

SERVICENOW ADMINISTRATOR

Project Title:

Educational Organisations Using ServiceNow

Team Members:

- Team Leader: Rushitha Konangi (Designed overall project structure)
- Team Member: C Prathyusha (Created fields and reference relationships)
- Team Member: C Sai Prathyusha Reddy (Worked on result logic)
- Team Member: Guduru Saritha (Prepared documentation)

Project Overview

- **Purpose:**

The purpose of this project is to manage educational institution activities like student admission, student progress, and record management using ServiceNow.

It helps to store and track student details digitally instead of manual paperwork.

- **Goals:**

- To automate admission process
- To manage student academic progress
- To calculate total and percentage automatically
- To maintain student database securely

- **Features:**

- Admission form creation
- Student Progress form
- Auto population of data using Client Script
- Automatic total and percentage calculation
- Result generation (Pass/Fail)
- Status workflow (New → In Progress → Joined → Closed)
- Reports and List view

Architecture

- Platform Used:

ServiceNow (Cloud-based platform)

- Modules Used:

- Tables (Admission, Student Progress)
- Forms
- Client Scripts
- List View
- Workflow Status
- Reference Fields

- Database:

- Custom tables created in ServiceNow
- Admission table stores student admission details
- Student Progress table stores subject marks and result

Data is stored securely in ServiceNow database.

Setup Instructions

- Prerequisites:

- ServiceNow Developer Instance
- Admin access
- Basic knowledge of ServiceNow

- Installation Steps:

1. Login to ServiceNow Developer Instance

2. Create new custom table (Admission)

3. Create another table (Student Progress)

4. Design forms using Form Designer

5. Add fields like:

- Student Name

- Father Name

- Mother Name

- Grade

- Marks fields

6. Create Client Script for:

- Auto population
- Total calculation
- Percentage calculation
- Result generation

7. Test the forms

Folder Structure

Since this is ServiceNow based project:

- Tables
 - u_admission
 - u_student_progress
 - u_Salesforce
- Client Scripts
- Forms
- Workflows
- List Views
- Records

Running the Application

1. Login to ServiceNow
2. Open Admission module
3. Create New Record
4. Fill student details
5. Submit the form
6. Open Student Progress
7. Enter marks
8. Total and Percentage calculated automatically

API Documentation

This project mainly works inside ServiceNow platform.

Operations supported:

- Create Admission record
- Update Admission status
- Create Student Progress record
- Retrieve student details using reference field

Methods:

- Insert
- Update
- Delete

- View

SCRIPTING:

Admission table:

a.Autopopulate:

```
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);
}
```

b.pincode:

```
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');
    }
}
```

Student progress Table:

a.Total update

```
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);  
}  
}
```

b.Disable fields:

```
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);  
}
```

c.Result:

```
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');  
        }  
    }  
}
```

d.percentage:

```
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+'%');  
}
```

Future Enhancements

- Add report dashboard
- Add student attendance module
- Add fee payment tracking
- Add parent login portal
- Improve UI design
- Add automatic grade calculation

Authentication

- ServiceNow login authentication
- Role-based access control
- Admin role can create and modify records
- Users have limited access

Security is handled by ServiceNow platform.

User Interface

◆ **Admission Form**

- Admin Number auto-generated
- Student details form
- Grade selection
- Workflow status bar
- Comments section

◆ **Student Progress Form**

- Subject marks entry (Hindi, English, Telugu, Science, Maths, Social)
- Total auto-calculated
- Percentage auto-calculated
- Result automatically shown (Pass/Fail)

◆ **List View**

- Displays all student records

- Shows admission date
- Shows grade
- Shows parent details

Testing

Testing done by:

- Entering different marks
- Checking percentage calculation
- Verifying pass/fail logic
- Checking auto population functionality
- Validating marks between 0 and 100

All features tested successfully.

Known Issues

- If marks exceed 100, error message is displayed
- Percentage shows long decimal value
- Needs rounding improvement

Results and Outputs:

The screenshot shows a ServiceNow browser window with the URL `dev307764.service-now.com/now/nav/ui/classic/params/target/u_salesforce.do%3Fsys_id%3D-1`. The title bar says "Salesforce - Create Admission0001108". The top navigation bar includes links for "All", "Favorites", "History", "Workspaces", and a search bar. On the left, there's a sidebar with "Salesforce" and "New record" buttons. The main form contains the following fields:

Number	Admission0001108	Father Name	
Admin Date	<input type="text"/>	Mother Name	
Student Name	<input type="text"/>	Father Cell	
Grade	-- None --	Mother Cell	

At the bottom left is a "Submit" button.

A.SALESFORCE TABLE

dev307764.service-now.com/nav/ui/classic/params/target/u_admission.do%3Fsys_id%3D-1

servicenow All Favorites History Workspaces Admin Admission - New Record  Search          

New In progress joined Rejected Rejoined cancelled closed

Admission Number: Admission0001106  

Purpose of join: -- None --

Student Name: rani

Father Name: raju

Mother Name: radha

Admission Date: 2026-02-17

Grade: VIII

Fee: \$ 0.00

Father Cell: 9763458910

Mother Cell: 8732678190

Admin Status: -- None --

Comments School Details Address

Pincode: 500079

House No:

Mandal: Abids

Area:

City: AsifNagar

District: Hyderabad



B.ADMISSION TABLE

dev307764.service-now.com/nav/ui/classic/params/target/u_student_progress.do%3Fsys_id%3D-1

servicenow All Favorites History Workspaces : Student Progress - Create Created

Student Progress New record

Admission Number: Admission0001098

Student Name: Rushi

Grade: X

Father Name: sai

Mother Name: sita

Father Cell: 8562453189

Mother Cell: 9608546790

student progress

Hindi	78	Social	87
English	90	Maths	99
Telugu	78	Result	Pass
Science	88	Total	520
		Percentage	86.66666666666667%

Submit

The screenshot shows a ServiceNow interface for creating a student progress record. The 'Admission Number' is set to 'Admission0001098'. The 'Student Name' is 'Rushi' and 'Grade' is 'X'. The 'Father Name' is 'sai' and 'Mother Name' is 'sita'. The 'Father Cell' is '8562453189' and 'Mother Cell' is '9608546790'. In the 'student progress' section, marks are entered for various subjects: Hindi (78), English (90), Telugu (78), Science (88), Social (87), Maths (99), and Result (Pass). The total percentage is calculated as 86.66666666666667%. A 'Submit' button is visible at the bottom.

C.STUDENT PROGRESS TABLE