

## **Project Title: Educational Organisation using ServiceNow**

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### About the Project:

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.

# **Educational Organization Using ServiceNow**

## **Problem Statement:**

The project Educational Organisation using ServiceNow was developed as part of the ServiceNow Internship . The main objective of this project is to streamline and digitalize the student admission and academic progress tracking process using ServiceNow's platform.

Educational institutions often struggle with manual record-keeping, slow admission processes, and scattered student performance data. This project automates these processes by creating custom tables, forms, and workflows in ServiceNow.

## **Objectives :**

- > To set up a ServiceNow instance for managing educational data.
- > To create custom tables for Admissions and Student Progress.
- > To automate field population using Client Scripts.
- > To implement process flows for admission statuses.
- > To enhance data reliability with validation, choice fields, and auto-updates.

## **Tools and Technologies :**

- Platform: ServiceNow (Developer Instance)
- Modules Used: Tables, Forms, Update Sets, Client Scripts, Process Flows
- Languages: JavaScript (for client scripts)

## **Skills Used:**

- ServiceNow Tables
- Forms & Form Design
- Update Sets
- Client Scripts (JavaScript)
- Process Flow / Workflow

## **TASK INITIATION :**

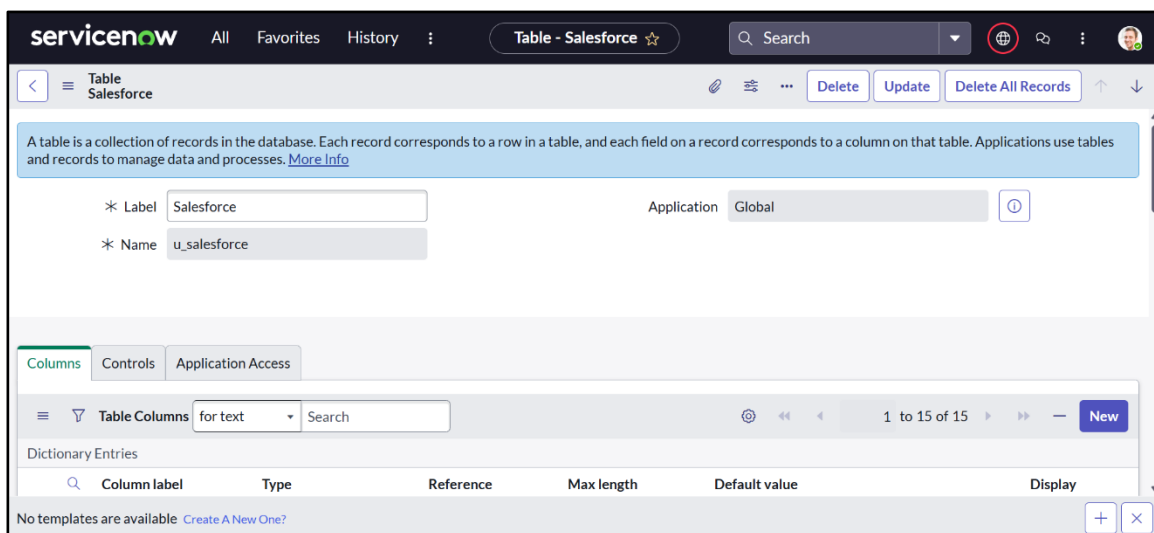
### **Milestone 1 : Creating a Update Set.**

- Navigated to All → Local Update Sets
- Created a new update set named Educational Organisation
- Submitted and marked it as current

### **Milestone 2: Creating a Table.**

#### **Activity 1 : Creating Salesforce table.**

- Go to All >> Tables and click New.
- Enter Label: Salesforce → API name is generated automatically.
- Add required columns (enter label, type, save).
- For Admin Number: set Display = True, save, and enable Extensible under controls.
- Configure Admin Number → Advanced View → Default View → enable Use Dynamic Default → select Get Next Padded Number.
- Grade column → add Choices with label, value, and sequence.



**servicenow** All Favorites History : Table - Salesforce ☆ Search

Table Salesforce Delete Update Delete All Records

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 u\_salesforce

Columns Controls Application Access

Table Columns for text Search 1 to 15 of 15 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
No templates are available <a href="#">Create A New One?</a>					

**servicenow** All Favorites History Admin **Table - Salesforce** Search [Globe Icon] [Help Icon] [User Icon]

Table Salesforce [Delete] [Update] [Delete All Records]

Column label	Type	Reference	Max length	Default value	Display
Father Name	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Father Cell	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Student Name	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Admin date	Date	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Grade	Choice	(empty)	40		false
Mother Cell	String	(empty)	40		false

## Activity 2 : Creating Admission Table .

Create a new Admission Table with the required columns.

- Set Extends Table → Salesforce and enable Add module to menu → Salesforce.
- Add the necessary fields for admission details.
- Configure choice fields:
  - Admin Status (New, In Progress, Joined, Rejected, Rejoined, Closed, Cancelled).
  - Pincode (map to Mandal, City, District).
  - Purpose of Join (add multiple options as needed).
  - School (list of schools).
  - School Area (geographical areas).

**servicenow** All Favorites History Admin **Table - Admission** Search [Globe Icon] [Help Icon] [User Icon]

Table Admission [Delete] [Update] [Delete All Records]

\* Label Admission Application Global

\* Name u\_admission

Extends table Salesforce

Columns Controls Application Access

Table Columns for text Search [1 to 20 of 30] [New]

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Mandal	String	(empty)	40		false
School	Choice	(empty)	40		false
Comments	String	(empty)	40		false
Father Name	String	(empty)	40		false
Admission Number	String	(empty)	40		false

servicenow All Favorites History Admin : Table - Admission ☆ Search

Table Admission

×	Process Flow(Formatter)	String	(empty)	40		false
	Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
×	Father Cell	String	(empty)	40		false
×	Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
×	District	String	(empty)	40		false
×	Student Name	String	(empty)	40		false
×	Area	String	(empty)	40		false
×	Mother Name	String	(empty)	40		false
×	Admin status	Choice	(empty)	40		false
⊙	Updated by	String	(empty)	40		false
	Updates	Integer	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
	Created by	String	(empty)	40		false
×	Admin date	Date	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

### Activity 3: Creating Student Progress Table.

- Create a new Student Progress Table with the required columns.
- Select Add module to menu → Salesforce.
- Add fields for subjects (Telugu, Hindi, English, Maths, Science, Social).
- Add calculated fields for Total Marks, Percentage, and Result.

servicenow All Favorites History : Table - Student Progress ☆ Search

Table Student Progress

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 Student Progress Application Global ⓘ

\* Name u\_student\_progress\_table

Columns Controls Application Access

Table Columns Type Search ⓘ 1 to 20 of 23 New

Dictionary Entries

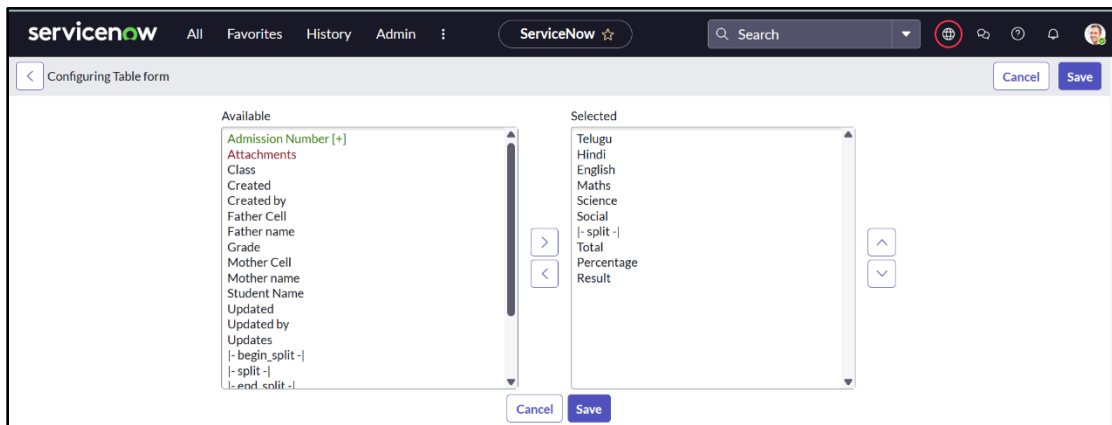
Column label	Type	Reference	Max length	Default value	Display
×	Grade	Choice	Salesforce	40	false
	Created	Date/Time	(empty)	40	false
	Updated	Date/Time	(empty)	40	false

×	Admission Number	Reference	Salesforce	32
×	English	String	(empty)	40
×	Hindi	String	(empty)	40
×	Maths	String	(empty)	40
×	Percentage	String	(empty)	40
×	Result	String	(empty)	40
×	Science	String	(empty)	40
×	Social	String	(empty)	40
×	Telugu	String	(empty)	40
×	Total	String	(empty)	40

Insert a new row...

### Milestone 3 : Form Layout.

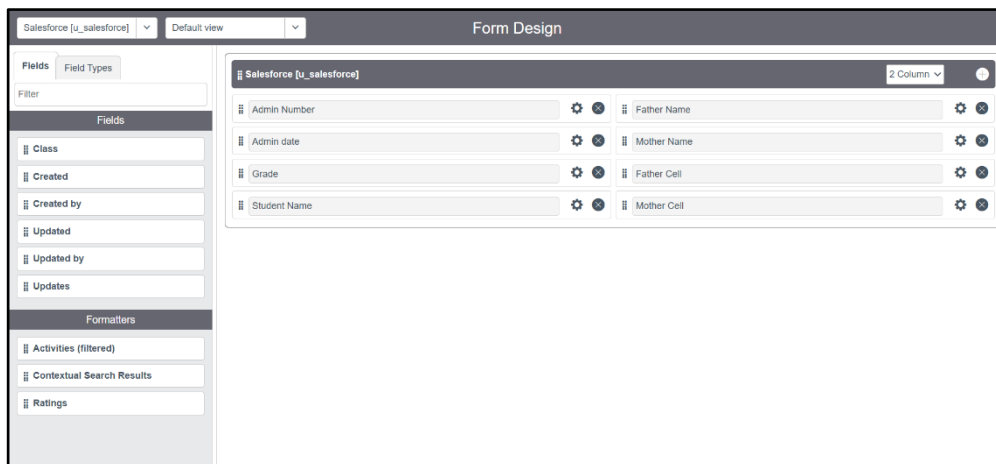
- Open Student Progress Table → go to Layout form.
- Click on Admission Number [+].
- From the Available side, move the required Admission Number fields to the Selected side, then Save.



### Milestone 4 : Form Design.

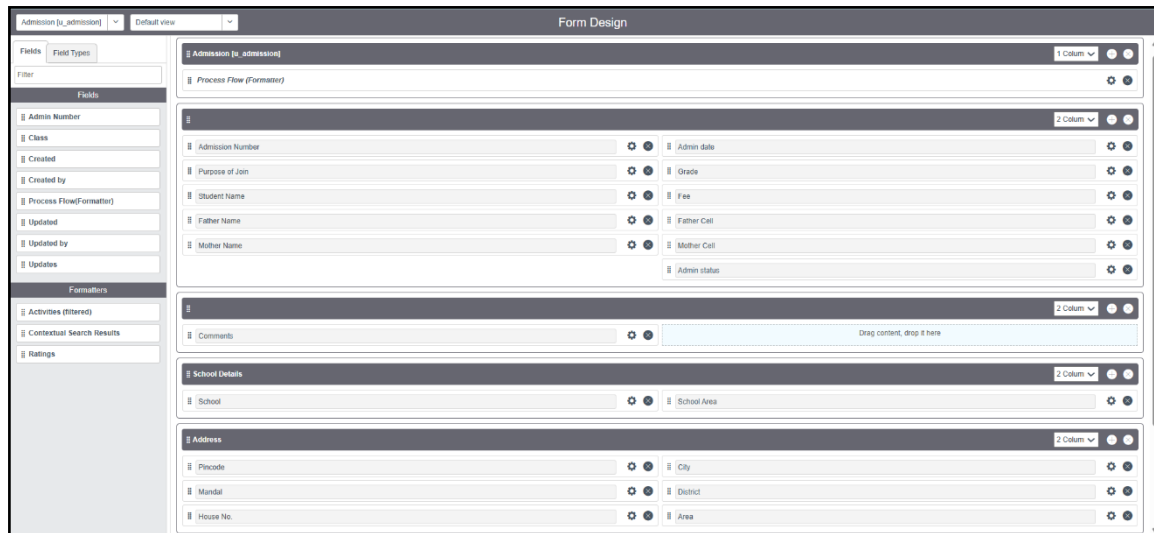
#### Activity 1 : Creating form design for salesforce table

- Go to All → System Definition → Tables.
- Search for Salesforce and open it.
- Right-click on the top toggle → Configure → Form Design.
- From the dropdown, select Salesforce (u\_salesforce).
- Drag and drop the required fields to the form layout.
- Save the design.



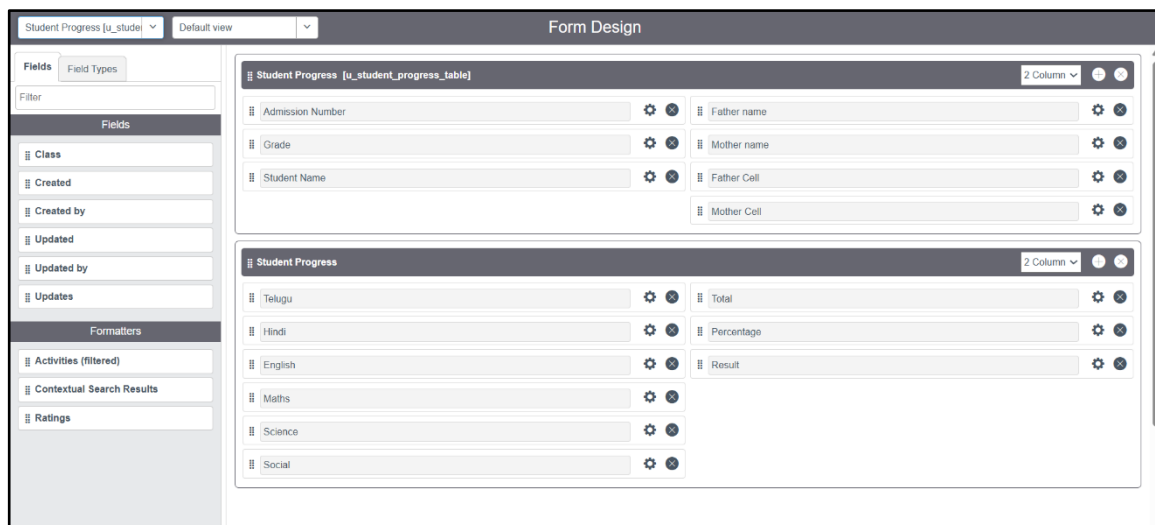
## Activity 2 : Creating design form for Admission table.

- Follow the same steps as Salesforce Table form design.
- Configure the required fields for the Admission Table.
- Save the form layout.



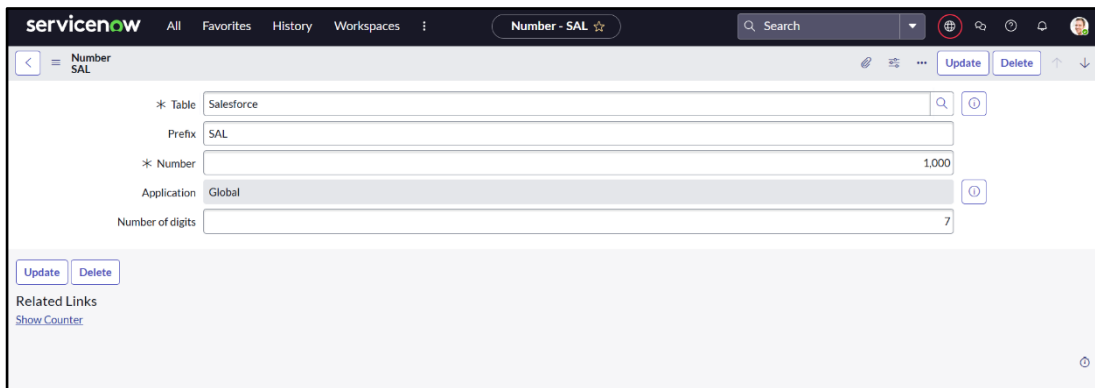
## Activity 3 : Creating Design form for Student Progress.

- Follow the same steps as Above Table form design.
- Configure the required fields for the Student Progress Table.
- Save the form layout.



## Milestone 5: Number Maintenance.

- Go to All → Number Maintenance → New.
- Fill in the required details for Admin Number.
- Click Submit.



servicenow All Favorites History Workspaces Number - SAL

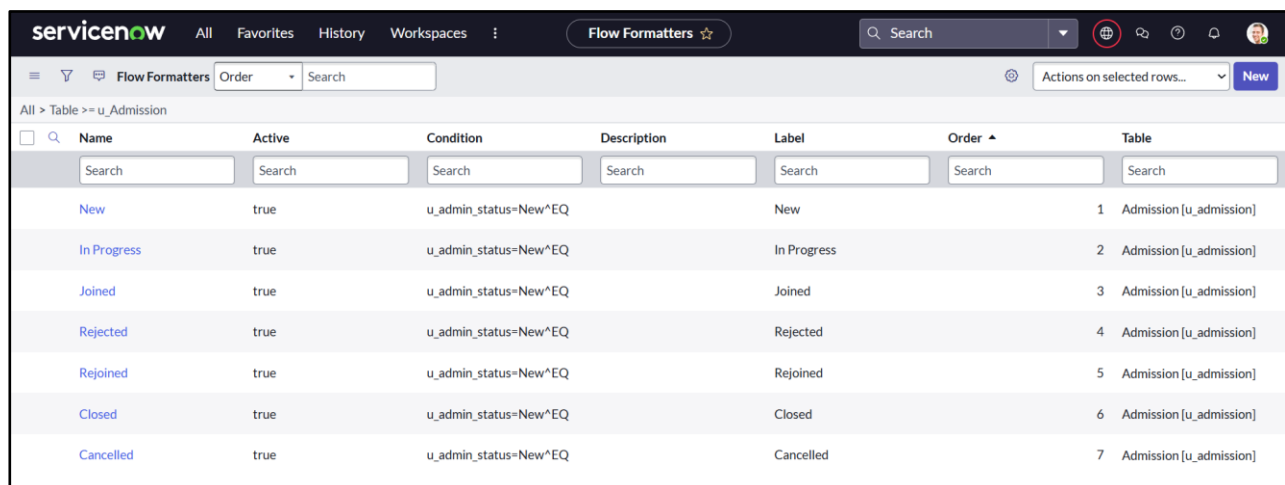
Table: Salesforce Prefix: SAL Number: 1,000 Application: Global Number of digits: 7

Update Delete

Related Links  
[Show Counter](#)

## Milestone 6: Process Flow

- Go to All → Process Flow → New.
- Fill in the required details and Save.
- Replace the Name and Label as given, then click Insert and Stay.
- Set the order of admission status as:  
 New → In Progress → Joined → Rejected → Rejoined → Closed → Cancelled



servicenow All Favorites History Workspaces Flow Formatters

Flow Formatters Order Search

All > Table > u\_Admission

Name	Active	Condition	Description	Label	Order	Table
New	true	u_admin_status=New^EQ		New	1	Admission [u_admission]
In Progress	true	u_admin_status=New^EQ		In Progress	2	Admission [u_admission]
Joined	true	u_admin_status=New^EQ		Joined	3	Admission [u_admission]
Rejected	true	u_admin_status=New^EQ		Rejected	4	Admission [u_admission]
Rejoined	true	u_admin_status=New^EQ		Rejoined	5	Admission [u_admission]
Closed	true	u_admin_status=New^EQ		Closed	6	Admission [u_admission]
Cancelled	true	u_admin_status=New^EQ		Cancelled	7	Admission [u_admission]



## **Milestone 7: Client Script.**

### **Activity 1 : Create “Auto Populate” Client Script for Admission Table.**

- Go to All → Client Scripts → New.
- Fill in the details for the script.
- Add the provided JavaScript code to auto-fill admission details (date, grade, student name, parents' details, contact info).
- Enable Isolate Script and Save.
- Note: Ensure that the field names in the script match the ones created in the Admission Table.

### **Activity 2: Create “Pincode Update” Client Script for Admission Table.**

- Go to All → Client Scripts → New.
- Fill in the script details.
- Add the provided JavaScript code to auto-fill Mandal, City, and District based on the entered Pincode.
- Enable Isolate Script and Save.
- Example:
  - 509358 → Kadthal, RangaReddy
  - 500081 → Karmanghat, RangaReddy
  - 500079 → Abids, Hyderabad

### **Activity 3 : Create “Disable Fields” Client Script for Student Progress Table.**

- Go to All → Client Scripts → New.
- Fill in the script details.
- Add the provided JavaScript code to disable Total, Percentage, and Result fields so they cannot be edited manually.
- Enable Isolate Script and Save.

### **Activity 4 : Create “Total Update” Client Script for Student Progress Table**

- Go to All → Client Scripts → New.
- Fill in the script details.
- Add the JavaScript code to calculate the Total marks automatically from subject fields (Telugu, Hindi, English, Maths, Science, Social).
- The script sets the value of Total based on the sum of all subjects.
- Enable Isolate Script and Save.

## Activity 5 : Create “Result” Client Script for Student Progress Table.

- Go to All → Client Scripts → New.
- Fill in the script details.
- Add the JavaScript code to set the Result field automatically based on Percentage:
  - 0–59 → Fail
  - 60–100 → Pass
  - Outside range → show error message.

Enable Isolate Script and Save.

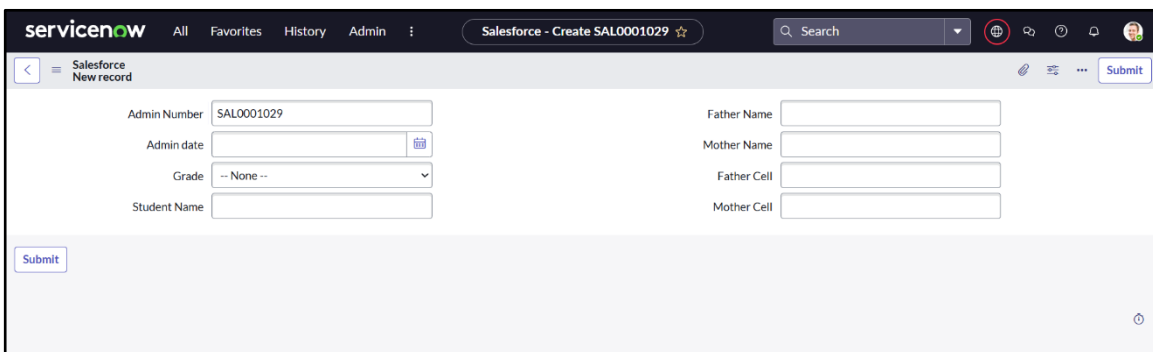
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## Activity 6 : Create “Percentage” Client Script for Student Progress Table

- Go to All → Client Scripts → New.
- Fill in the script details.
- Add the JavaScript code to calculate Percentage from the Total marks.
  - Formula:  $(\text{Total} \div 600) \times 100$ .
  - Sets the value in the Percentage field automatically.
- Enable Isolate Script and Save.

## Milestone 8 : Result.

### Salesforce Table :

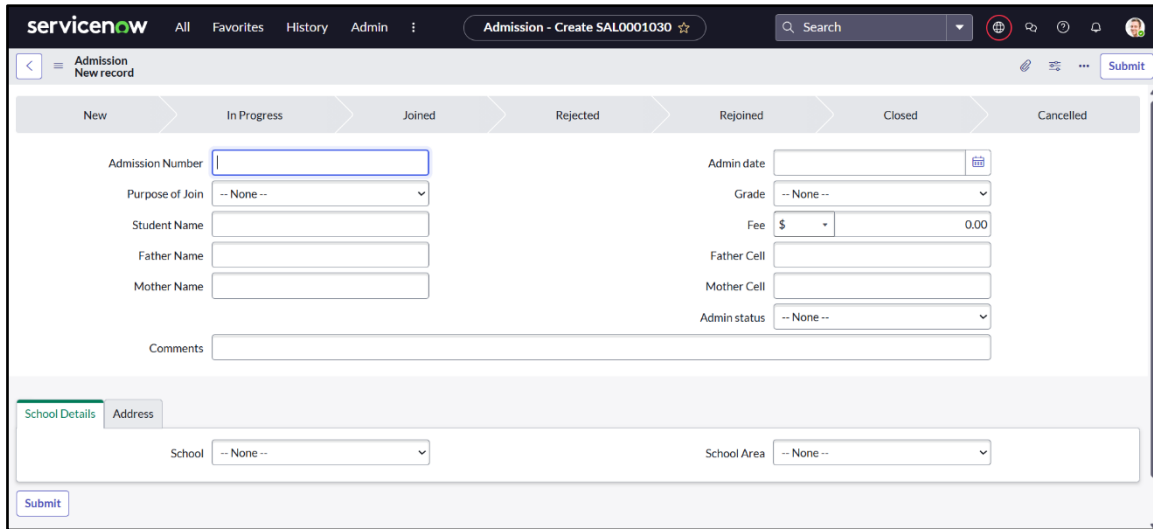


The screenshot displays the Salesforce interface for creating a new record. The header shows the 'servicenow' logo and navigation tabs: All, Favorites, History, Admin. The main title is 'Salesforce - Create SAL0001029'. Below this, there's a search bar and a 'Submit' button. The form contains the following fields:

- Admin Number: SAL0001029
- Admin date: [Empty field with a calendar icon]
- Grade: -- None -- (dropdown menu)
- Student Name: [Empty field]
- Father Name: [Empty field]
- Mother Name: [Empty field]
- Father Cell: [Empty field]
- Mother Cell: [Empty field]

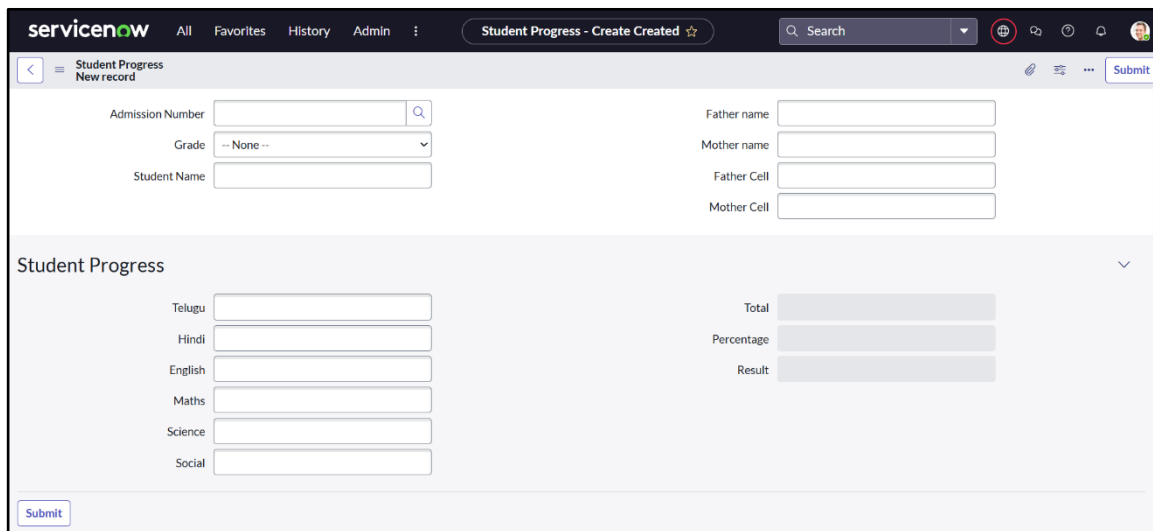
A 'Submit' button is located at the bottom left of the form area.

## Admission Table:



The screenshot shows the 'Admission - Create SAL0001030' form in ServiceNow. The form is titled 'Admission New record' and has a 'Submit' button. It features a progress bar with stages: New, In Progress, Joined, Rejected, Rejoined, Closed, and Cancelled. The form fields are organized into two columns. The left column includes: Admission Number (text input), Purpose of Join (dropdown menu with '-- None --'), Student Name (text input), Father Name (text input), Mother Name (text input), and Comments (text area). The right column includes: Admin date (calendar icon), Grade (dropdown menu with '-- None --'), Fee (text input with a dollar sign and '0.00'), Father Cell (text input), Mother Cell (text input), and Admin status (dropdown menu with '-- None --'). Below the main form, there is a 'School Details' section with 'School' and 'School Area' dropdown menus, both set to '-- None --'. A 'Submit' button is located at the bottom left of the form.

## Student Progress :



The screenshot shows the 'Student Progress - Create Created' form in ServiceNow. The form is titled 'Student Progress New record' and has a 'Submit' button. It features a progress bar with stages: New, In Progress, Joined, Rejected, Rejoined, Closed, and Cancelled. The form fields are organized into two columns. The left column includes: Admission Number (text input with a search icon), Grade (dropdown menu with '-- None --'), and Student Name (text input). The right column includes: Father name (text input), Mother name (text input), Father Cell (text input), and Mother Cell (text input). Below the main form, there is a 'Student Progress' section with a dropdown arrow. This section contains two columns of text inputs: the left column lists subjects (Telugu, Hindi, English, Maths, Science, Social) and the right column lists metrics (Total, Percentage, Result). A 'Submit' button is located at the bottom left of the form.

## Conclusion :

The project “*Educational Organisation using ServiceNow*” automated the admission and student progress process. By creating custom tables, forms, workflows, and client scripts, the system reduced manual work, improved accuracy, and made data management faster. This shows how ServiceNow can be used not only for IT services but also in the education sector.