

PROJECT REPORT

1.INTRODUCTION

ServiceNow is a cloud-based platform that provides a comprehensive suite of tools for IT service management, customer service management, and IT operations management. It enables organizations to automate and streamline processes, improve efficiency, and enhance user experience. With ServiceNow, businesses can manage incidents, requests, and changes, as well as monitor and optimize IT operations. Its self-service portals empower users to access services and support easily, while reporting and analytics provide valuable insights for informed decision-making. By leveraging ServiceNow, organizations can drive digital transformation, improve productivity, and deliver exceptional customer experiences.

Project title : Educational organization using service now

1.1 Project Overview :

Educational organizations use ServiceNow to streamline their administrative and IT operations through automation, centralized service management, and improved communication. ServiceNow helps institutions manage student services, IT support, HR processes, and facilities efficiently. By offering self-service portals, ticketing systems, and workflow automation, it reduces manual work and enhances the user experience for students, faculty, and staff. This leads to quicker issue resolution, better resource utilization, and a more organized, digital campus environment. Ultimately, ServiceNow supports educational institutions in delivering smarter, faster, and more responsive services.

OBJECTIVES

1. Streamlining administrative processes
2. Enhancing student experience
3. Improving IT service management
4. Automating workflows and reducing manual tasks

5. Increasing transparency and visibility
6. Providing self-service portals for students, faculty, and staff
7. Managing incidents, problems, and changes efficiently
8. Improving asset management and inventory controls

1.2 PURPOSE

1. Streamlining IT Service Management: Automating and managing IT services, such as incident management, problem management, and change management.
2. Enhancing Student Experience: Providing self-service portals for students to request services, report issues, or access resources.
3. Improving Faculty and Staff Support: Offering efficient support for faculty and staff, including HR, finance, and facilities management.
4. Automating Workflows: Automating business processes, such as approvals, notifications, and escalations.
5. Centralizing Information: Providing a single platform for managing and accessing information, reducing fragmentation and improving data integrity.
6. Enhancing Security and Compliance: Ensuring compliance with regulatory requirements and maintaining security standards.

2.IDEATION PHASE

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.

3. REQUIREMENT ANALYSIS

3.1 Solution Requirement :

TEAM ID	LTVIP2025TMID30754
PROJECT NAME	Education organization using service now

Functional Requirements:

Following are the functional requirements.

FR NO	FUNCTIONAL REQUIREMENTS	Description
FR 1	Service now instance	Start by creating a device account on service now website and provisioning a new instance.
FR 2	Update set	To create an update set to capture customization and congratulations specific to the education organization, such as customized forms, work flows or security.
FR 3	Table	Navigate to system UI tables, clicking “New”and defining table properties and adding columns fields for specific data needs.
FR 4	Form layout	Form design for an education organization involves creating customized forms to

		capture specific data link student registration forms, course enrolled forms.
FR 5	Form Design	The form layout in service now plays a curical role in streaming and organization data entry, service requests, and work flow.
FR 6	Number maintenance	It refers to the automated management of unique identifiers for records such as incidcalent numbers, request IDS or asset tags.
FR 7	Process flow	Process flow in service now helps automate and manage tasks such as student support, it services, and administrative work goes.
FR 8	Client script	It used to enhance the user experience by running scripts in Bowser when forms are loaded, changed, or submitted, validating inputs, hiding or displaying fields.

Non-Functional Requirements:

Following are the non functional requirements.

FR NO	Non-Functional Requirements	Description
FR 1	Usability	Ensuring the platform is easy and intuitive for users to navigate and interact with.

FR 2	Security	Protecting sensitive data and systems from unauthorized access and cyber threats.
FR 3	Reliability	Ensuring the platform is consistently available and operates without errors or failures.
FR 4	Performance	Ensuring the platform responds quickly and efficiently to user actions and data processing.
FR 5	Scalability	The ability of the platform to handle increasing workloads and user traffic without performance degradation

3.2 Data Flow Diagram :

SERVICE NOW INSTANCE



UPDATE SET



TABLES



FORM LAY OUT



FORM DESIGN



NUMBER MAINTENANCE

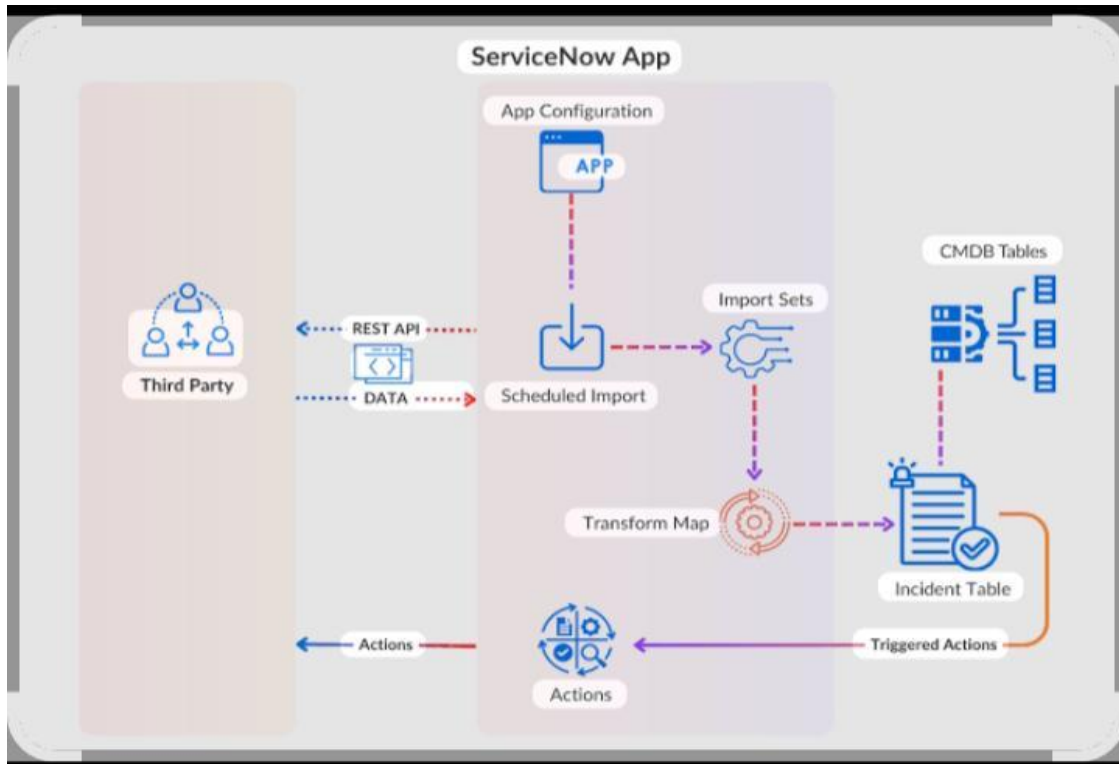


PROCESS FLOW



CLIENT SCRIPT

3.3 Technology stack :



4. PROJECT DESIGN:

Proposed Solution:

Project team shall fill the following information in the proposed solution template

S.no	Parameter	Description
1	Problem statement (Problem to be solved)	The educational organization faces significant challenges with its current IT service management system, including inefficient manual processes, lack of automation, and limited visibility into IT operations.

2	Idea /Solution description	The proposed solution involves implementing ServiceNow in the educational organization to streamline IT service management, enhance user experience, and improve asset management.
3	Novelty/Customer	The project brings novelty to the educational organization by leveraging ServiceNow's cutting-edge technology to transform IT service management. Its uniqueness lies in providing a tailored solution that caters to the specific needs of the educational sector, enhancing student, faculty, and staff experiences.
4	Social impact/Customer satification	The implementation of ServiceNow in the educational organization is expected to have a significant social impact by enhancing the overall experience of students, faculty, and staff. By providing efficient and timely IT support, the organization can improve customer satisfaction, reduce frustration, and increase productivity.
5	Business model(Revenue Model)	The business model for the educational organization using ServiceNow involves cost savings and efficiency gains through streamlined IT operations.
6	Scalibility of the solution	The ServiceNow solution for the educational organization is designed to be highly scalable, allowing it to adapt

		to growing demands and evolving needs.
--	--	--

Educational organization using service now

Project description:

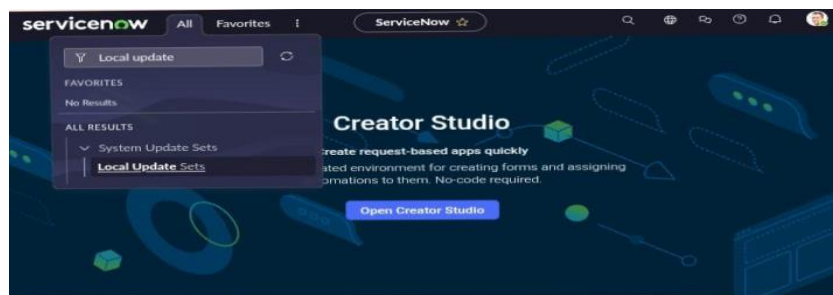
The Educational management system comprehensive platform designed to streamline administrative tasks within educational Institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

Milestone-1 : Setting up service now 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

1. Click on All >> Local update sets .



2. Click on new

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

servicenow All Favorites Update Set - Create... ☆

Update Set New record

Name Educational organization Application Global

State In progress

Parent

Release date

Description

Submit Submit and Make Current

Troubleshooting progress 2025-04-02 10:41:08 admin (empty) (empty)

Milestone-3 : Creating a table

Activity -1 : Creating a Salesforce Table

- Alt>> tables

- Click on new

servicenow All Favorites History Workspaces Admin Tables ☆

Update Set - Create New record

Label	Name	Extends table	Extends table	Updated
Account Business Action Recommendation	account_business_action_recommendation	Recommendation	false	2025-04-02 09:47:13
Adaptive Authentication Event	adaptive_auth_event	Event	false	2025-04-02 09:22:59
Agent Assist Recommendation	agent_assist_recommendation	Recommendation	false	2025-04-02 09:24:40
API Server File	api_server_file	File	false	2025-04-02 09:25:14
Record Producer Configuration	record_producer_configuration	Configuration	false	2025-04-02 09:30:16
Search Action	search_action	Action	false	2025-04-02 09:30:16
AI Search ACL Overview	ais_acl_overview	Overview	false	2025-04-02 08:39:41
AI Search Active Table Inspection Tracker	ais_active_table_inspection_tracker	Tracker	false	2025-04-02 08:39:39
AI Search Async Genius Result	ais_async_genius_result	Result	false	2025-04-02 08:39:44
AI Search Async Request	ais_async_request	Request	false	2025-04-02 08:39:45
AI Search Child Table	ais_child_table	Table	false	2025-04-02 08:39:43
AI Search Configuration Attribute	ais_configuration_attribute	Attribute	false	2025-04-02 08:39:39
AI Search Connection	ais_connection	Connection	false	2025-04-02 08:39:44
AI Search Country To Search Language	ais_country_to_search_language	Language	false	2025-04-02 08:39:45
Custom Matcher	ais_custom_matcher	Matcher	false	2025-04-02 08:39:42
AI Search Indexed Source	ais_indexed_source	Source	false	2025-04-02 08:39:44
AI Search Indexed Source Attribute	ais_indexed_source_attribute	Attribute	false	2025-04-02 08:39:39

Tables Tables

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

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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: Salesforce
 * Name: u_salesforce
 Stretch table:

Application: Global
 Create module: ☒
 Create mobile module: ☒
 Add module to menu: -- Create Now --
 Name menu item: Salesforce
 Remote Table: ☐

- 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 .

Columns: Controls Application Access

Table Columns: Column label Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
					False

Insert a new row...

Columns: Controls Application Access

Table Columns: Type Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
X ✓ admin data	Data	[empty]	40		False
X ✓ Admin Number	String	[empty]	40 (max (scriptedOut(NumberOfDigits)))		True
X ✓ Father cell	String	[empty]	40		False
X ✓ Father Name	String	[empty]	40		False
X ✓ Grade	Choice	[empty]	40		False
X ✓ Mother Cell	String	[empty]	40		False
X ✓ Mother Name	String	[empty]	40		False
X ✓ Student Name	String	[empty]	40		True

Insert a new row...

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

-
- The screenshot shows the 'Table Access' configuration page in ServiceNow for the 'system_user' table. The 'Columns' tab is selected, displaying a table of columns with checkboxes for 'Extendable' and 'Low level'. A blue information box provides guidance on using auto-numbering to create a sequential code. Below this, the 'Prefix' is set to 'SYS', 'Number' is set to '1,000', and 'Number of digits' is set to '7'. Another blue information box states that security roles (ACLs) are required for non-administrator users. At the bottom, the 'Create access controls' checkbox is checked, and the 'User role' is set to 'system:user'.

- Default (at Specification)

Calculated Value

Default Value

This Default value specifies what value the field has when first displayed.

Use dynamic default: ☒

Dynamic default value

Car Name, Parked Number

Delete Column

Update

Related Links

[How Table](#)
[on Point Scan](#)
[table view](#)

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

Dictionary Entry
Grade
Run Point Scan
Advanced View

Choices

Label	Value	Language	Sequence	Inactive	Updated
Propt	Propt	en	1	false	2025-06-26 22:40:50
Nursery	Nursery	en	2	false	2025-06-26 22:41:16
URRG	URRG	en	3	false	2025-06-26 22:41:29
1	1	en	4	false	2025-06-26 22:41:31
2	2	en	5	false	2025-06-26 22:41:42
3	3	en	6	false	2025-06-26 22:41:48
4	4	en	7	false	2025-06-26 22:41:53
5	5	en	8	false	2025-06-26 22:42:00
6	6	en	9	false	2025-06-26 22:42:01
7	7	en	10	false	2025-06-26 22:42:10
8	8	en	11	false	2025-06-26 22:42:14
9	9	en	12	false	2025-06-26 22:42:19
10	10	en	13	false	2025-06-26 22:42:28

Insert a new entry...

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
- Create choice for Admin Status as:

Columns

Table Columns Type Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
End Date	Date/Time	(empty)	40	false	false
Updated	Date/Time	(empty)	40	false	false
Start Date	Date/Time	(empty)	40	false	false
Created	Date/Time	(empty)	40	false	false
Updated	Date/Time	(empty)	40	false	false
Mid Server	Integer	(empty)	10	false	false
Area	String	(empty)	40	false	false
Device	String	(empty)	40	false	false
Created by	String	(empty)	40	false	false
Comments	String	(empty)	40	false	false
School	String	(empty)	40	false	false
Pincode	String	(empty)	40	false	false
Purpose of visit	String	(empty)	40	false	false
City	String	(empty)	40	false	false
House No.	String	(empty)	40	false	false
Mandal	String	(empty)	40	false	false

- Create choice for Pincode as:

Access Controls						
Choices (0)						
Attribution						
Labels (1)						
Value						
Search						
Actions on selected rows...						
New						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	509958	509958	en		1 false	2025-06-23 22:34:58
<input type="checkbox"/>	500081	500081	en		3 false	2025-06-23 22:36:06
<input type="checkbox"/>	500079	500079	en		2 false	2025-06-23 22:35:35
1 to 3 of 3						

- Create choice for Purpose of Join as:

Access Controls						
Choices (0)						
Attribution						
Labels (1)						
Value						
Search						
Actions on selected rows...						
New						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Tuition	Tuition	en		1 false	2025-06-24 00:19:09
<input type="checkbox"/>	Teacher	Teacher	en		3 false	2025-06-24 00:19:49
<input type="checkbox"/>	Coaching	Coaching	en		2 false	2025-06-24 00:19:39
1 to 3 of 3						

- Create choice for School as:

Access Controls						
Choices (0)						
Attribution						
Labels (1)						
Value						
Search						
Actions on selected rows...						
New						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Tuition	Tuition	en		1 false	2025-06-24 00:19:09
<input type="checkbox"/>	Teacher	Teacher	en		3 false	2025-06-24 00:19:49
<input type="checkbox"/>	Coaching	Coaching	en		2 false	2025-06-24 00:19:39
1 to 3 of 3						

- Create choice for School Area a

Access Controls

Choices (2)

Attributes

Labels (1)

=

▼

Value

Search

⊞

Actions on selected rows...

New

Choices

<input type="checkbox"/>	<input type="text" value="Q"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>		Near Marker	Near Marker	en	1	True	2025-06-24 02:59:11
<input checked="" type="checkbox"/>	<input type="text" value="Q"/>	Near Line Stand	Near Blackband	en	2	True	2025-06-24 02:48:24
<div>Add a new row...</div>							

1

to 2 of 2

Activity -3 : Creating Student Progress Table

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

Field	Type	Length
Created by	String	(empty)
Social	String	(empty)
Hindi	String	(empty)
Science	String	(empty)
Percentage	String	(empty)
Telugu	String	(empty)
Updated by	String	(empty)
Maths	String	(empty)
Sys ID	Sys ID (GUID)	(empty)

Milestone - 4Configuring Table form for Student Progress Table

- In the Student Progress Table Page , Click on Layout form .
- Click on Admission Number [+] .

Maths	String	(empty)	40
Sys ID	Sys ID (GUID)	(empty)	32

Delete Update Delete All Records

Related Links
[Form Builder](#)
[Design Form](#)
[Layout Form](#)
[Layout List](#)
[Show Form](#)
[Show List](#)
[Show Schema Map](#)
[Add to Service Catalog](#)
[Run Point Scan](#)
[Explore REST API](#)

The screenshot shows the ServiceNow form designer interface. At the top, there is a navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin' tabs, followed by a 'ServiceNow' logo and a search bar. Below this, the main workspace is divided into two columns: 'Available' and 'Selected'. The 'Available' column contains a list of fields: 'Admission Number [+]', 'Created', 'Created by', 'Updated by', 'Updates', '|- begin_split -|', '|- split -|', '|- end_split -|', '* Annotation', '* Chart', 'Activities (filtered)', 'Contextual Search Results', 'Ratings', and 'Attachments'. The 'Selected' column contains a list of fields: '|- begin_split -|', 'Telugu', 'Result', 'Total', 'Social', '|- split -|', 'Hindi', 'Science', 'Percentage', 'Maths', '|- end_split -|', and 'Admission Number'. Between the two columns are two buttons: '>' and '<'. Below the 'Available' column is a 'Cancel' button, and below the 'Selected' column is a 'Save' button. Below these columns, there is a 'Form view and section' section with a 'View name' dropdown set to 'Default view' and a 'Section' dropdown set to 'Student Progress'. To the right of this is a 'Create new field' section with a 'Name' input field, a 'Type' dropdown set to 'String', and a 'Field length' dropdown set to 'Small (40)'. Below the 'Create new field' section is an 'Add' button.

Related Links

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

This screenshot is identical to the one above, showing the ServiceNow form designer interface. It illustrates the process of moving a field from the 'Available' list to the 'Selected' list. The 'Available' column contains a list of fields: 'Admission Number [+]', 'Created', 'Created by', 'Updated by', 'Updates', '|- begin_split -|', '|- split -|', '|- end_split -|', '* Annotation', '* Chart', 'Activities (filtered)', 'Contextual Search Results', 'Ratings', and 'Attachments'. The 'Selected' column contains a list of fields: '|- begin_split -|', 'Telugu', 'Result', 'Total', 'Social', '|- split -|', 'Hindi', 'Science', 'Percentage', 'Maths', '|- end_split -|', and 'Admission Number'. Between the two columns are two buttons: '>' and '<'. Below the 'Available' column is a 'Cancel' button, and below the 'Selected' column is a 'Save' button. Below these columns, there is a 'Form view and section' section with a 'View name' dropdown set to 'Default view' and a 'Section' dropdown set to 'Student Progress'. To the right of this is a 'Create new field' section with a 'Name' input field, a 'Type' dropdown set to 'String', and a 'Field length' dropdown set to 'Small (40)'. Below the 'Create new field' section is an 'Add' button.

Related Links

Milestone – 5 : FORM DESIGN

Activity – 1: Creating Form Design for Salesforce Table

- All >> System Definition >> Tables

- In Label Search for Salesforce and open

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
salesforce	saml2_assertion_attribute	Application File	false	2025-06-25 00:08:56
SAML2 Assertion Keystore	saml2_assertion_keystore	(empty)	false	2025-04-02 08:36:23
SAML2 Assertion Producer	saml2_assertion_producer	Application File	false	2025-04-02 08:36:24
Client Access	samp_client_access	(empty)	false	2025-04-02 08:44:50
Oracle Options	samp_oracle_options	(empty)	false	2025-04-02 08:49:03
Custom Software Product Lifecycle	sam_custom_sw_product_lifecycle	Software Product Lifecycle	false	2025-04-02 08:42:23
Software Product Lifecycle	sam_sw_product_lifecycle	(empty)	true	2025-04-02 08:42:23
BaseLines	sa_baselines	(empty)	false	2025-04-02 09:22:35
Business Service User preferences	sa_business_service_user_prefs	(empty)	false	2025-04-02 09:22:44
Contextual color and icon	sa_contextual_colors_and_icons	(empty)	false	2025-04-02 08:42:34
Menu Action	sa_context_menu	Application File	false	2025-04-02 09:22:34

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

Table - salesforce

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: salesforce Application: Global

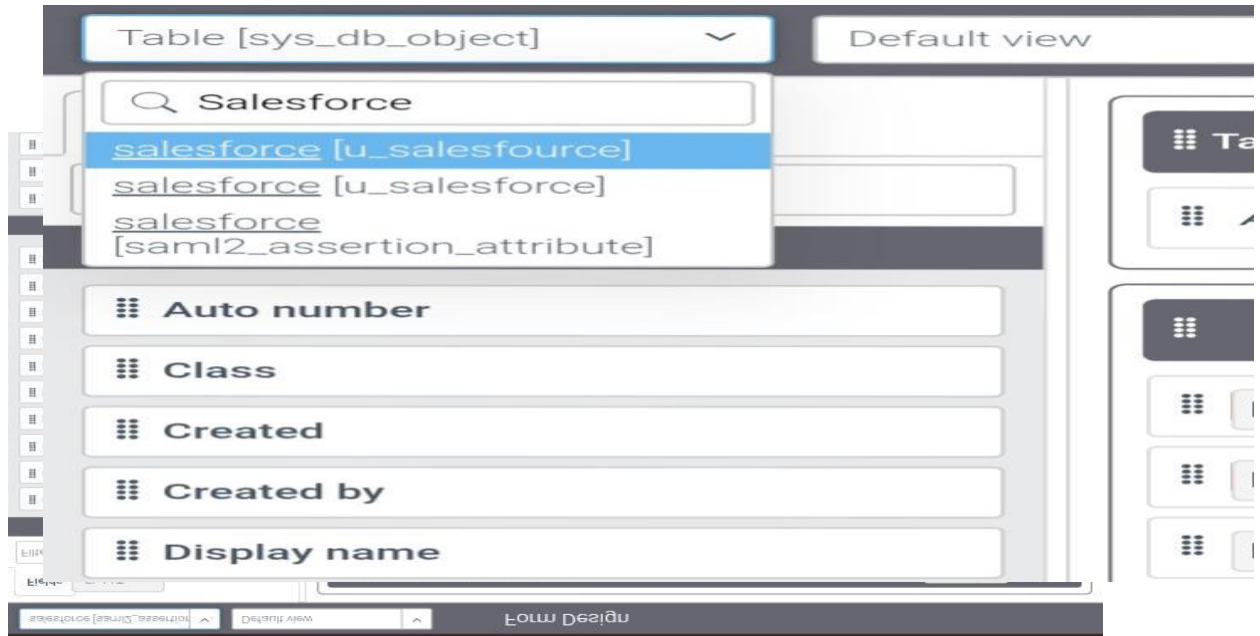
Name: saml2_assertion_attribute Remote Table: ☐

Extends table: Application File

Columns

Column label	Type	Reference	Max length	Default value	Display
Type	Choice	(empty)	40	string	false
Admin Date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Application	Reference	Application	32	javascript:(((typeof parent == 'object')...	false
Package	Reference	Package	32		false
Assertion Producer	Reference	SAML2 Assertion Producer	32		false
Name	String	(empty)	255		false
Created by	String	(empty)	40		false

- In drop down select Salesforce(u_salesforce).
- Drag and drop the fields to the left side as below.



Save.

Activity -2 : Creating Form Design for Admission Table

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

The screenshot shows the 'Form Design' interface for the 'Admission [u_admission]' table. The form is configured with multiple sections, each with a '2 Column' view. The sections are:

- Admission [u_admission]**: Contains fields for 'Class(u_class)', 'Admin date', 'Fee', 'Mother Name', 'Student Name', 'Purpose of join', 'Admission Number', 'Mother Cell', 'Father Cell', 'Grade', and 'Admin Status'.
- Comments**: Contains a 'Comments' field and a placeholder 'Drag content, drop it here'.
- School Details**: Contains fields for 'School Area' and 'School'.
- Address**: Contains fields for 'Pincode', 'Area', 'Mandal', 'City', 'House No', and 'District'.

On the left side, there's a 'Fields' panel with a 'Filter' button and a list of fields: 'Admin Number', 'Class', 'Created', 'Created by', 'Sys ID', 'Updated', 'Updated by', 'Updates', 'Activities (filtered)', 'Contextual Search Results', 'Process Flow', and 'Ratings'. Below the 'Fields' panel, there's a 'Formatters' section with a list of formatters: 'Activities (filtered)', 'Contextual Search Results', 'Process Flow', and 'Ratings'.

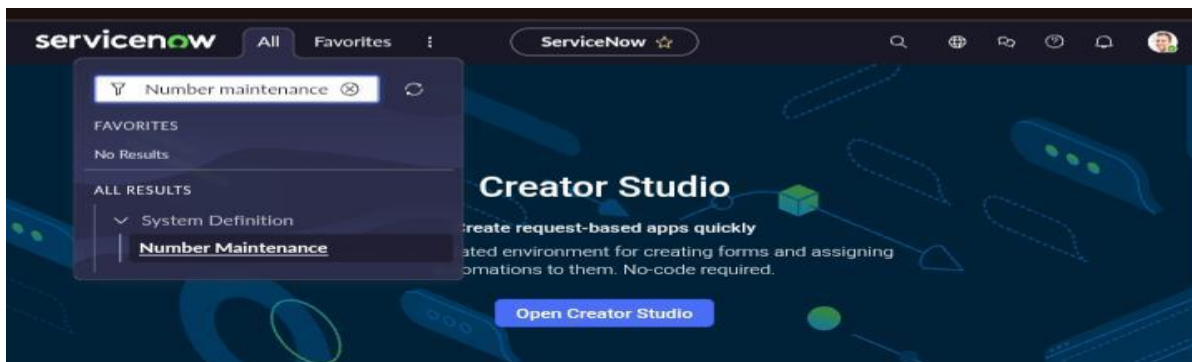
Activity -3 : Creating Form Design for Student progress Table

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

The screenshot shows the ServiceNow Form Designer interface for the 'Student Progress' table. The left sidebar contains a 'Fields' list with 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. Below this is a 'Formatters' section with 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main workspace is titled 'Form Design' and shows a form layout with three sections. The first section is 'Student Progress [u_student_progress]' with a '2 Column' layout, containing 'Admission Number'. The second section is 'New Section' with a '2 Column' layout, containing 'Admission Number Grade', 'Admission Number Student Name', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell'. The third section is a '2 Column' layout containing 'Telugu', 'English', 'Hindi', 'Maths', 'Science', 'Social', 'Total', 'Percentage', and 'Result'.

Milestone -6 : Number maintenance

Creating Number Maintenance for Admin Number



- All >> Number Maintenance >> New
- Fill the details >> submit

servicenow All Favorites History Workspaces Admin Number - SAL

Search

Update Delete

* Table Salesforce

Prefix SAL

* Number 1,000

Application Global

Number of digits 7

Update Delete

Related Links

Show Counter

Milestone – 7 Process Flow

Creating Process Flow for Admission Table

- All >> Process Flow>> New.
- Fill the Details as given Below

servicenow All Favorites History Workspaces Admin Flow Formatter - In order

Search

Update Delete

Flow Formatter

Save

Import

Insert and Stay

Analyze Access

Show File Properties

Move to Application...

Show Latest Update

Configure

Export

View

Create Favorite

Copy URL

Copy sys_id

Show XML

History

Reload Form

Name Admission [u_admission]

In order

Global

In order

Add Filter Condition

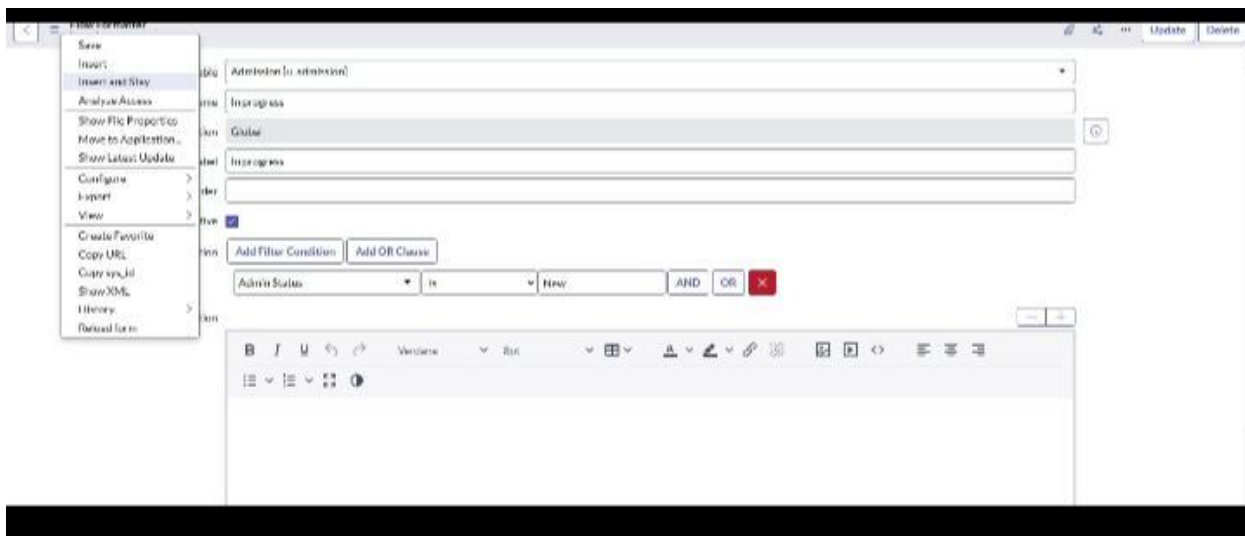
Add OR Clause

Admin Status is New AND OR

VerName

8px

- Right Click on toggle and click on the save
- Replace the Name and Label as below and click on Insert on stay.

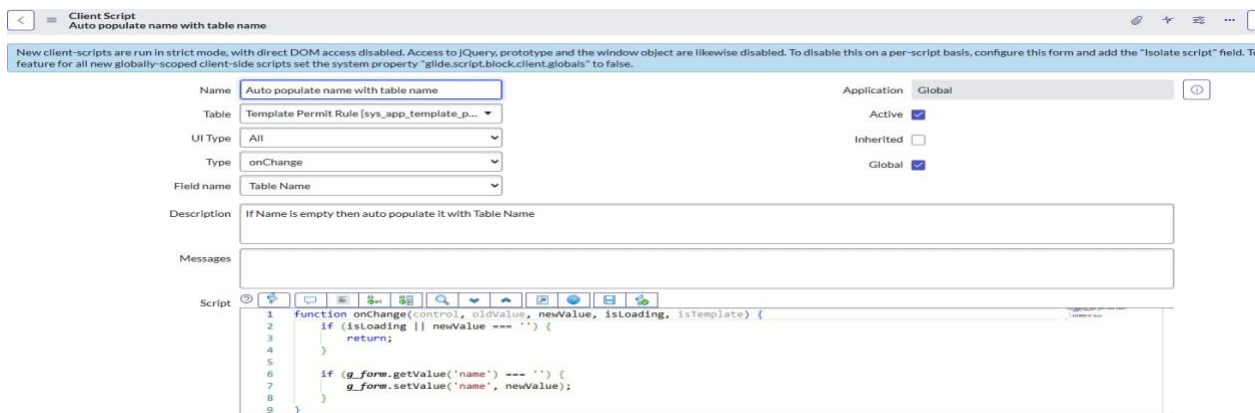


- Replace the Name and Label in order and click on Insert on stay.
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone – 8 :

Activity- 1 : Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.
- he Details Fill tas given.



mother_name);

G_form.setDisabled('u_father_cell',a.u_father_cell);

G_form.setDisabled('u_mother_cell',a.u_mother_cell);

} 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_

Activity- 2: Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.

servicenow All Favorites History Workspaces Admin Client Script - Pincode Update Search

Client Script Pincode Update Update Delete

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name	Pincode Update	Application	Global
Table	Admission [u_admission]	Active	<input checked="" type="checkbox"/>
UI Type	Desktop	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Pincode		
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 var a = g_form.getValue('u_pincode'); 8 9 if(a == '509358') 10 11 { 12 </pre>		

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
}
```

Activity- 3 :Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.

Client Script
disable fields on out-of-scope table

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client_globals" to false.

Name	<input type="text" value="disable fields on out-of-scope table"/>	Application	Global <input type="button" value="i"/>
Table	Data Policy Rule [sys_data_policy_rule]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onLoad	Global	<input checked="" type="checkbox"/>

Description

Disables the Mandatory field if the table is not in the current scope

Messages

Script

```

1 function onLoad() {
2     limitDataPolicyRuleOnOutOfScopeTable();
3 }
4
5 function limitDataPolicyRuleOnOutOfScopeTable() {
6     var tableName = g_form.getValue("table");
7     var outOfScope = !isTableInScope(tableName);
8     g_form.setReadOnly("mandatory", outOfScope);
9 }
10
11 function isTableInScope(tableName) {
12     if (tableName == "")
  
```

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);

}

Activity-4: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);
}
}

```

Activity- 5:Creating “Result” Client Scripts for Student progress Table

Fill the Details as given.

The screenshot shows the Salesforce Client Script configuration page. The script is named 'Result' and is associated with the 'Student Progress' table. The configuration includes the following details:

- Name:** Result
- Table:** Student Progress [u_student_pr...]
- UI Type:** All
- Type:** onChange
- Field name:** Percentage
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The script code is as follows:

```

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
    if(newValue) {

```

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');
```

```
}
```

```
}
```

```
}
```

Activity- 6 :

Creating “Percentage” Client Scripts for Student progress Table

Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for 'Renew Cost Percentage'. The interface includes a header bar with a back arrow, a menu icon, the title 'Client Script Renew Cost Percentage', and action buttons 'Update' and 'Delete'. Below the header is a blue informational banner. The main configuration area contains several fields: 'Name' (Renew Cost Percentage), 'Table' (Contract [ast_contract]), 'UI Type' (All), 'Type' (onChange), and 'Field name' (Cost adjustment percentage). To the right, there are checkboxes for 'Application' (Global), 'Active' (checked), 'Inherited' (unchecked), and 'Global' (checked). Below these is a 'Description' field with the text 'If the user enter any percentage other than zero, the amount field should set to 0'. There is also a 'Messages' field. At the bottom, a 'Script' field contains a JavaScript function. The script is as follows:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5
6     //If the user enter any percentage other than zero, the amount field should set to 0
7     if (newValue != 0)
8         g_form.setValue('cost_adjustment', 0);
9 }
```

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+'%');  
}
```

5.PROJECT PLANNING & SCHEDULING

5.1 Project planning :

Note: Request you to please click on "Tick mark ✓" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

[→ Proceed to Workspace](#)

Setting up Service	Setting up Service	* Appini Archana	✓	✗
Creating a Update	Creating a Update	* Appini Archana	✓	✗
Creating a Table	Creating Salesfor	* Appini Archana	✓	✗
Creating a Table	Creating Admissi	* Appini Archana	✓	✗
Creating a Table	Creating Student	* Agathamudi Hemalatha	✓	✗
Form Layout	Configuring Table	* Agathamudi Hemalatha	✓	✗
Form Design	Creating Form De	* Agathamudi Hemalatha	✓	✗
Form Design	Creating Form De	* Agathamudi Hemalatha	✓	✗
Form Design	Creating Form De	* Adapakala Kusuma	✓	✗
Number Mainten	Creating Number	* Adapakala Kusuma	✓	✗
Process Flow	Creating Process	* Adapakala Kusuma	✓	✗
Client Script	Creating "Auto pc	* Adapakala Kusuma	✓	✗
Client Script	Creating "Pincode	* Alijingi Amrutha	✓	✗
Client Script	Creating "Disable	* Alijingi Amrutha	✓	✗
Client Script	Creating "Total Uj	* Alijingi Amrutha	✓	✗
Client Script	Creating "Result"	* Alijingi Amrutha	✓	✗
Client Script	Creating "Percent	* Alijingi Amrutha	✓	✗

[+ ADD](#)

5.1 Project planning :

Functional requiriemet	User Story	No of Activity	Team Members
ServiceNoe Instance and Update Set and U	To create an update set to capture customization and congratulations specific to the education organization, such as customized forms, work flows or security.	2	A Archana
Table and Form design	Navigate to system UI tables, clicking “New”and defining table properties and adding columns fields for specific data needs. Form design for an education organization involves creating customized forms to capture specific data link student	2	A Hemalatha
Form Layout And Client Script	The form layout in service now plays a curical role in streaming and organization It used to enhance the user experience by running scripts in Bowser when forms are loaded, changed, or submitted, validating inputs, hiding or displaying fields.	2	A Kusuma
Number Maintance and Process Flow	It refers to the automated management of unique identifiers for records such as incidcalent numbers, request IDS or asset tags. Process flow	2	A Amrutha

	in service now helps automate and manage tasks such as student		
--	--	--	--

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing :

Milestone-1 : Setting up service now Instance

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

Milestone -2 : 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 a Salesforce Table

Table Student Progress				
Created by	String	(empty)		40
×	Social	String	(empty)	40
×	Hindi	String	(empty)	40
×	Science	String	(empty)	40
×	Percentage	String	(empty)	40
×	Telugu	String	(empty)	40
	Updated by	String	(empty)	40
×	Maths	String	(empty)	40
	Sys ID	Sys ID (GUID)	(empty)	32

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

Related Links
[Form Builder](#)
[Design Form](#)
[Layout Form](#)
[Layout List](#)
[Show Form](#)
[Show List](#)
[Show Schema Map](#)
[Add to Service Catalog](#)
[Run Point Scan](#)
[Explore REST API](#)

- “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)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 “Ad >> 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.

ColumnsControlsApplication Access

Table ColumnsTypeSearch

1 to 20 of 26New

Dictionary Entries

Column label	Type *	Reference	Max length	Default value	Display
End Date	Date/Time	(empty)	40	false	false
Updated	Date/Time	(empty)	40	false	false
Start Date	Date/Time	(empty)	40	false	false
Created	Date/Time	(empty)	40	false	false
Updated	Integer	(empty)	40	false	false
MSI Key	Reference	MSI Key	12	false	false
Area	String	(empty)	40	false	false
Owner	String	(empty)	40	false	false
Created by	String	(empty)	40	false	false
Comments	String	(empty)	40	false	false
School	String	(empty)	40	false	false
Pincode	String	(empty)	40	false	false
Purpose of Join	String	(empty)	40	false	false
City	String	(empty)	40	false	false
House No.	String	(empty)	40	false	false
Mandal	String	(empty)	40	false	false

- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- Create Fields as shows
- Create choice for Admin Status as
- Create choice for Pincode as:
- Create choice for Purpose of Join as:
- Create choice for School as:
- Create choice for School Area a

Activity -3 : Creating Student Progress Table

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

Table Student Progress			
Created by	String	(empty)	40
×	Social	String	(empty)
×	Hindi	String	(empty)
×	Science	String	(empty)
×	Percentage	String	(empty)
×	Telugu	String	(empty)
Updated by	String	(empty)	40
×	Maths	String	(empty)
Sys ID	Sys ID (GUID)	(empty)	32

Delete Update Delete All Records

Related Links
Form Builder
Design Form
Layout Form
Layout List
Show Form
Show List
Show Schema Map
Add to Service Catalog
Run Point Scan
Export to CSV

Milestone – 4 : 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.

servicenow All Favorites History Workspaces Admin ServiceNow Search

Configuring Table form Cancel Save

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- begin_split -
- split -
- end_split -
- * Annotation
- * Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments

Selected

- begin_split -
- Telugu
- Result
- Total
- Social
- split -
- Hindi
- Science
- Percentage
- Maths
- end_split -
- Admission Number

Cancel Save

Form view and section

View name Default view

Section Student Progress

New...

Create new field

Name

Type String

Field length Small (40)

Add

Related Links

Milestone – 5 : FORM DESIGN

Activity – 1: Creating Form Design for Salesforce Table

- 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.

Save.

Activity -2 : Creating Form Design for Admission Table

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

The screenshot shows the ServiceNow 'Number - New Record' form design interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Number - New Record' button. A search bar is also present. Below the navigation bar, the form design area is visible. It includes a 'Table' dropdown set to 'salesforce', a 'Prefix' field set to 'SAL', a 'Number' field with a value of '1,000', an 'Application' dropdown set to 'Global', and a 'Number of digits' field. A 'Submit' button is located at the bottom left of the form design area. Below the form design area, there are links for 'Related Links' and 'Show Counter'.

Activity -3 : Creating Form Design for Student progress Table

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

Milestone -6 : Number maintenance

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> Ne
- Fill the details >>submit

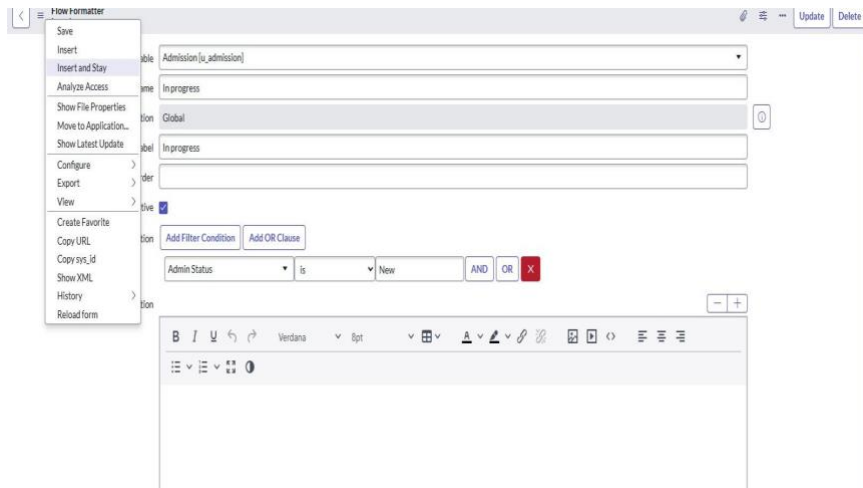
Milestone – 7 Process Flow

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.

The screenshot shows the 'Form Design' interface for a 'Student Program (s_student_program)' form. The interface is divided into three main sections: 'Fields', 'New Section', and 'Activities (Hidden)'. The 'Fields' section contains two fields: 'Address Number' and 'Address Number (Student Name)'. The 'New Section' section contains six fields: 'Address Number Grade', 'Address Number (Student Name)', 'Address Number Father Name', 'Address Number Mother Name', 'Address Number Father Cell', and 'Address Number Mother Cell'. The 'Activities (Hidden)' section contains five fields: 'Total', 'English', 'Math', 'Science', and 'Social'. Each field has a corresponding 'Add' button (a circle with a plus sign) and a 'Remove' button (a circle with a minus sign). The 'Total' field has a 'Percentage' button. The 'English', 'Math', 'Science', and 'Social' fields have a 'Result' button. The 'Address Number' field has a 'Drop content, drop & move' button. The 'Address Number (Student Name)' field has a 'Drop content, drop & move' button. The 'Address Number Father Name' field has a 'Drop content, drop & move' button. The 'Address Number Mother Name' field has a 'Drop content, drop & move' button. The 'Address Number Father Cell' field has a 'Drop content, drop & move' button. The 'Address Number Mother Cell' field has a 'Drop content, drop & move' button. The 'Total' field has a 'Drop content, drop & move' button. The 'English' field has a 'Drop content, drop & move' button. The 'Math' field has a 'Drop content, drop & move' button. The 'Science' field has a 'Drop content, drop & move' button. The 'Social' field has a 'Drop content, drop & move' button.



- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone – 8 : Creating “Percentage” Client Scripts for Student progress Table

Fill the Details as given.

Client Script
disable fields on out-of-scope table

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: disable fields on out-of-scope table

Table: Data Policy Rule [sys_data_policy_rule]

UI Type: All

Type: onLoad

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description: Disables the Mandatory field if the table is not in the current scope

Messages:

Script

```

1 function onLoad() {
2   limitDataPolicyRuleOnOutOfScopeTable();
3 }
4
5 function limitDataPolicyRuleOnOutOfScopeTable() {
6   var tableName = g_form.getValue("table");
7   var outOfScope = !isTableInScope(tableName);
8   g_form.setReadOnly("mandatory", outOfScope);
9 }
10
11 function isTableInScope(tableName) {
12   if (tableName == "")

```

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+'%')}

7. RESULTS

7.1 Output Screenshots

Admin Number	<input type="text" value="SAL0002078"/>	Father Name	<input type="text"/>
Admin Date	<input type="text"/>	Mother Name	<input type="text"/>
Grade	-- None --	Mother Cell	<input type="text"/>
Student Name	<input type="text"/>	Father Cell	<input type="text"/>

Submit

New

In progress

Joined

Rejected

Rejoined

Closed

Cancelled

Admission Number	<input type="text"/>	Admin Date	<input type="text"/>
Purpose of join	-- None --	Grade	-- None --
Student Name	<input type="text"/>	Fee	\$ <input type="text" value="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"/>		
		Admin Status	-- None --

School Details

Address

School Area

-- None --

School

-- None --

Submit

<

≡

New Section
New record

🔍

⚙

⋮

Submit

Admission Number

Q

Grade

--None--

▼

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

▼

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

8. ADVANTAGES & DISADVANTAGES

ADVANTAGES :

1. Centralized Service Management:

ServiceNow helps educational institutions manage IT services, HR, facilities, and student support in one unified platform.

2. Improved Efficiency:

Automates workflows for faster issue resolution and reduces manual work for staff and faculty.

3. Data-Driven Decisions:

Provides real-time analytics and reporting to support better administrative and operational decisions.

4. Increased Transparency and Accountability:

Tracks requests, incidents, and services to ensure timely follow-up and clear communication.

5. Scalability:

ServiceNow grows with the organization, whether it's a single college or a large university system.

DISADVANTAGES

1.High Cost: Implementation and licensing fees can be expensive, especially for smaller institutions.

2.Complex Setup:

Initial configuration requires time, expertise, and proper planning to align with institutional needs.

3.Training Requirements:

Staff and students may need training to use the platform effectively, which takes time and resources.

3.Customization Challenges:

While ServiceNow is flexible, over-customization can make maintenance difficult and upgrades complex.

4.Dependence on Internet Connectivity:

As a cloud-based platform, reliable internet is essential for uninterrupted access and performance.

5.Data Privacy Concerns:

Managing student and staff data on the cloud raises concerns about data security and compliance.

CONCLUSION

Achieve our mission of delivering exceptional education and support to our community. By harnessing the full potential of the platform, we aim to further enhance our services, drive innovation, and stay ahead of the curve in the ever-evolving landscape of education.

The successful implementation of ServiceNow has not only improved our operational efficiency but has also positioned us for long-term success and growth. With its flexible and scalable architecture, ServiceNow will enable us to adapt to changing requirements and emerging trends, ensuring that we remain agile and responsive to the needs of our stakeholders. Ultimately, the integration of ServiceNow into our educational organization has been a game-changer, and we look forward to realizing the full benefits of this powerful platform. As we continue to explore new ways to leverage ServiceNow, we are excited about the possibilities it holds for transforming our organization and enhancing the educational experience for all.

By embracing the capabilities of ServiceNow, we are confident that we will be able to achieve our goals and make a lasting impact on the education sector. The future of our organization is bright, and ServiceNow is poised to play a key role in shaping that future. With its help, we will continue to innovate, improve, and excel, providing the best possible education and support to our students, faculty, and staff. The implementation of ServiceNow has been a strategic investment in our organization's future, and we are excited to see the returns it will yield in the years to come. As we look to the future, we are committed to maximizing the value of ServiceNow and ensuring that it continues to meet the evolving needs of our educational community.

The implementation of ServiceNow in our educational organization has marked a significant milestone in our journey towards operational excellence and digital transformation. By leveraging the power of ServiceNow's platform, we have been able to streamline our service requests, automate routine tasks, and enhance the overall user experience for our students, faculty, and staff. The platform's robust capabilities have enabled us to improve incident management, problem management, and change management processes, ensuring that our IT services are delivered efficiently and effectively. With ServiceNow, we have achieved greater visibility, transparency, and accountability across our organization, enabling us to make data-driven decisions and drive continuous improvement. As we move forward, we are confident that ServiceNow will continue to play a vital role in helping us ac