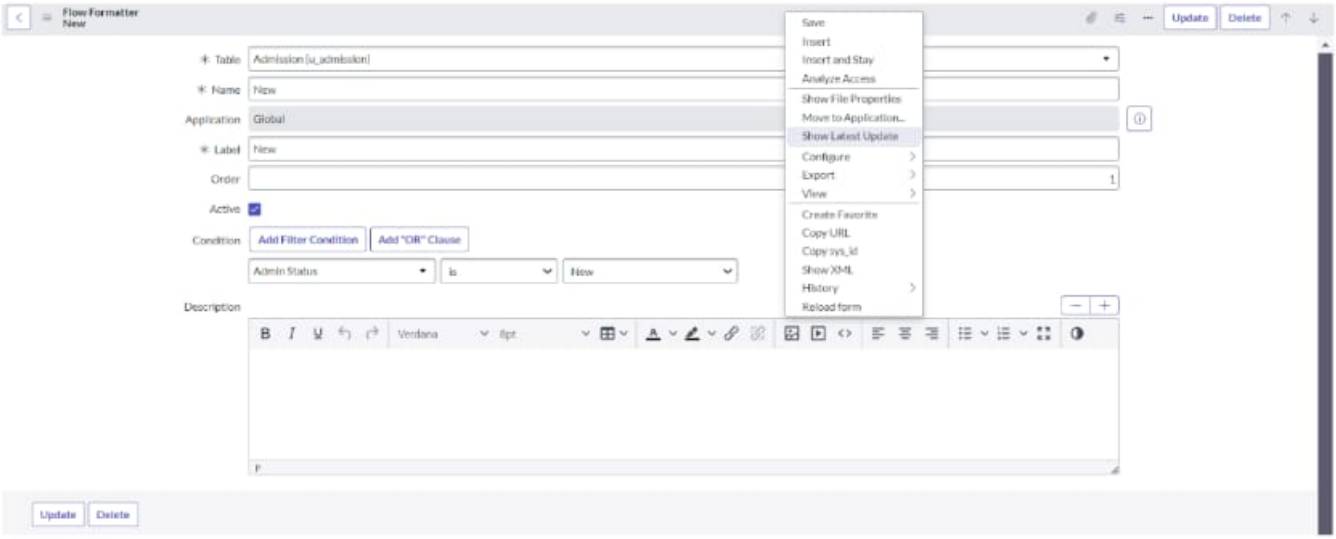


- Fill the details >> Submit.

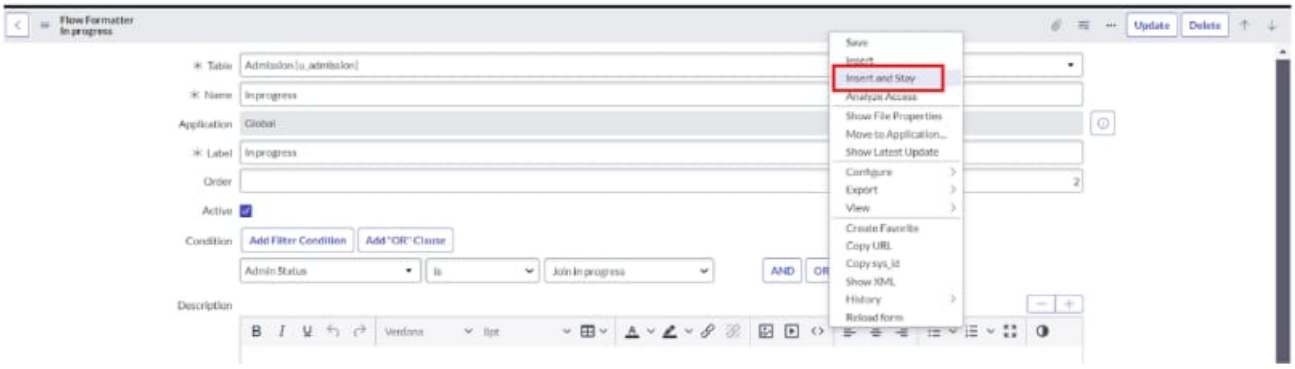
Milestone7:Prccess Flow

Activity1:Creating 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.

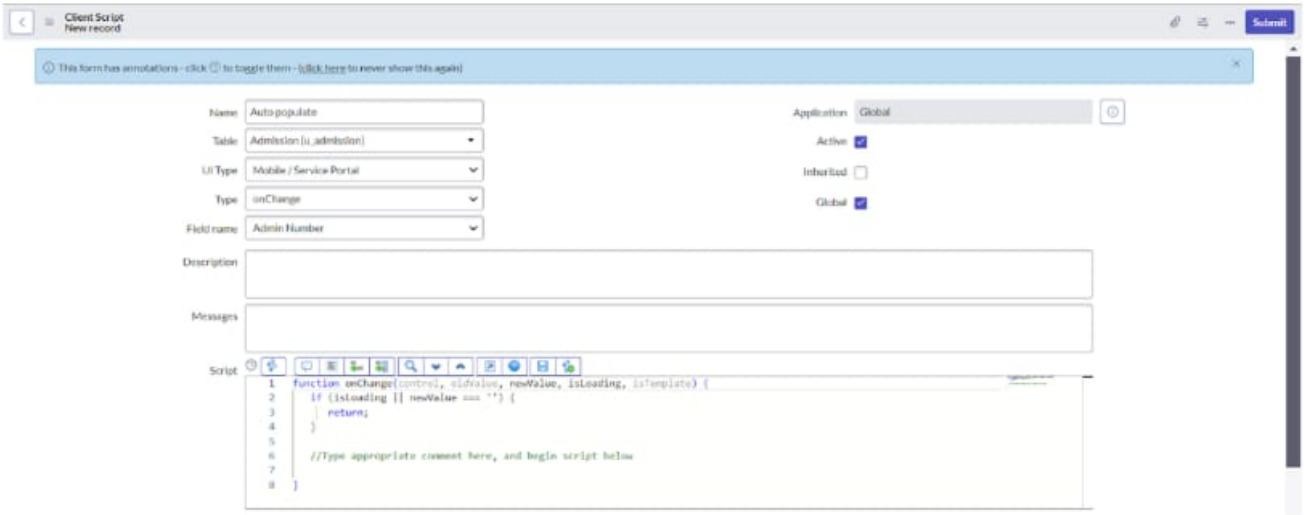


- Replace the Name and Label in order and click on Insert on stay.
  Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone8:Client Script

Activity1:Creating "Auto populate" Client Scripts for Admission Table

- All >> Client Scripts >> New.
- Fill the Details as given



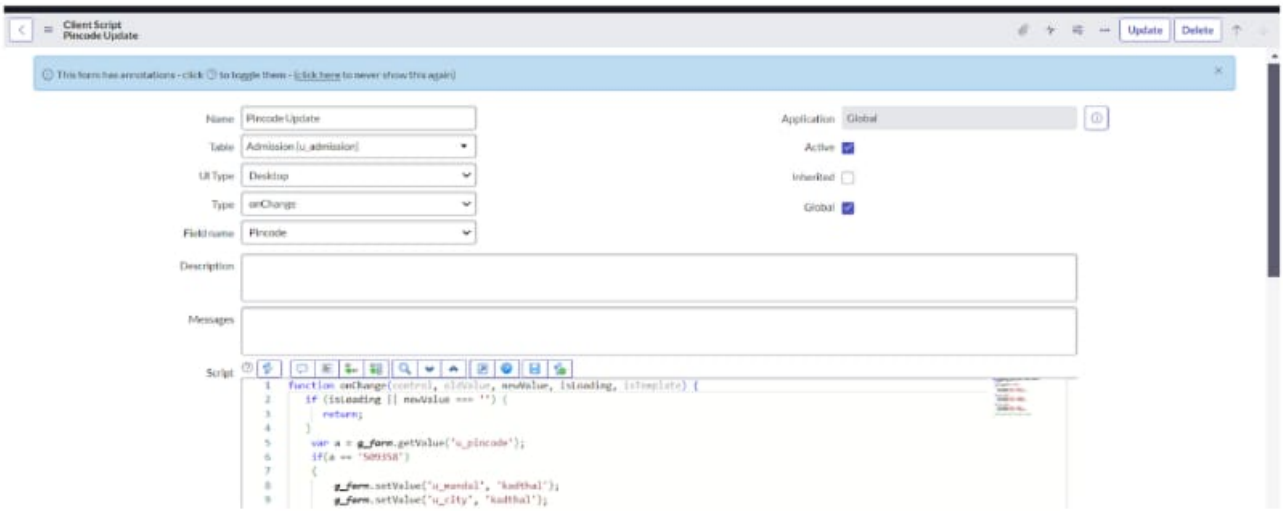
- Write the Code as below, Enable Isolate script and Save.

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

```
//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
g_form.setValue('u_mother_cell',a.u_mother_cell);


g_form.setDisabled('u_admin_date',a.u_admin_date);
g_form.setDisabled('u_grade',a.u_grade);

g_form.setDisabled('u_student_name',a.u_student_name)
;
g_form.setDisabled('u_father_name',a.u_father_name);

g_form.setDisabled('u_mother_name',a.u_mother_name);
g_form.setDisabled('u_father_cell',a.u_father_cell);
g_form.setDisabled('u_mother_cell',a.u_mother_cell);
}
```

Activity2:Creating "Pincode Update" Client Scripts for Admission Table

- Fill the Details as given.



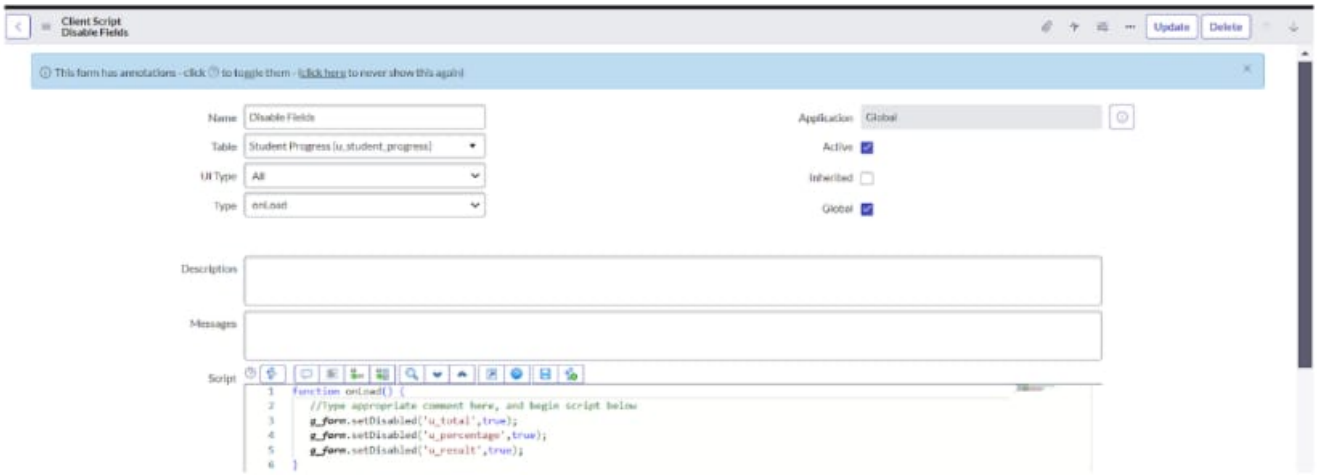
- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }
   var a = g_form.getValue('u_pincode');
if(a == '509358')
{
g_form.setValue('u_mandal', 'kadthal');
g_form.setValue('u_city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');
}
```

```
else if(a == '500081')
{
g_form.setValue('u_mandal', 'karmanghat');
g_form.setValue('u_city', 'karmanghat');
g_form.setValue('u_district', 'RangaReddy');

}
else if(a == '500079')
{
g_form.setValue('u_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
}

  //Type appropriate comment here, and begin script below
 }
```

Activity3:Creating "Disable Fields" Client Scripts for Student progress Table

- Fill the Details as given.

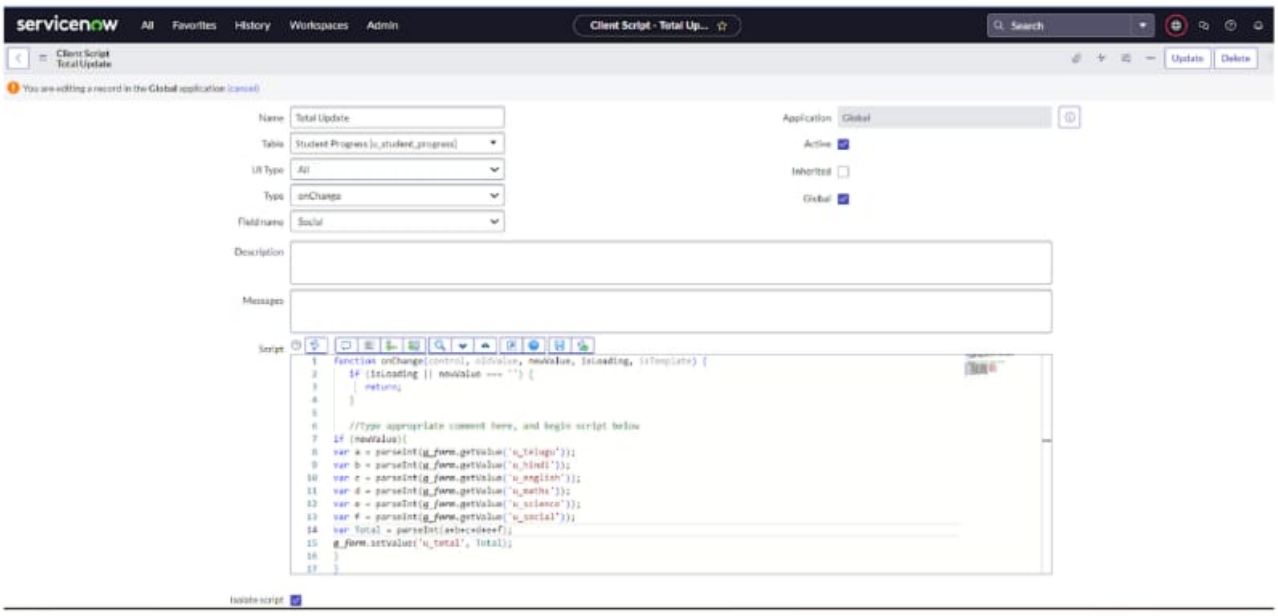


- Write the Code as below, Enable Isolate script and Save.

```
function onLoad() {
   //Type appropriate comment here, and begin script below
  g_form.setDisabled('u_total',true);
  g_form.setDisabled('u_percentage',true);
  g_form.setDisabled('u_result',true);
}
```

Activity4:Creating "Total Update" Client Scripts for Student progress Table

- Fill the Details as given.

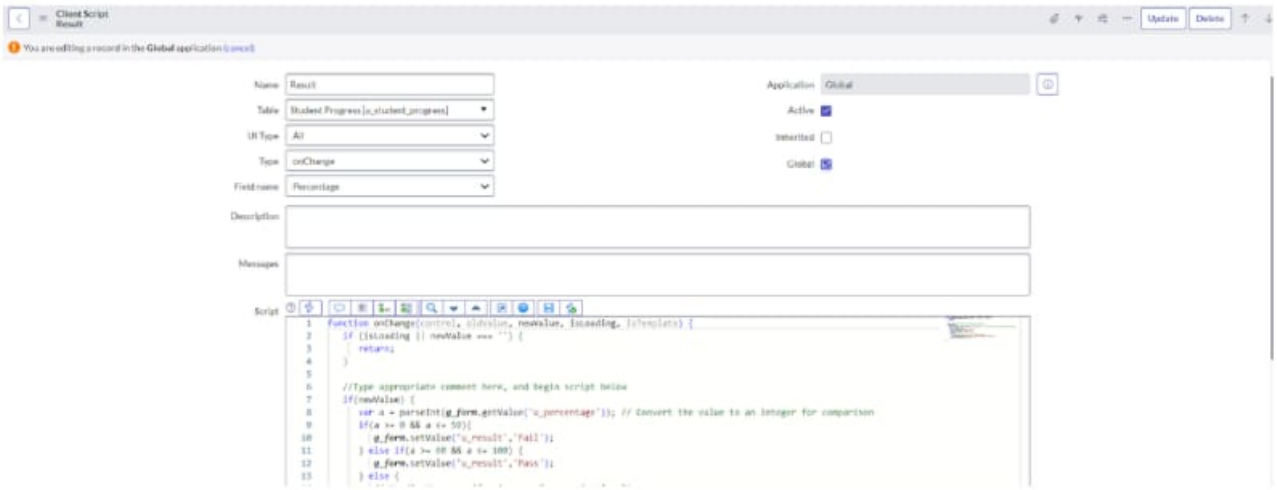


- Write the Code as below, Enable Isolate script and Save.

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

  //Type appropriate comment here, and begin script below
if (newValue){
var a = parseInt(g_form.getValue('u_telugu'));
var b = parseInt(g_form.getValue('u_hindi'));
var c = parseInt(g_form.getValue('u_english'));
var d = parseInt(g_form.getValue('u_maths'));
var e = parseInt(g_form.getValue('u_science'));
var f = parseInt(g_form.getValue('u_social'));
var Total = parseInt(a+b+c+d+e+f);
g_form.setValue('u_total', Total);
}
}
```

Activity5:Creating "Result" Client Scripts for Student progress Table

- Fill the Details as given.

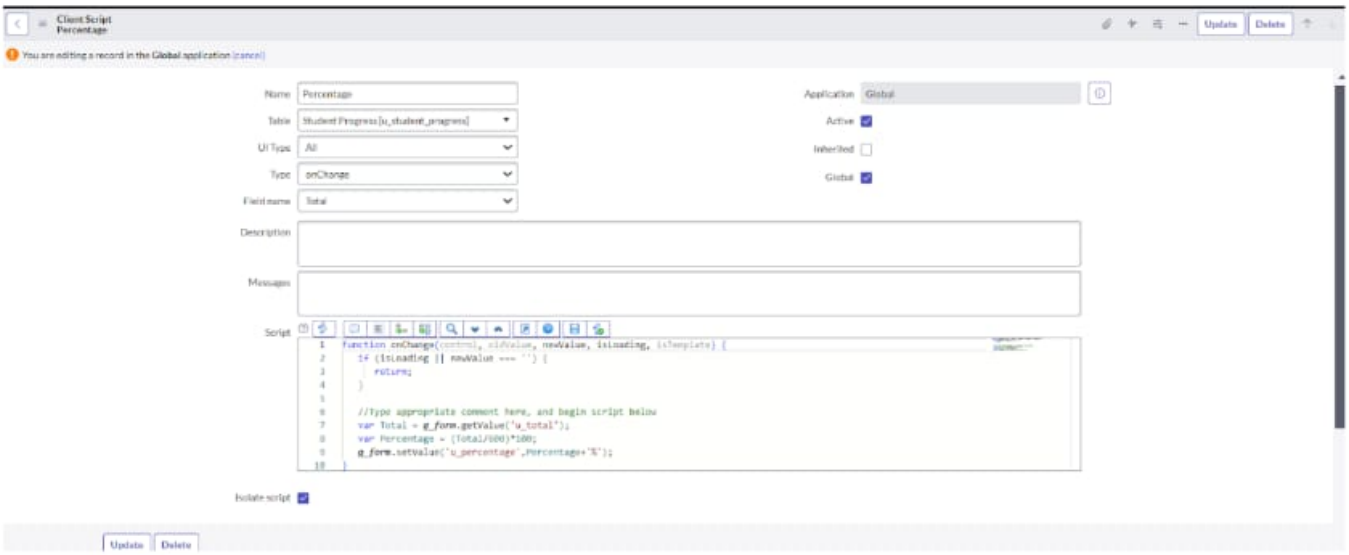


- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }
  //Type appropriate comment here, and begin script below
  if(newValue) {
    var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
    if(a >= 0 && a <= 59){
      g_form.setValue('u_result','Fail');
    } else if(a >= 60 && a <= 100) {
      g_form.setValue('u_result','Pass');
    } else {
      // Handle the case if a is out of range (optional)
      g_form.addErrorMessage('Percentage should be between 0 and 100.');
      g_form.clearValue('u_result');
    }
  }
}
```

Activity6:Creating "Percentage" Client Scripts for Student progress Table

- Fill the Details as given.

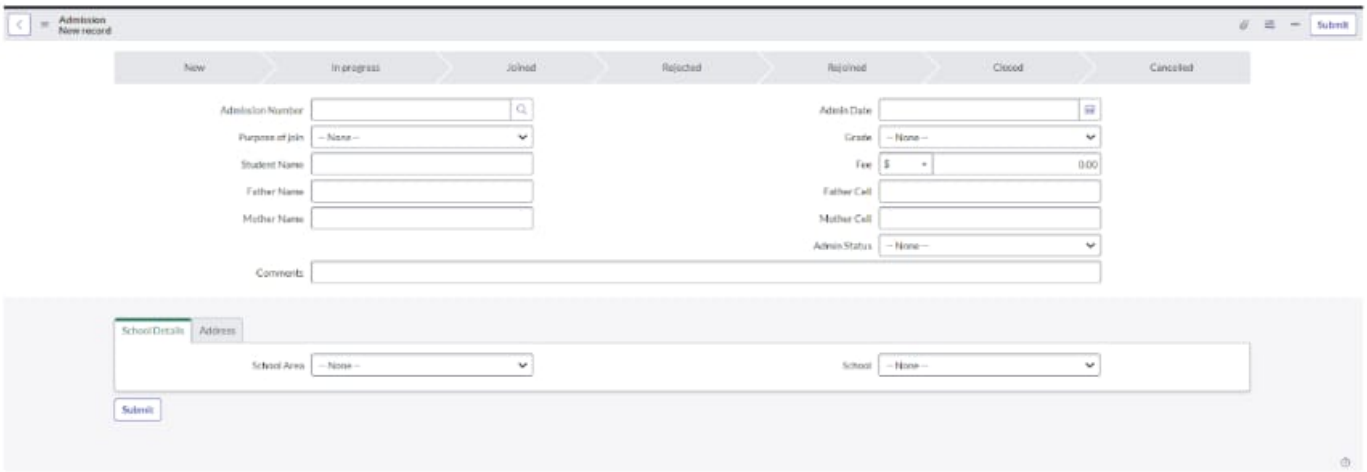


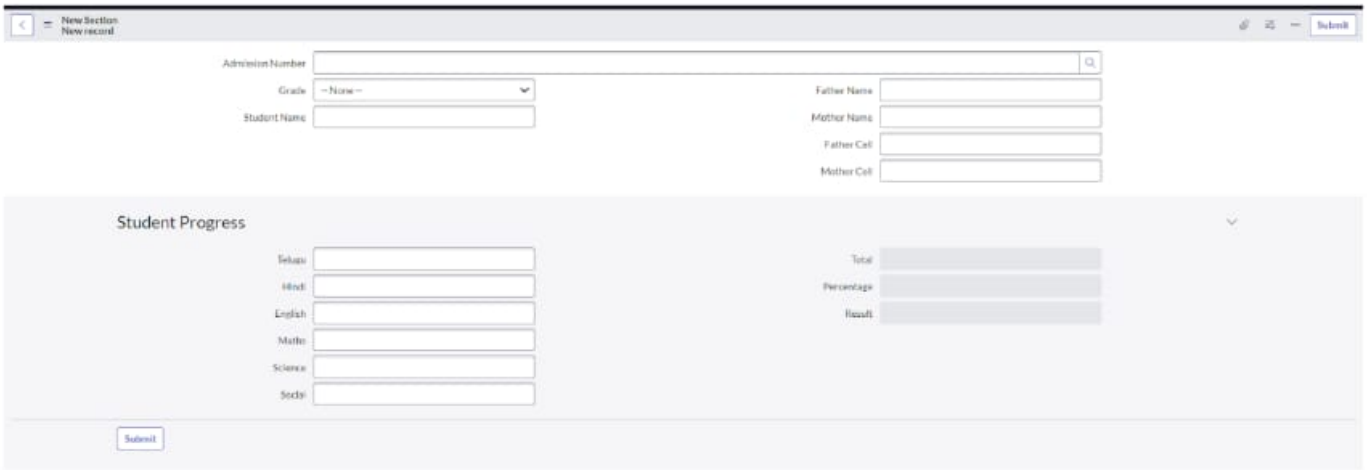
- Write the Code as below, Enable Isolate script and Save.

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

   //Type appropriate comment here, and begin script below
  var Total = g_form.getValue('u_total');
  var Percentage = (Total/600)*100;
  g_form.setValue('u_percentage',Percentage+'%');
}
```

Result:

Salesforce
New record
Submit
Admin Number
SAL0001078
Admin Date
Grade
-- None --
Student Name
Father Name
Mother Name
Mother Cell
Father Cell
Submit


Admission
New record
Submit
New
In progress
Joined
Rejected
Rejoined
Closed
Cancelled
Admission Number
Purpose of join
-- None --
Student Name
Father Name
Mother Name
Comments
Admin Date
Grade
-- None --
Fee
$
0.00
Father Cell
Mother Cell
Admin Status
-- None --
School Details
Address
School Area
-- None --
School
-- None --
Submit


New Section
New record
Submit
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
Submit