

# **Educational Organization Using ServiceNow**

## **Team Id:**

**NM2025TMID19980**

## **Team Leader:**

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## **Team Members:**

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## **Problem Statement:**

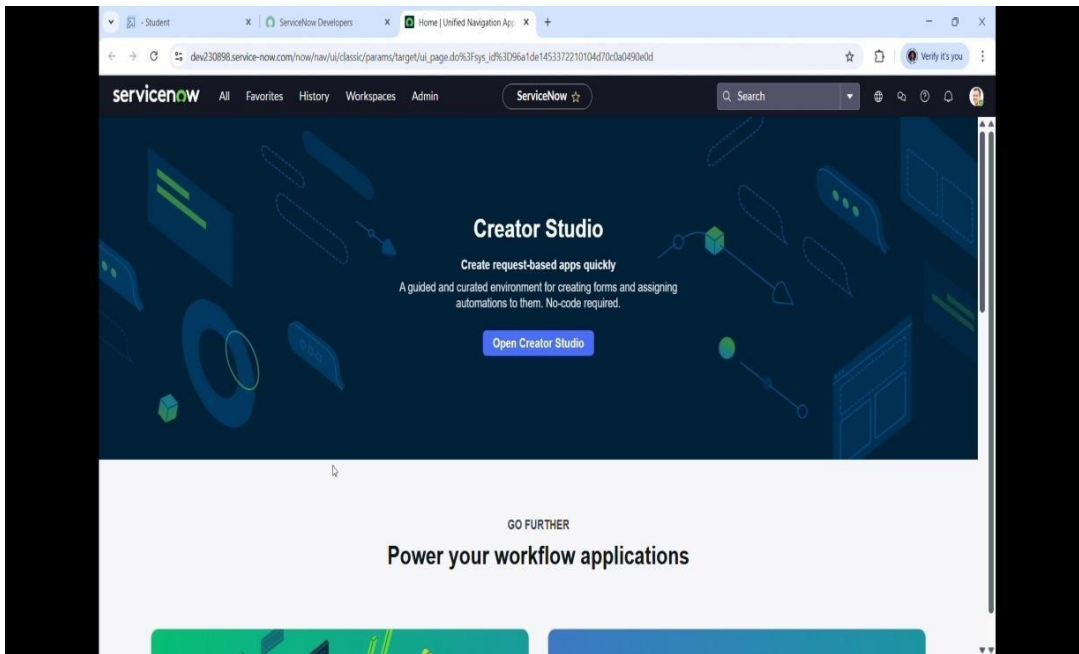
Educational institutions implementing ServiceNow encounter challenges like managing the complex needs of students and staff, the complexity of the platform itself, and operational inefficiencies. Solutions include leveraging ServiceNow's specific modules (ITSM, CSM, and HRSD) to automate tasks from IT asset tracking to student support, adopting a structured governance model to avoid implementation chaos, investing in specialized training and hiring skilled personnel to overcome technical skill gaps, and creating standardized processes for prioritization and governance to manage demand and ensure alignment with broader strategies.

## **TASK INITIATION**

### **Milestone 1: Setting up ServiceNow Instance**

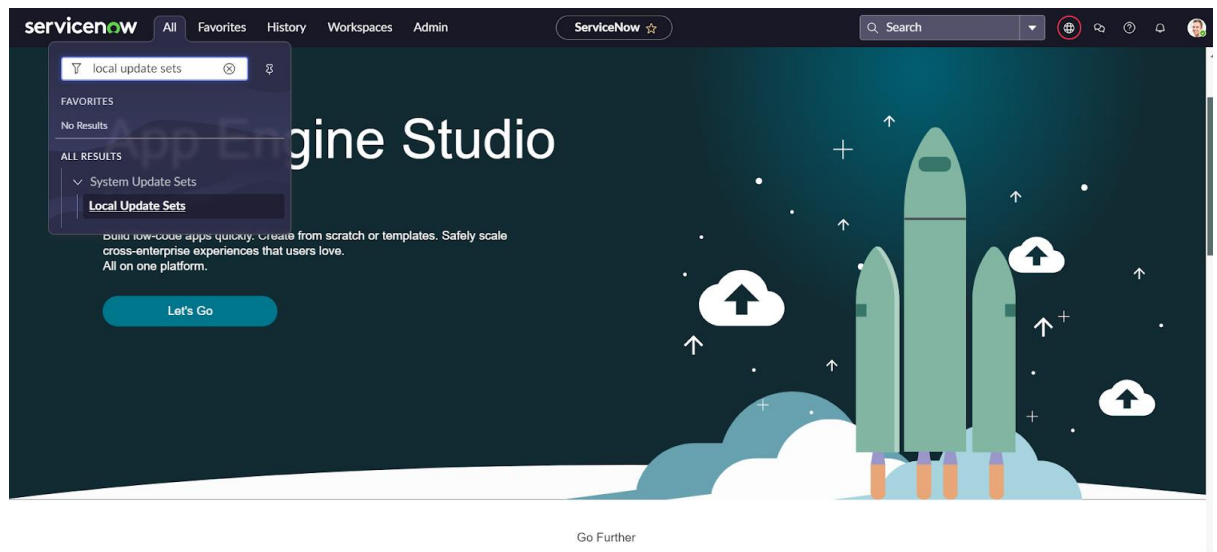
#### **Activity 1: Setting up ServiceNow Instance**

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 : Activity 1: Creating a Update Set

1. Click on All >> Local update sets .



2. Click on new

servicenow

All Favorites History Workspaces Admin

Update Sets ☆

Search

Actions on selected rows

New

Update Sets

Name

Search

All

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)

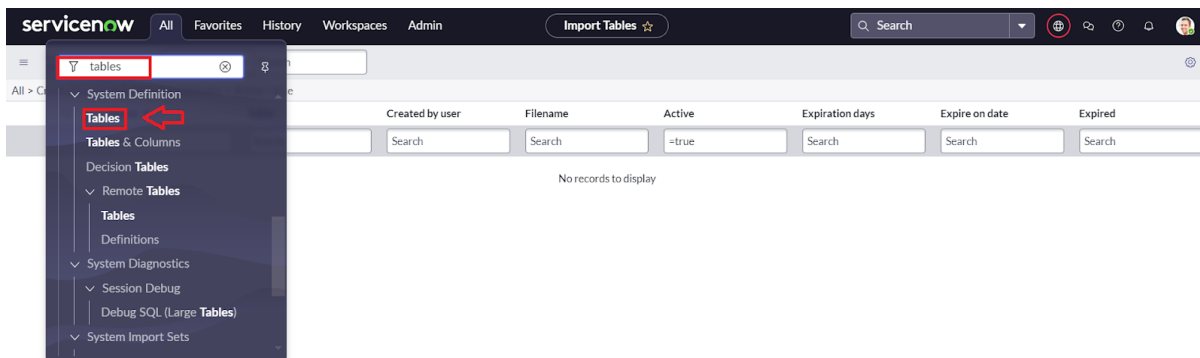
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

The screenshot shows the 'Update Set - Create New Update Set' form in ServiceNow. The 'Name' field is populated with 'New Update Set'. The 'State' is set to 'In progress'. The 'Application' is set to 'Global'. There are buttons for 'Submit' and 'Submit and Make Current' at the bottom of the form.

## Milestone 3 : Creating a Table

### Activity 1: Creating Salesforce Table.

1. All >> Tables.



2. Click on new

The screenshot shows the 'Tables' page in ServiceNow. A 'New' button is highlighted in the top right corner. The table below lists various system tables with columns: Label, Name, Extends table, Extensible, and Updated.

Label	Name	Extends table	Extensible	Updated
Search	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
MID Server File	agent_file	(empty)	false	2023-10-06 15:29:08
Record Producer Configuration	aisa_rp_config	Application File	false	2023-10-06 15:47:19
Search Actions	aisa_ui_action	Application File	false	2023-10-06 15:47:19
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2023-10-06 15:15:20
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2023-10-06 15:15:18

- 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

\* Name

Extends table

Application: Global

Create module ☒

Create mobile module ☒

Add module to menu: -- Create new --

New menu 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.

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

\* Label

\* Name

Extends table

Columns \* Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length
<input type="text"/>	Text		

Submit Cancel

This record is in the Global application, but Educational Organisation is the current application. To edit this record click [here](#).

Column label	Type	Reference	Max length
Admin Date	Date	(empty)	40
Admin Number	String	(empty)	40
Father Cell	String	(empty)	40
Father Name	String	(empty)	40
Grade	Choice	(empty)	40
Mother Cell	String	(empty)	40
Mother Name	String	(empty)	40
Student Name	String	(empty)	40

5. For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.

Column label	Type	Reference	Max length	De	Display
Class	System Class Name	(empty)	80	jav	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

6. Click on controls >> Enable Extensible.

Extensible ☒

Live feed ☐

Prefix: SAL

Number: 1,000

Number of digits: 7

Create access controls ☒

\* User role: u.salesforce\_user

7. 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 .

Choice List Specification Calculated Value Default Value

Use dynamic default ☒

Dynamic default value: Get Next Padded Number

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

Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	false	2024-04-02 02:10:36
Nursery	Nursery	en	2	false	2024-04-02 02:10:40
UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:50
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	false	2024-04-02 02:13:30
V	5th	en	8	false	2024-04-02 02:13:53
VI	6th	en	9	false	2024-04-02 02:14:57
VII	7th	en	10	false	2024-04-02 02:15:02
VIII	8th	en	11	false	2024-04-02 02:15:06
IX	9th	en	12	false	2024-04-02 02:15:12
X	10th	en	13	false	2024-04-02 02:15:15

## Activity 2: Creating Admission Table

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

The screenshot shows the 'Table - New Record' form in ServiceNow. The 'Label' is 'Admission' and the 'Name' is 'u\_admission'. The 'Extends table' is set to 'Salesforce'. The 'Application' is 'Global'. The 'Add module to menu' is set to 'Salesforce'. Below the form, the 'Columns' tab is active, showing a list of columns for the 'Admission' table.

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.getTable();	false

4. Create choice for Admin Status as:

The screenshot shows the 'Dictionary Entry Admin Status' form in ServiceNow. The 'Choices' tab is active, showing a list of choices for the 'Admin Status' field.

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

## 5. Create choice for Pincode as:

Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

⌕

—

Actions on selected rows...

New

Choices

<input type="checkbox"/>	<input type="text"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	<input type="text"/>	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...							

## 6. 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...

## 7. 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...

## 8. 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

1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. 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...					

## Milestone 4 : Form Layout

### Activity 1: Configuring Table form for Student Progress Table.

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

The screenshot shows the 'Table student progress' configuration page. It features a table with two rows: 'Telugu' and 'Total', both of type 'String' and currently '(empty)'. Below the table are buttons for 'Update', 'Delete', and 'Delete All Records'. Under the 'Related Links' section, the 'Layout Form' link is highlighted.

×	Telugu	String	(empty) 40
×	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

2. Click on Admission Number [+].

The 'Configuring Table form' dialog box is open. The 'Available' list on the left includes 'Admission Number [+]', 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', and various split and annotation fields. The 'Selected' list on the right contains 'Admission Number', 'Hindi', 'English', 'Telugu', 'Science', 'Total', 'Average', 'Social', 'Maths', and another split field. Navigation arrows are present between the two lists.

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- [- begin\_split -]
- [- split -]
- [- end\_split -]
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- [- begin\_split -]
- Admission Number
- Hindi
- English
- Telugu
- Science
- [- split -]
- Total
- Average
- Social
- Maths
- [- end\_split -]

Form view and section: View name Default view

Create new field: Name

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

The 'Configuring Table form' dialog box is shown after selecting additional fields. The 'Available' list remains the same. The 'Selected' list now includes 'Admission Number', 'Hindi', 'English', 'Telugu', 'Science', 'Total', 'Average', 'Social', 'Maths', and a split field. Below these, a list of specific fields related to 'Admission Number' has been added: 'Admission Number.Admin Date', 'Admission Number.Student Name', 'Admission Number.Father Name', 'Admission Number.Mother Name', 'Admission Number.Father Cell', and 'Admission Number.Mother Cell'.

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- [- begin\_split -]
- [- split -]
- [- end\_split -]
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- Admission Number
- Hindi
- English
- Telugu
- Science
- [- split -]
- Total
- Average
- Social
- Maths
- [- end\_split -]
- Admission Number.Admin Date
- Admission Number.Student Name
- Admission Number.Father Name
- Admission Number.Mother Name
- Admission Number.Father Cell
- Admission Number.Mother Cell

Form view and section: View name Default view

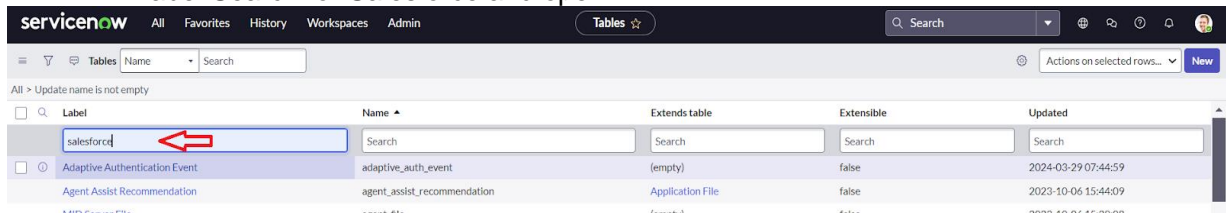
Create new field: Name



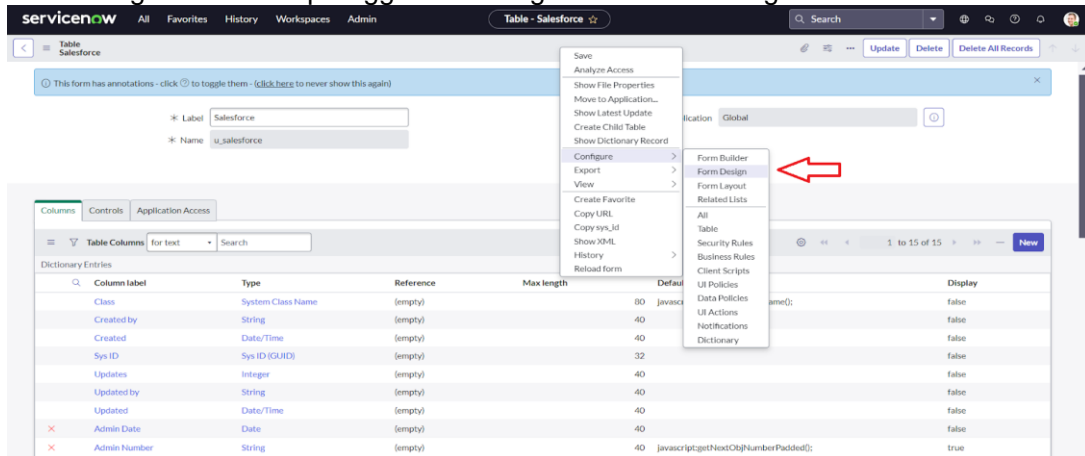
## Milestone 5 : Form Design

### Activity 1: Creating Form Design for Salesforce Table.

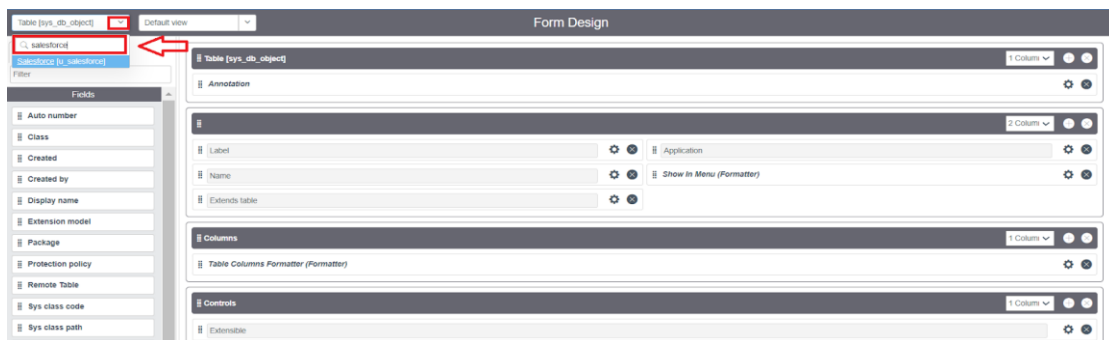
1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



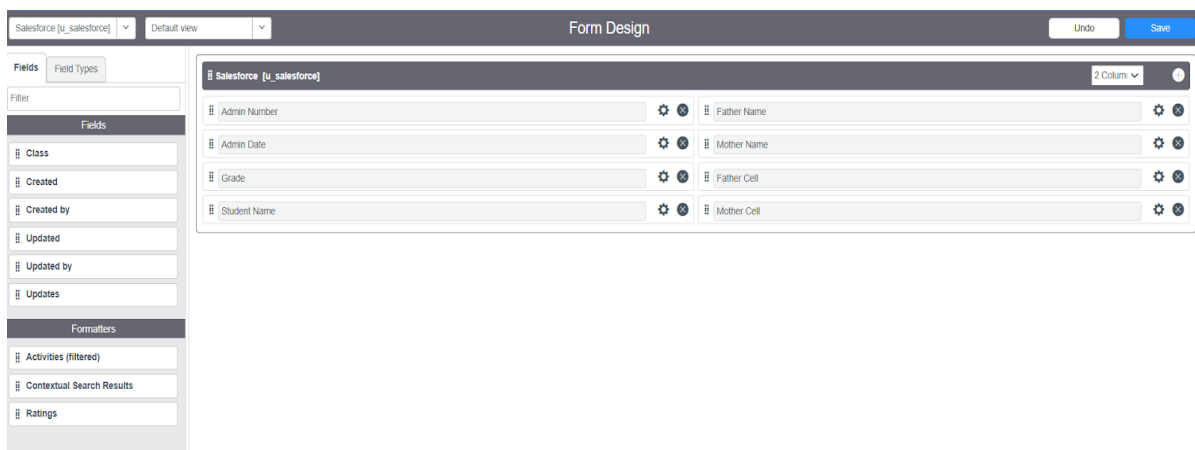
3. Right Click on top Toggle >> Configure >> Form Design.



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.

The screenshot shows the 'Form Design' interface for the 'Admission [u\_admission]' table. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays a form layout with sections: 'Admission [u\_admission]', 'Process Flow (Formatter)', 'Admission Details', 'School Details', and 'Address'. Each section contains various fields like 'Admission Number', 'Admission Date', 'Purpose of join', 'Student Name', 'Fee', 'Father Name', 'Mother Name', 'Admission Status', 'Comments', 'School Area', 'School', 'Pincode', 'Area', 'Mandal', 'City', and 'District'.

## 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 'Form Design' interface for the 'Student Progress [u\_studpr]' table. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays a form layout with sections: 'New Section', 'Admission Number', 'Admission Number Grade', 'Admission Number Student Name', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', 'Admission Number Mother Cell', 'Student Progress', 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Total', 'Percentage', and 'Result'.

## Milestone 6 : Number Maintenance

### Activity 1: Creating Number Maintenance for Admin Number

1. All >> Number Maintenance >> New

servicenow

All

Favorites

History

Workspaces

Admin

Table - Salesforce

☆

Q Search

Update

Delete

Delete All Records

↕

↕

↕

↕

↕

number

FAVORITES

No Results

ALL RESULTS

System Definition

Number Maintenance

Class Name

Reference

Max length

Default value

Display

Created by

String

(empty)

40

javascript:current.getTableName();

false

Created

Date/Time

(empty)

40

false

Sys ID

Sys ID (GUID)

(empty)

32

false

Updates

Integer

(empty)

40

false

Updated by

String

(empty)

40

false

2. Fill the details >> Submit.

servicenow All Favorites History Workspaces Admin Number - SAL

Number - SAL

\* Table Salesforce

Prefix SAL

\* Number 1000

Application Global

Number of digits 7

Update Delete

Related Links

Show Counter

## Milestone 7 : Process Flow

### Activity 1: Creating Process Flow for Admission Table

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

Flow Formatter New

\* Table Admission [u\_admission]

\* Name New

Application Global

\* Label New

Order 1

Active ☒

Condition Add Filter Condition Add "OR" Clause

Admin Status is New

Description

Update Delete

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

Flow Formatter In progress

\* Table Admission [u\_admission]

\* Name In progress

Application Global

\* Label In progress

Order 2

Active ☒

Condition Add Filter Condition Add "OR" Clause

Admin Status is Join in progress

Description

Update Delete

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

## Milestone 8 : Client Script

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

1. All >> Client Scripts >> New.
2. Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a new record. The form includes the following fields and values:

- Name:** Auto populate
- Table:** Admission [u\_admission]
- UI Type:** Mobile / Service Portal
- Type:** onChange
- Field name:** Admin Number
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The **Script** section contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2   if (isLoading || newValue === '') {  
3     return;  
4   }  
5   //Type appropriate comment here, and begin script below  
6  
7  
8 }
```

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

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

1. Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a new record. The form includes the following fields and values:

- Name:** Pincode Update
- Table:** Admission [u\_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The **Script** section contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2   if (isLoading || newValue === '') {  
3     return;  
4   }  
5   var a = g_form.getValue('u_pincode');  
6   if(a == '509358')  
7   {  
8     g_form.setValue('u_mandal', 'kadthal');  
9     g_form.setValue('u_city', 'kadthal');  
10  }
```

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

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

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for a script named "Disable Fields". The script is associated with the "Student Progress [u\_student\_progress]" table and is triggered on the "onLoad" event. The script is set to be "Active" and "Global". The script code is as follows:

```
1 function onLoad() {  
2     //Type appropriate comment here, and begin script below  
3     g_form.setDisabled('u_total',true);  
4     g_form.setDisabled('u_percentage',true);  
5     g_form.setDisabled('u_result',true);  
6 }
```

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

## Activity 4: Creating “Total Update” Client Scripts for Student progress Table

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for a script named "Total Update". The script is associated with the "Student Progress [u\_student\_progress]" table and is triggered on the "onChange" event for the "Social" field. The script is set to be "Active" and "Global". The script code is as follows:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2     if (isLoading || newValue === '') {  
3         return;  
4     }  
5     //Type appropriate comment here, and begin script below  
6     if (newValue){  
7         var a = parseInt(g_form.getValue('u_telugu'));  
8         var b = parseInt(g_form.getValue('u_hindi'));  
9         var c = parseInt(g_form.getValue('u_english'));  
10        var d = parseInt(g_form.getValue('u_maths'));  
11        var e = parseInt(g_form.getValue('u_science'));  
12        var f = parseInt(g_form.getValue('u_social'));  
13        var Total = parseInt(a+b+c+d+e+f);  
14        g_form.setValue('u_total', Total);  
15    }  
16 }  
17 }
```

At the bottom of the editor, the "Isolate script" checkbox is checked.

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

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

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for the 'Result' field. The form includes the following details:

- Name: Result
- Table: Student Progress [u\_student\_progress]
- UI Type: All
- Type: onChange
- Field name: Percentage
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

The Description and Messages fields are empty. The Script field contains the following code:

```
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   if(newValue) {  
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison  
9     if(a >= 0 && a <= 59){  
10      g_form.setValue('u_result', 'Fail');  
11    } else if(a >= 60 && a <= 100) {  
12      g_form.setValue('u_result', 'Pass');  
13    } else {  
14      // ...  
15    }  
16  }  
17 }
```

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

## Activity 6: Creating “Percentage” Client Scripts for Student progress Table

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for the 'Percentage' field. The form includes the following details:

- Name: Percentage
- Table: Student Progress [u\_student\_progress]
- UI Type: All
- Type: onChange
- Field name: Total
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

The Description and Messages fields are empty. The Script field contains the following code:

```
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 Total = g_form.getValue('u_total');  
8   var Percentage = (Total/600)*100;  
9   g_form.setValue('u_percentage', Percentage+'%');  
10 }
```

At the bottom, the 'Isolate script' checkbox is checked.

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

## Conclusion:

A conclusion for an educational organization using ServiceNow highlights the platform's ability to unify and automate campus-wide services, significantly improving administrative efficiency and the overall experience for students, faculty, and staff. While the benefits are extensive, successful implementation depends on careful planning, addressing organizational change, and focusing on user adoption.