

Educational Organisation Using ServiceNow

Team Id: NM2025TMID13815

Team Members:

Team Leader: Parthasarathy K

Team Member 1: Sanjay J

Team Member 2: Surya P

Problem: Manual processes create delays, errors, and inefficiency in managing educational institutions

Statement: Manual processes in education cause delays, errors, and inefficiency in administration

Objective: To create a centralized ServiceNow-based system that streamlines admissions, data management, and progress tracking.

Skills: Our project uses ServiceNow, workflow automation, access control, data management, and teamwork skills.

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

< Table New record

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

* Label

* Name

Extends table 🔍

Cre
Ad

Columns * Controls Application Access

Table Columns for text Search

Dictionary Entries

| Column label | Type | Reference | Max length |
|----------------------|---|-----------|------------|
| <input type="text"/> | <input type="checkbox"/> <input type="checkbox"/> | | |

Submit Cancel

1. 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 .
2. For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.
3. 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 .
4. Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.

< Flow Formatter New

* Table Admission[u_admission]

* Name New

Application Global

* Label New

Order

Active ☒

Condition **Add Filter Condition** **Add "OR" Clause**

Admin Status is New

Description

B I U ↶ ↷ Verdana 8pt

Save
Insert
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

Update Delete

Update Delete

| | | | | |
|---|---------------------|---------------------------|---------|----|
| < | ≡ | Table student progress | | |
| × | Telugu | String | (empty) | 40 |
| × | Total | String | (empty) | 40 |
| + | Insert a new row... | | | |

UpdateDeleteDelete All Records

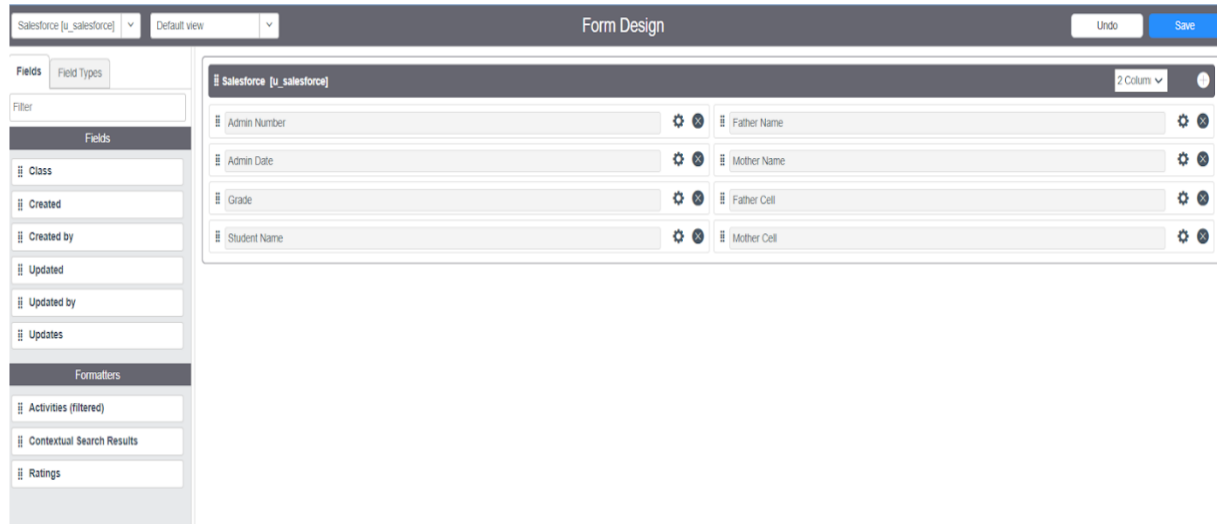
Related Links

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

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

2.Click on Admission Number [+] .

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



The screenshot shows the 'Form Design' interface for a Salesforce table named 'Salesforce [u_salesforce]'. The interface is divided into three main sections: a left sidebar, a top header, and a central table area.

- Top Header:** Contains a dropdown menu for 'Salesforce [u_salesforce]', a 'Default view' dropdown, the title 'Form Design', and 'Undo' and 'Save' buttons.
- Left Sidebar:** Contains a 'Fields' tab, a 'Field Types' tab, a 'Filter' section, and a 'Formatters' section. The 'Fields' section lists various fields like 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. The 'Formatters' section lists 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'.
- Central Table Area:** Displays a table with 2 columns and 6 rows. The columns are labeled 'Admin Number', 'Admin Date', 'Grade', 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. Each row has a small icon on the left and a gear icon on the right for configuration.

1.All >> System Definition >> Tables .

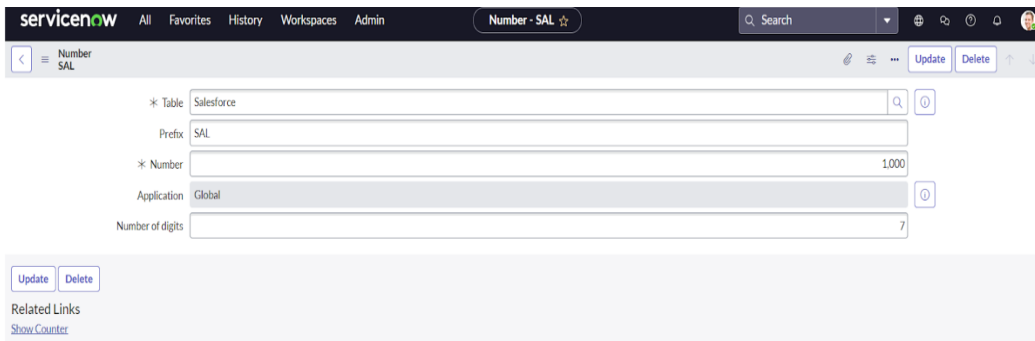
2.In Label Search for Salesforce and open .

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.

1.



servicenow All Favorites History Workspaces Admin Number - SAL Search

Number SAL

* Table Salesforce

Prefix SAL

* Number 1,000

Application Global

Number of digits 7

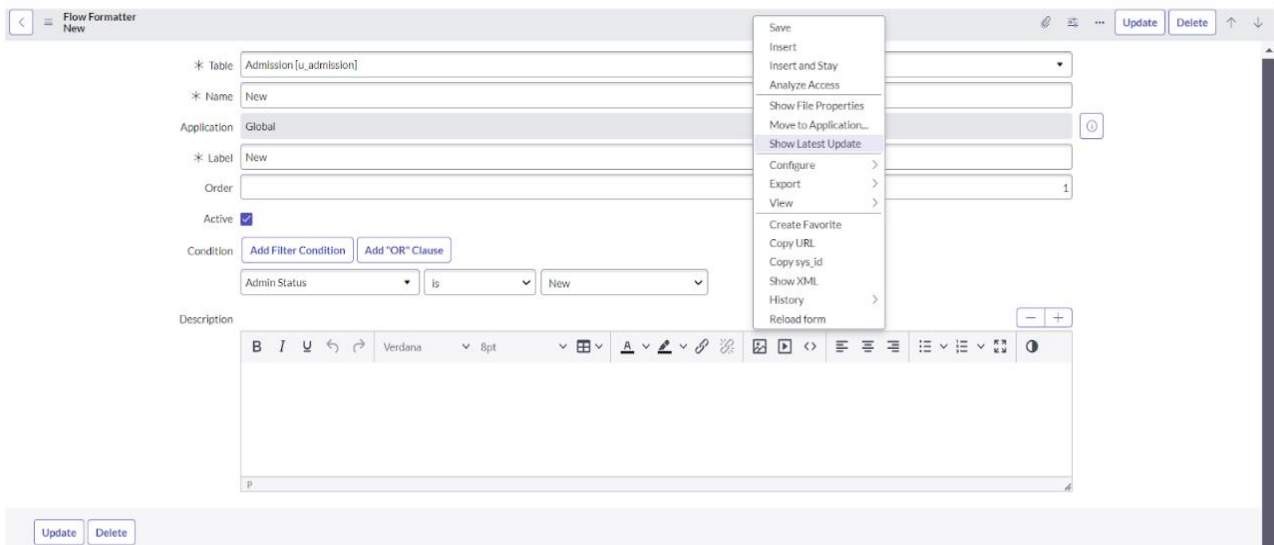
Update Delete

Related Links

[Show Counter](#)

1.All >> Number Maintenance >> New

2.Click on submit



Flow Formatter New

* Table Admission [u_admission]

* Name New

Application Global

* Label New

Order

Active ☒

Condition Add Filter Condition Add "OR" Clause

Admin Status is New

Description

Save
Insert
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

Update Delete

- 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.

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.

Conclusion :

In conclusion, the Educational Management System using ServiceNow provides a complete solution to the common challenges faced by educational institutions. It streamlines the admission process, secures student and teacher data, and enables real-time progress monitoring, which greatly improves efficiency and transparency. By reducing paperwork and automating workflows, the system empowers administrators, teachers, and students alike. This project, successfully carried out by Team Leader Parthasarathy K along with members Sanjay J and Surya P, demonstrates how technology can transform education management into a smarter, faster, and more reliable process.