

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 :

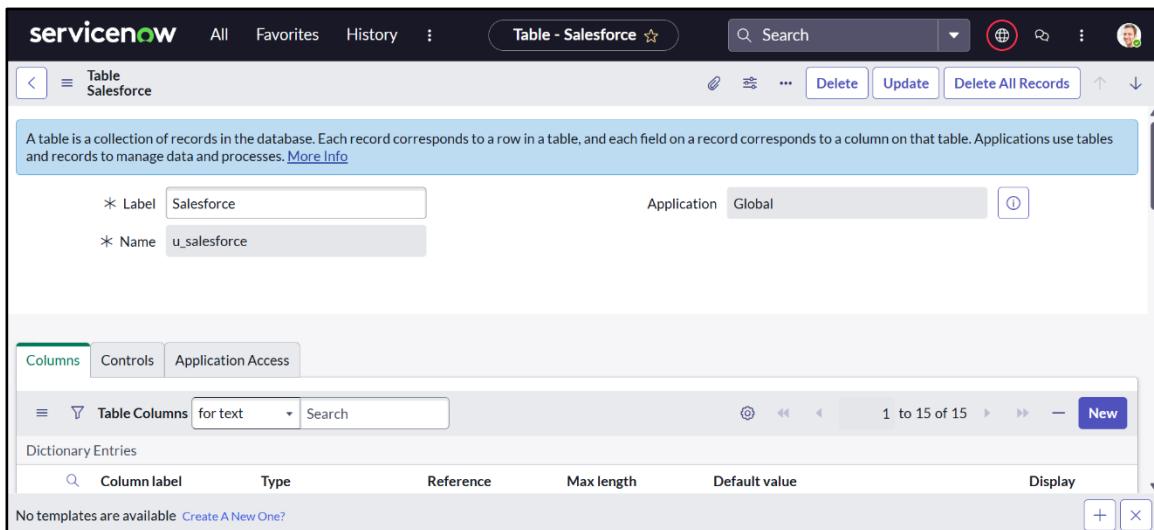
Milestone 1 : Creating a Update Set.

- 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.



Column	Type	Reference	Max length	Default value	Display
Column label	for text				

servicenow All Favorites History Admin : Table - Salesforce

Search 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 Delete Update Delete All Records

* Label	Admission	Application	Global
* Name	u_admission		
Extends table	Salesforce		

Columns Controls Application Access

Table Columns for text Search

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 Delete Update Delete All Records

X	Process Flow(Formatter)	String	(empty)	40	false
X	Class	System Class Name	(empty)	80	javascript:current.getTableName();
X	Father Cell	String	(empty)	40	false
X	Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();
X	District	String	(empty)	40	true
X	Student Name	String	(empty)	40	false
X	Area	String	(empty)	40	false
X	Mother Name	String	(empty)	40	false
X	Admin status	Choice	(empty)	40	false
①	Updated by	String	(empty)	40	false
	Updates	Integer	(empty)	40	false
	Updated	Date/Time	(empty)	40	false
	Created by	String	(empty)	40	false
X	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 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 Student Progress Application Global

* Name u_student_progress_table

Columns Controls Application Access

Table Columns Type Search

Dictionary Entries

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

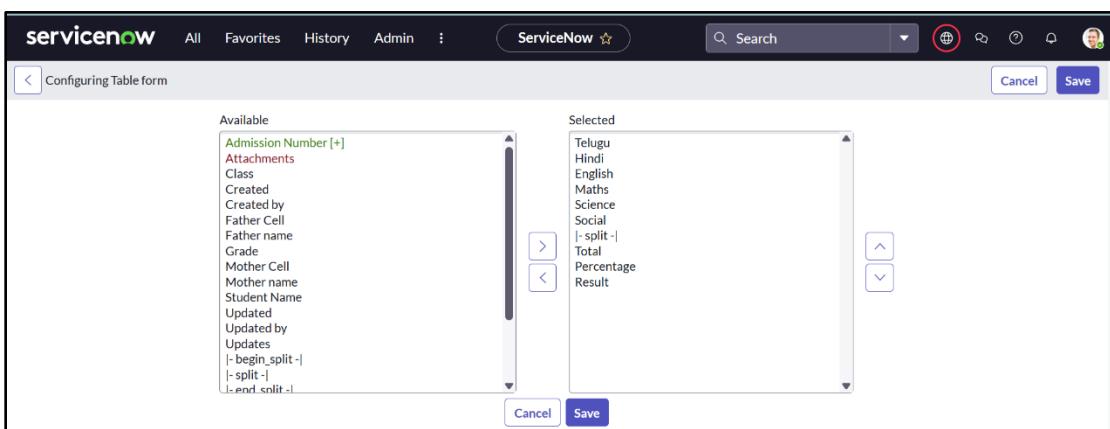
Table - Admission ★

Search Delete Update Delete All Records

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

Milestone 3 : Form Layout.

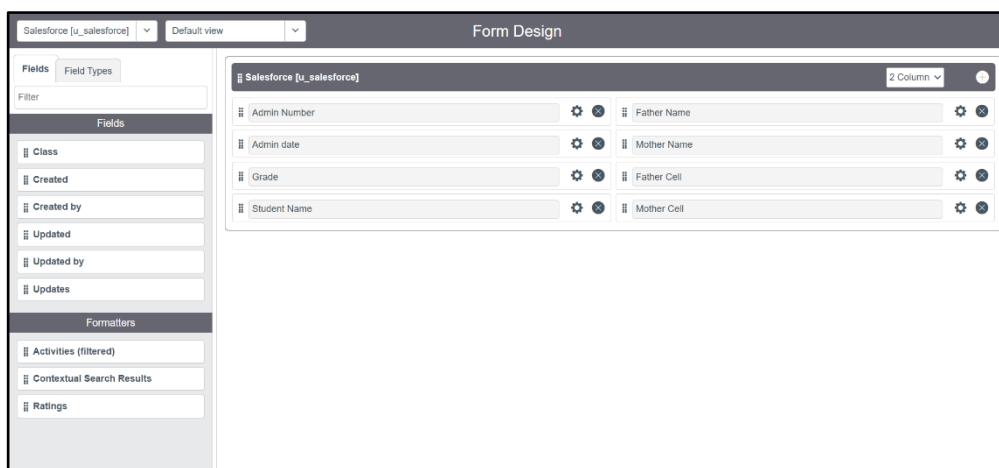
- Open Student Progress Table → go to Layout form.
- Click on Admission Number [+].
- From the Available side, move the required Admission Number fields to the Selected side, then Save.



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.

Form Design

Admission [u_admission]

Process Flow (Formatter)

Admission Number	Admin date
Purpose of join	Grade
Student Name	Fee
Father Name	Father Cell
Mother Name	Mother Cell
	Admin status

Comments

School Details

School	School Area
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Address

Pincode	City
Mandal	District
House No.	Area

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.

Form Design

Student Progress [u_stude]

Default view

Fields Field Types

Filter

Fields

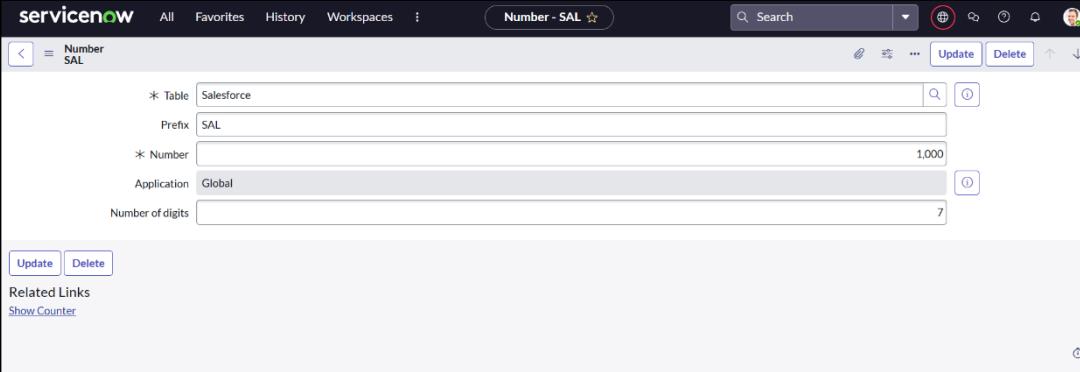
Class	Father name
Created	Mother name
Created by	Father Cell
Updated	Mother Cell
Updated by	
Updates	

Student Progress

Telugu	Total
Hindi	Percentage
English	Result
Maths	
Science	
Social	

Milestone 5: Number Maintenance.

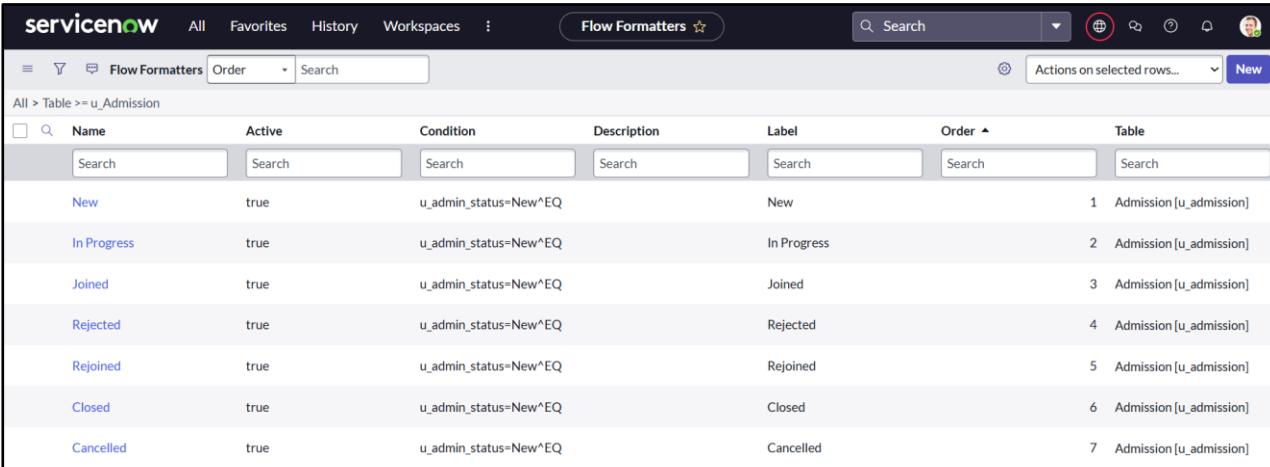
- Go to All → Number Maintenance → New.
- Fill in the required details for Admin Number.
- Click Submit.



The screenshot shows the ServiceNow Number Maintenance interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main form has fields for 'Table' (set to 'Salesforce'), 'Prefix' ('SAL'), 'Number' ('1.000'), 'Application' ('Global'), and 'Number of digits' ('7'). Below the form are 'Update' and 'Delete' buttons, and a 'Related Links' section with a 'Show Counter' link.

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



The screenshot shows the ServiceNow Flow Formatters interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main table lists flow formatters for the 'u_admission' table, ordered by 'Order'. The columns are: Name, Active, Condition, Description, Label, Order, and Table. The data rows are:

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.

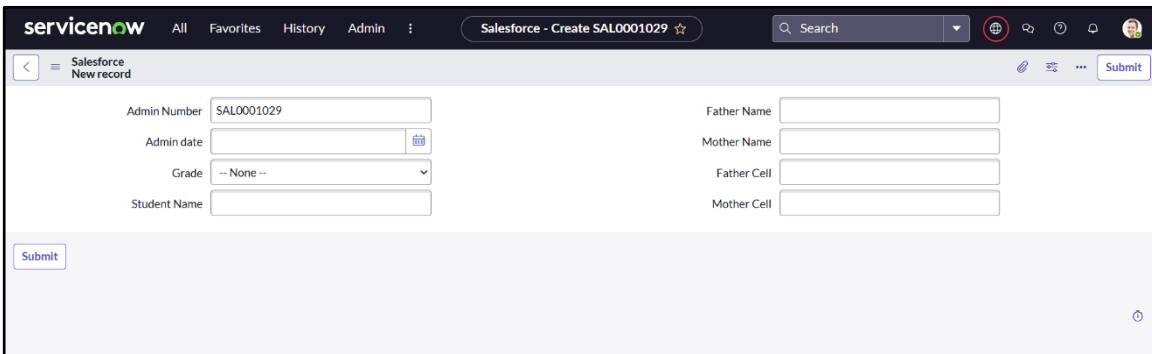
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Activity 6 : Create “Percentage” Client Script for Student Progress Table

- 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 :

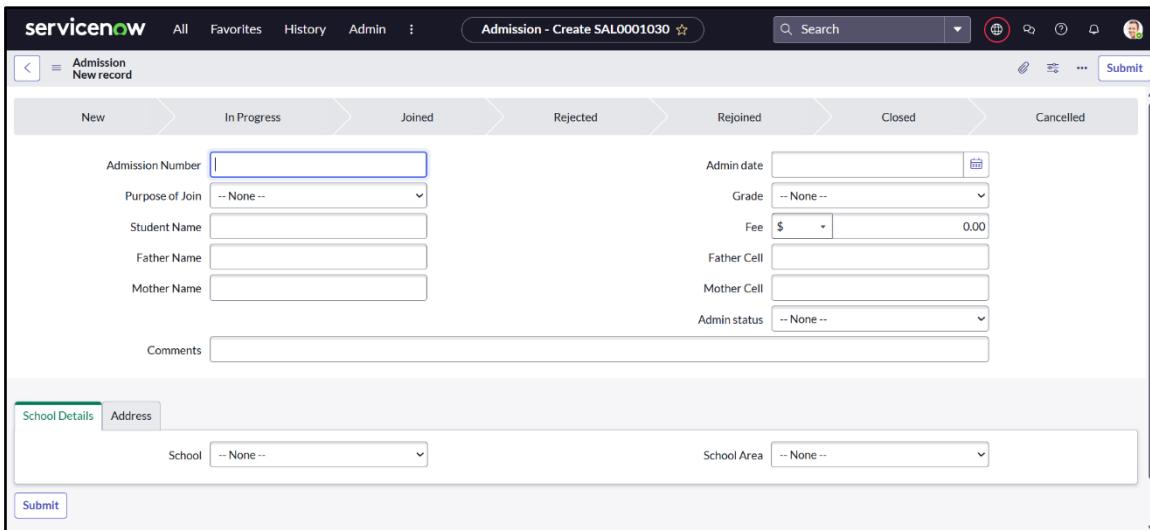


The screenshot shows a Salesforce 'Create' page for a new record. The page title is 'Salesforce - Create SAL0001029'. The form contains the following fields:

Admin Number	SAL0001029	Father Name	
Admin date		Mother Name	
Grade	-- None --	Father Cell	
Student Name		Mother Cell	

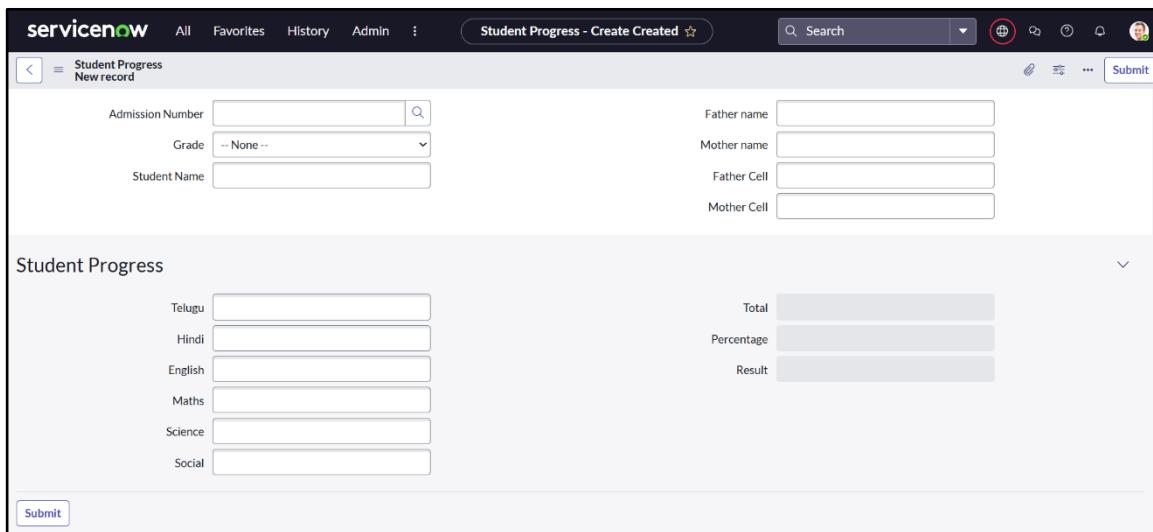
At the bottom left is a 'Submit' button.

Admission Table:



This screenshot shows the 'Admission - Create' form in ServiceNow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The main form has tabs for 'School Details' and 'Address'. The 'School Details' tab is active, showing fields for 'School' (dropdown) and 'School Area' (dropdown). The 'Address' tab is visible below. The form contains sections for student information (Admission Number, Purpose of Join, Student Name, Father Name, Mother Name, Admin date, Grade, Fee, Father Cell, Mother Cell, Admin status), comments, and a 'Comments' text area. A 'Submit' button is located at the bottom left.

Student Progress :



This screenshot shows the 'Student Progress - Create' form in ServiceNow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The main form has tabs for 'School Details' and 'Address'. The 'School Details' tab is active, showing fields for 'School' (dropdown) and 'School Area' (dropdown). The 'Address' tab is visible below. The form contains sections for student information (Admission Number, Grade, Student Name, Father name, Mother name, Father Cell, Mother Cell), subject marks (Telugu, Hindi, English, Maths, Science, Social), and calculated fields for 'Total', 'Percentage', and 'Result'. A 'Submit' button is located at the bottom left.

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.