

M.A.M COLLEGE OF ENGINEERING

PROJECT NAME: Educational Organisation Using ServiceNow

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Educational Organisation Using ServiceNow

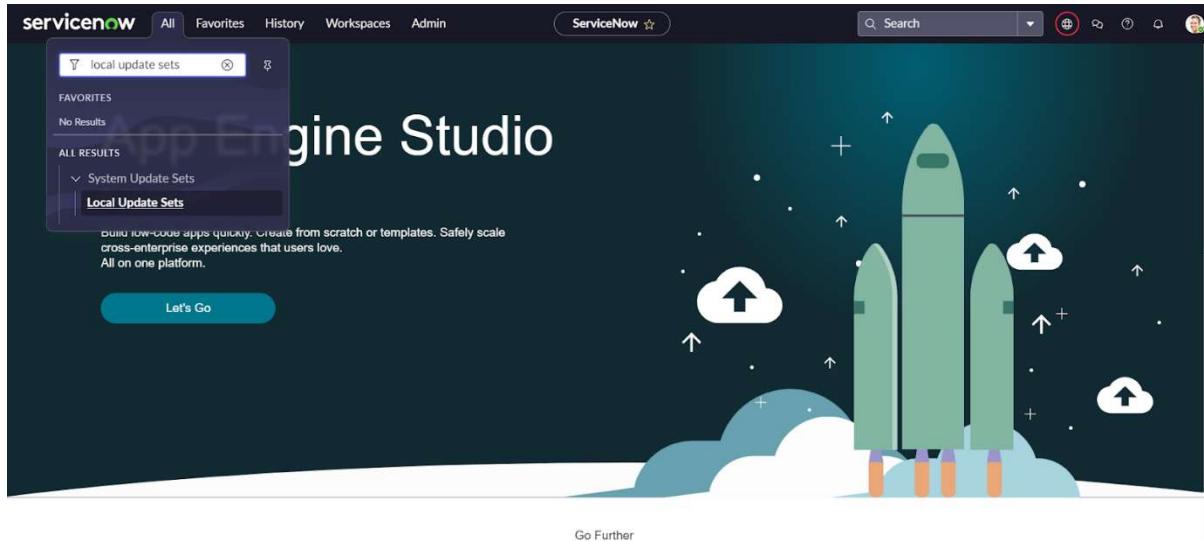
The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

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.

Creating a Update Set

1. Click on All >> Local update sets .



2. Click on new

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

Update Set - Create New Update Set

Name: New Update Set

State: In progress

Application: Global

Buttons: Submit, Submit and Make Current

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 .

X

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.

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

Servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click here.

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

* Label: Admission	Application: Global
* Name: u_admission	Create module: <input checked="" type="checkbox"/>
Extends table: Salesforce	Create mobile module: <input checked="" type="checkbox"/>
	Add module to menu: Salesforce

Columns Controls Application Access

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
<input type="text"/>					

Submit Cancel

Table Administration

Columns Controls Application Access

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
Mandal	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	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 21:13:06
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
+	Insert a new row...					

- 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
+	Insert a new row...					

- Create choice for School as:

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:

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...					

Creating Student Progress Table

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

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

Configuring Table form for Student Progress Table

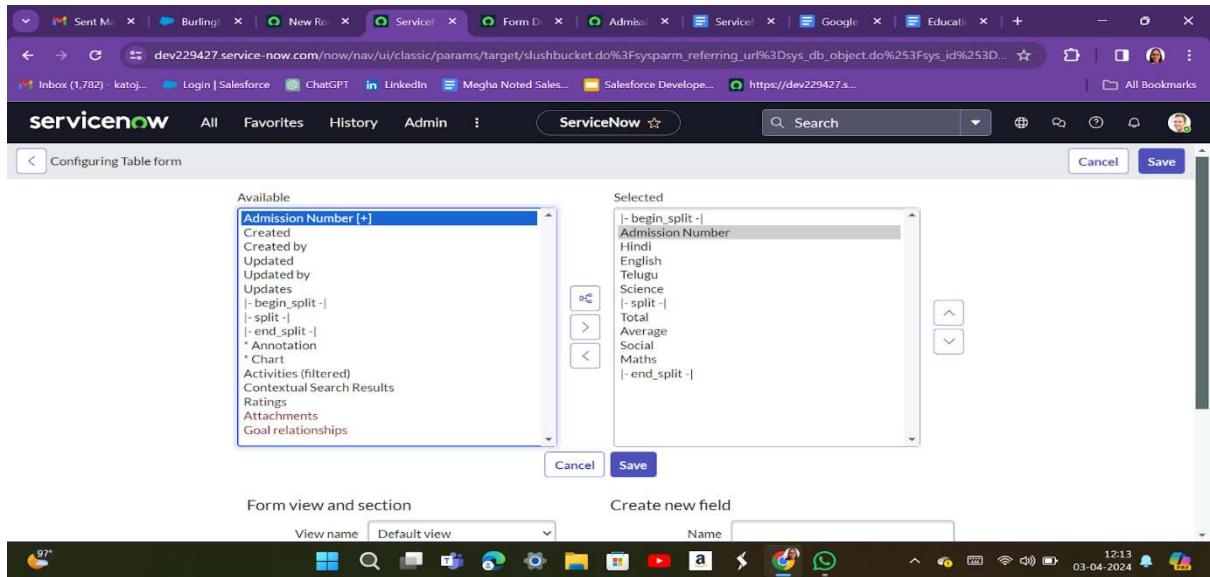
- In the Student Progress Table Page , Click on Layout form .

Table student progress				
X	Telugu	String	(empty)	40
X	Total	String	(empty)	40
Insert a new row...				
Update	Delete	Delete All Records		

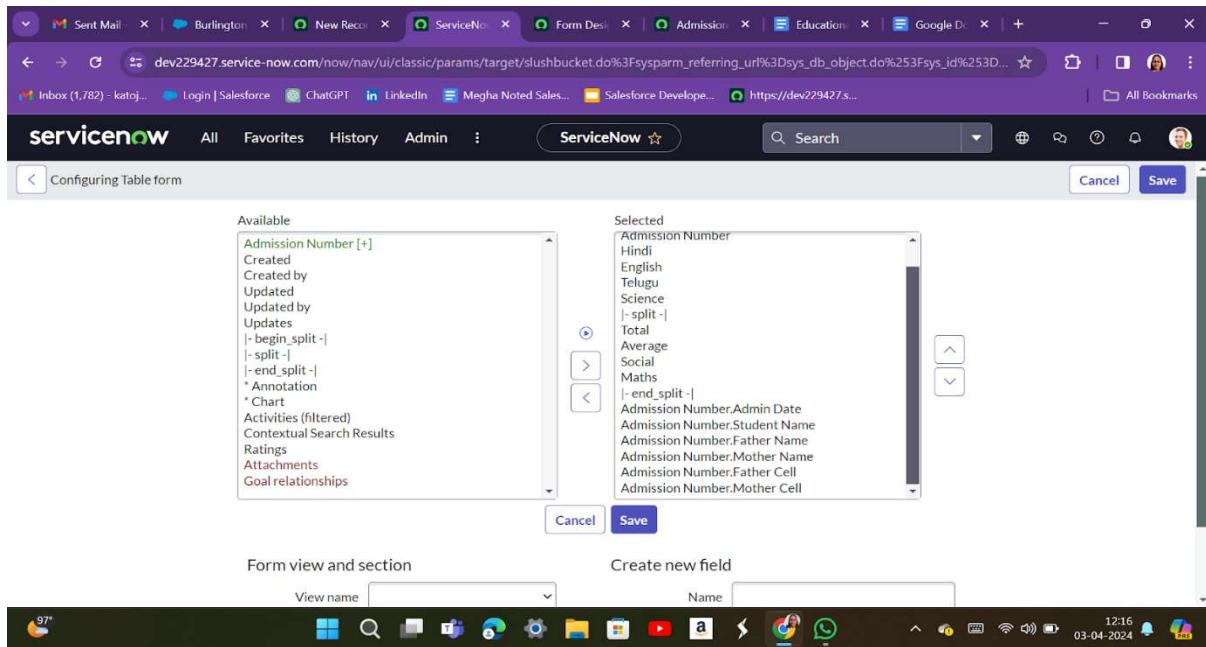
Related Links

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

- Click on Admission Number [+].



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



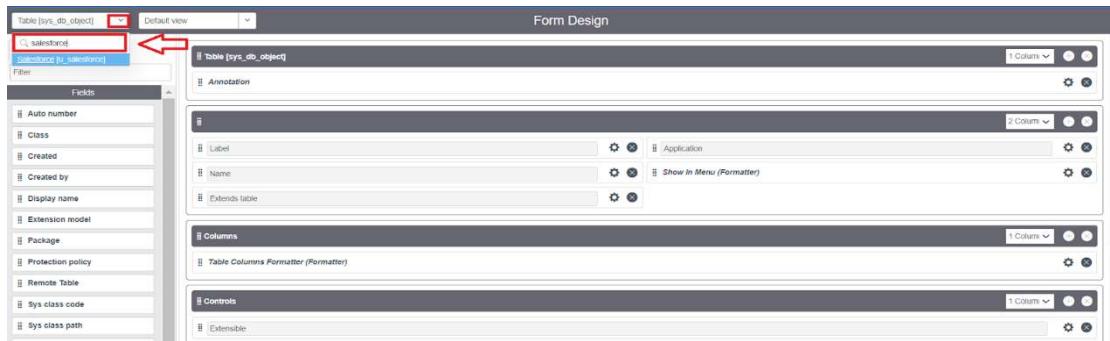
Creating Form Design for Salesforce Table

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

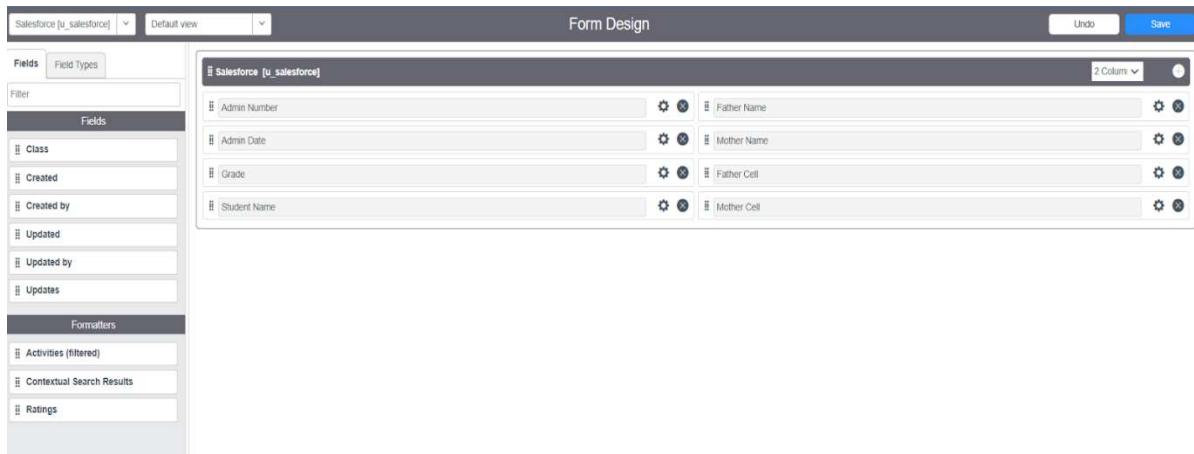
Label	Name	Extends table	Extensible	Updated
salesforce	Search	Search	Search	Search
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09

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

4. In drop down select Salesforce(u_salesforce).



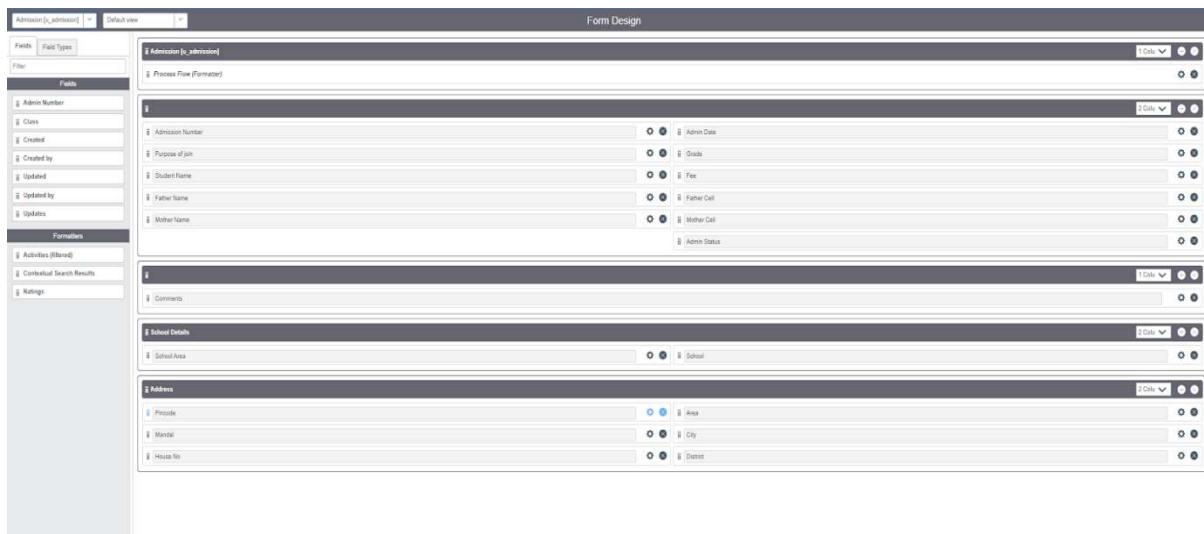
5. Drag and drop the fields to the left side as below.



6. Save.

Creating Form Design for Admission Table

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



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 Design interface. On the left, there's a sidebar with 'Fields' and 'Field Types' tabs, and a 'Filter' section containing fields like Class, Created, Updated, etc. The main area is titled 'Form Design' and contains two sections: 'New Section' and 'Student Progress'. The 'New Section' section has three rows of fields: 'Admission Number' (1 column), 'Admission Number Grade' and 'Admission Number Student Name' (2 columns each), and 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell' (all 1 column). The 'Student Progress' section has four rows of fields: 'Telugu', 'Hindi', 'English', 'Maths', and 'Science' (all 1 column), followed by 'Total', 'Percentage', and 'Result' (all 2 columns each).

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

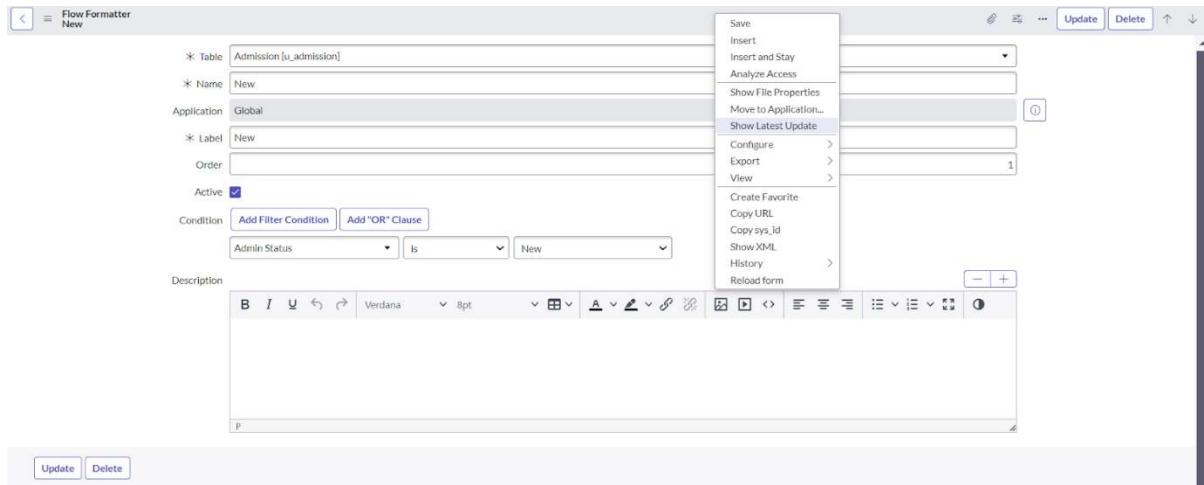
The screenshot shows the ServiceNow search results for 'number'. The search bar at the top has 'number' typed in. Below it, there's a 'FAVORITES' section with 'No Results'. Under 'ALL RESULTS', there's a section titled 'System Definition' with a single item: 'Number Maintenance'. This item is highlighted with a red box and has a red arrow pointing to it from the left.

- Fill the details >> Submit.

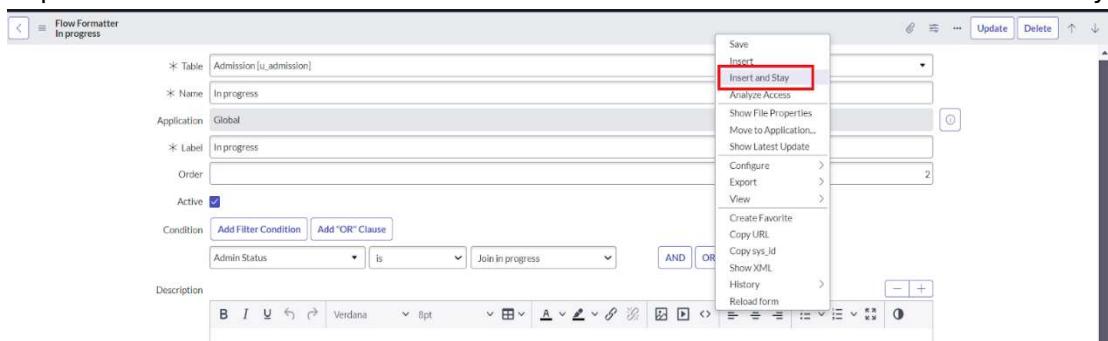
The screenshot shows the ServiceNow record edit screen for 'Number - SAL'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and the current record title 'Number - SAL'. The main area contains several input fields: 'Table' set to 'Salesforce', 'Prefix' set to 'SAL.', 'Number' set to '1,000', 'Application' set to 'Global', and 'Number of digits' set to '7'. At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a 'Show Counter' link.

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.



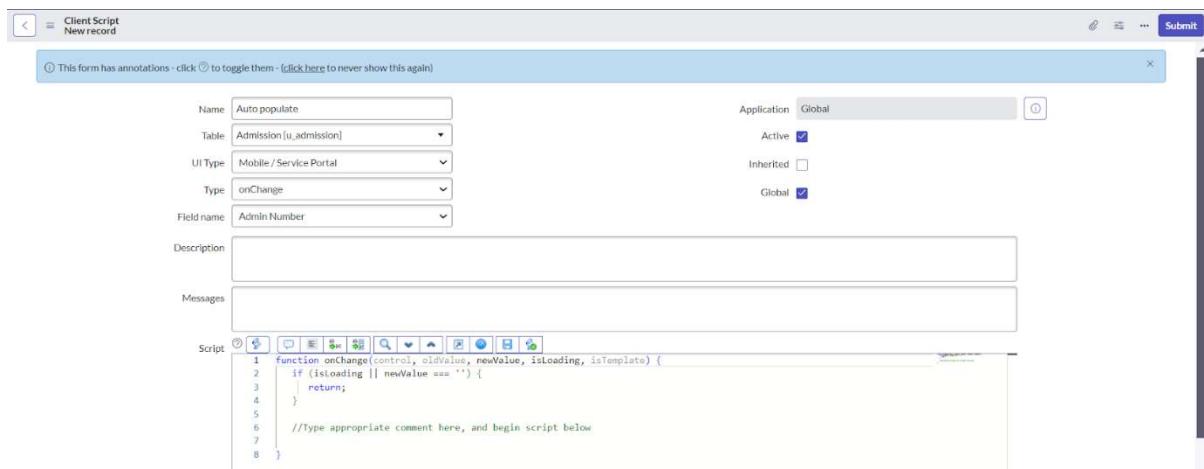
- Replace the Name and Label in order and click on Insert on stay.

Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

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

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);

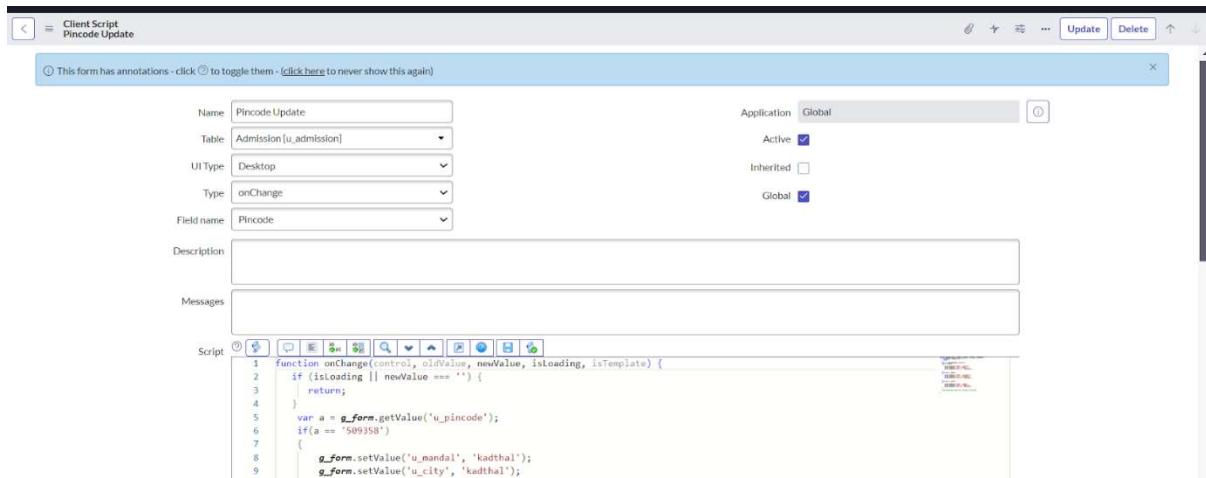
    g_form.setDisabled('u_admin_date',a.u_admin_date);
    g_form.setDisabled('u_grade',a.u_grade);
    g_form.setDisabled('u_student_name',a.u_student_name);
    g_form.setDisabled('u_father_name',a.u_father_name);
    g_form.setDisabled('u_mother_name',a.u_mother_name);
    g_form.setDisabled('u_father_cell',a.u_father_cell);
    g_form.setDisabled('u_mother_cell',a.u_mother_cell);
}

```

Note: Make sure the Field names should be the same as you created .

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')

```

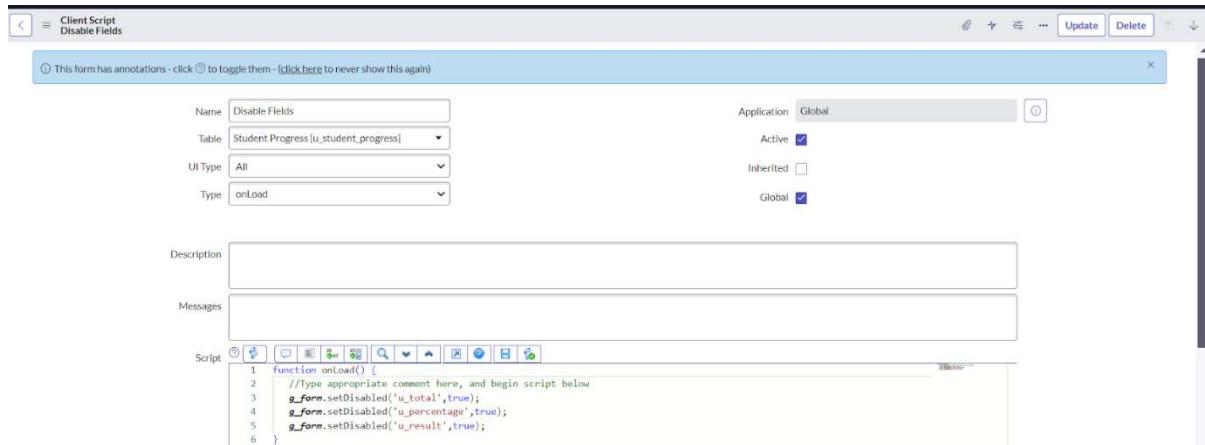
```
{
  g_form.setValue('u_mandal', 'Abids');
  g_form.setValue('u_city', 'AsifNagar');
  g_form.setValue('u_district', 'Hyderabad');
}
```

//Type appropriate comment here, and begin script below

```
}
```

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);
}
```

Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the ServiceNow Client Script configuration interface. The script is titled 'Total Update' and is applied to the 'Student Progress [u_student_progress]' table. It uses the 'onChange' type and the 'Social' field name. 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) {
        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);
    }
}

```

The 'Isolate script' checkbox is checked.

- 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);
```

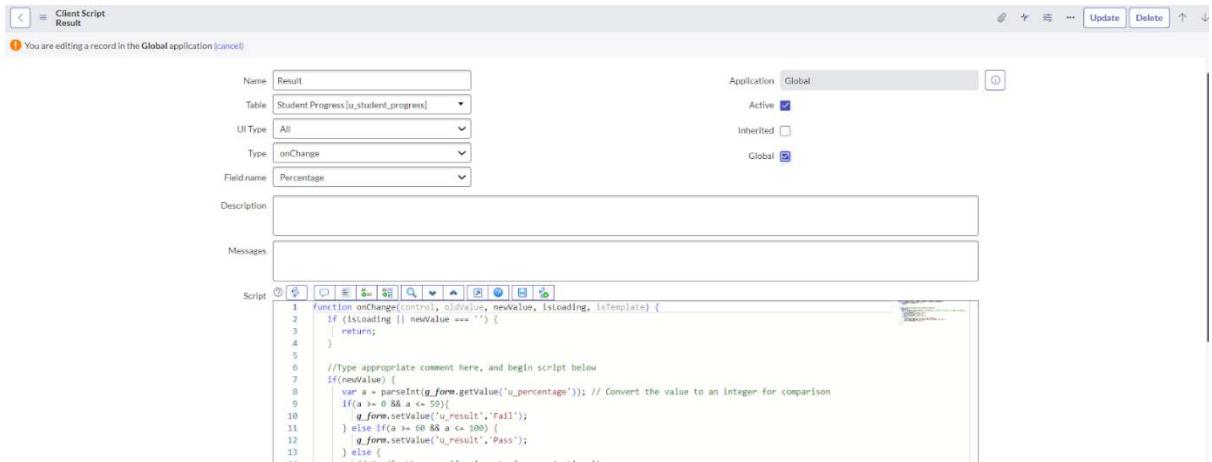
```
    g_form.setValue('u_total', Total);
```

```
}
```

```
}
```

Creating “Result” Client Scripts for Student progress Table

- Fill the Details as given.

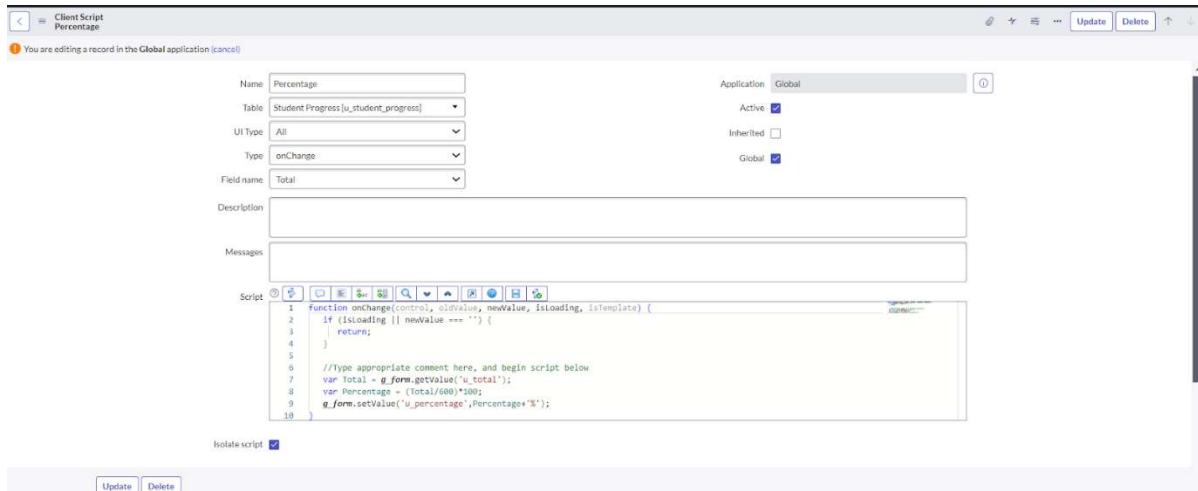


```

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');
        }
    }
}
    
```

Creating “Percentage” Client Scripts for Student progress Table

- Fill the Details as given.



```
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

Admin Number	SAL0001078	Father Name	
Admin Date		Mother Name	
Grade	— None —	Mother Cell	
Student Name		Father Cell	

= Admission
New record

New	In progress	Joined	Rejected	Rejoined	Closed	Cancelled
Admission Number: <input type="text"/> <input type="button"/> Purpose of Join: <input type="button"/> --None--	Admin Date: <input type="text"/> <input type="button"/> Grade: <input type="button"/> --None--					
Student Name: <input type="text"/> Father Name: <input type="text"/> Mother Name: <input type="text"/>	Fee: \$ <input type="text"/> 0.00					
Comments: <input type="text"/>	Father Cell: <input type="text"/> Mother Cell: <input type="text"/> Admin Status: <input type="button"/> --None--					
<input type="button"/> School Details <input type="button"/> Address						
School Area: <input type="button"/> --None-- School: <input type="button"/> --None--						
<input type="button"/> Submit						

= New Section
New record

Admission Number: <input type="text"/> <input type="button"/> Grade: <input type="button"/> --None--	Father Name: <input type="text"/> Mother Name: <input type="text"/> Father Cell: <input type="text"/> Mother Cell: <input type="text"/>
Student Progress	
Telugu: <input type="text"/> Hindi: <input type="text"/> English: <input type="text"/> Maths: <input type="text"/> Science: <input type="text"/> Social: <input type="text"/>	Total: <input type="text"/> Percentage: <input type="text"/> Result: <input type="text"/>
<input type="button"/> Submit	