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 :

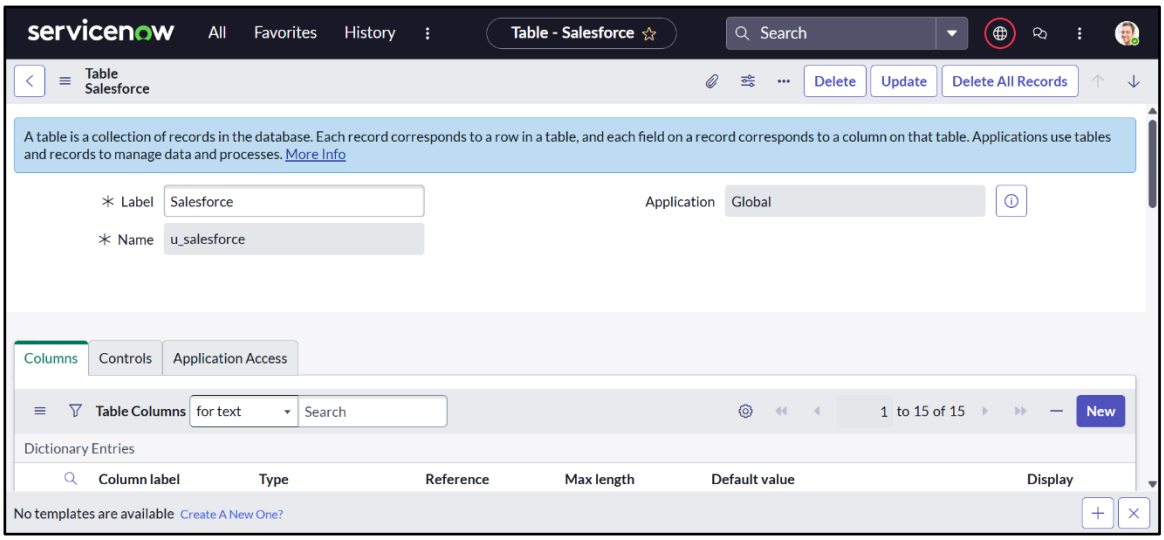
Milestone 1 : Creating a Update Set.

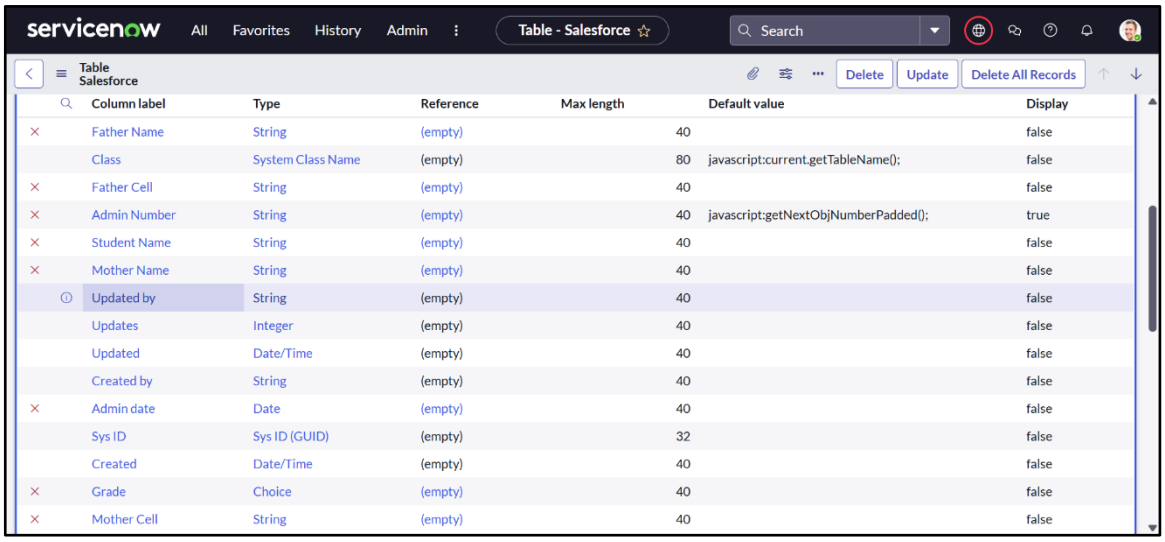
- Navigated to All → Local Update Sets
- Created a new update set named Educational Organisation
- Submitted and marked it as current

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.





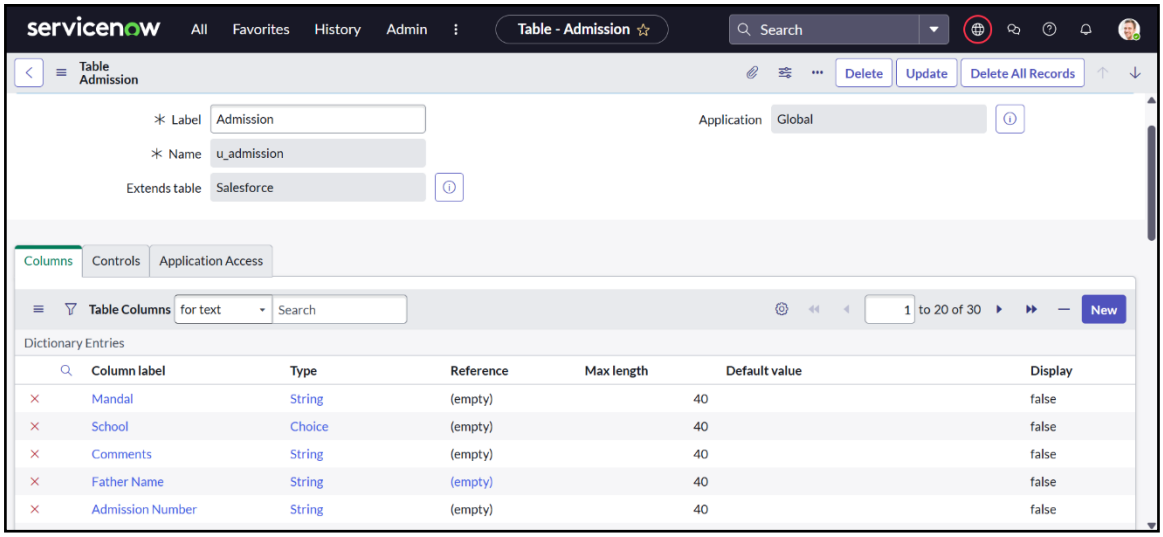
Column label	Type	Reference	Max length	Default value	Display
Father Name	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Father Cell	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Student Name	String	(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 .

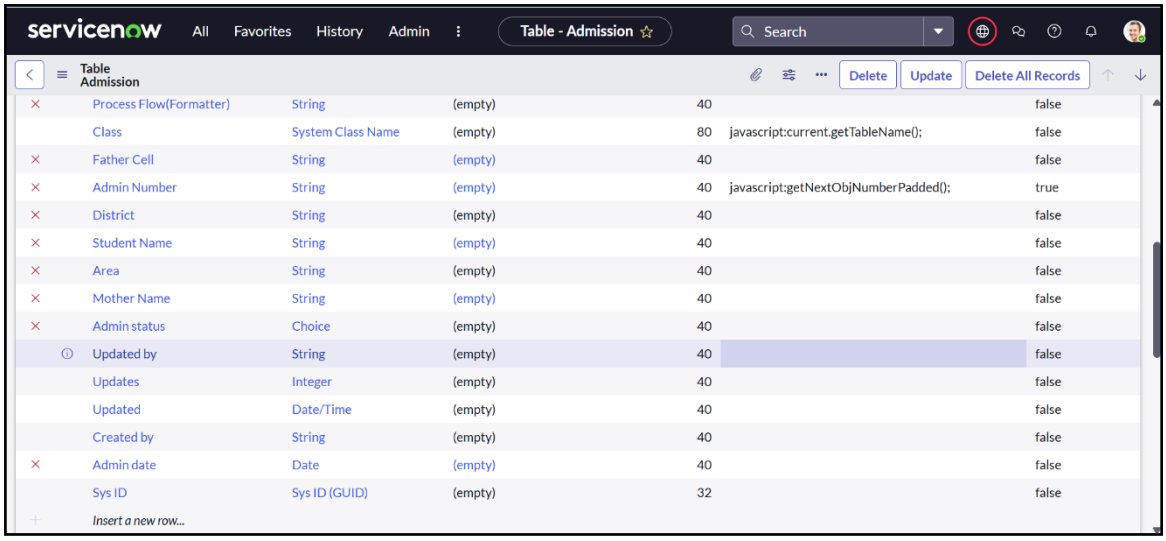
Create a new Admission Table with the required columns.

- 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).



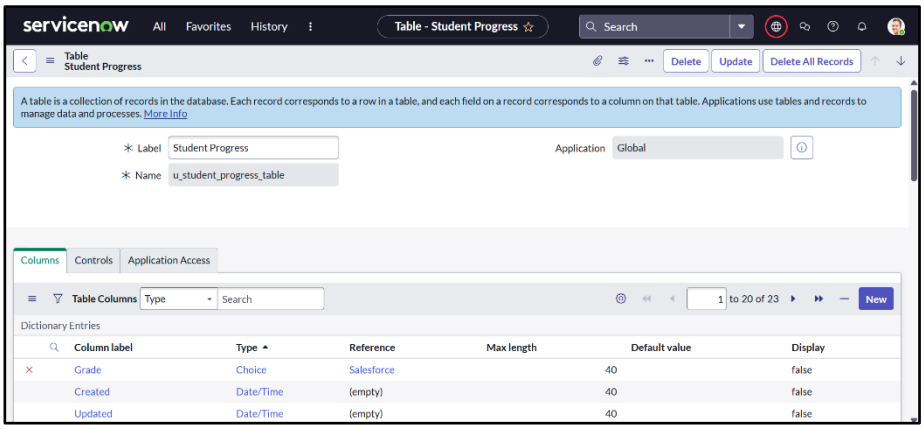
Column label	Type	Reference	Max length	Default value	Display
Mandal	String	(empty)	40		false
School	Choice	(empty)	40		false
Comments	String	(empty)	40		false
Father Name	String	(empty)	40		false
Admission Number	String	(empty)	40		false



✕	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.

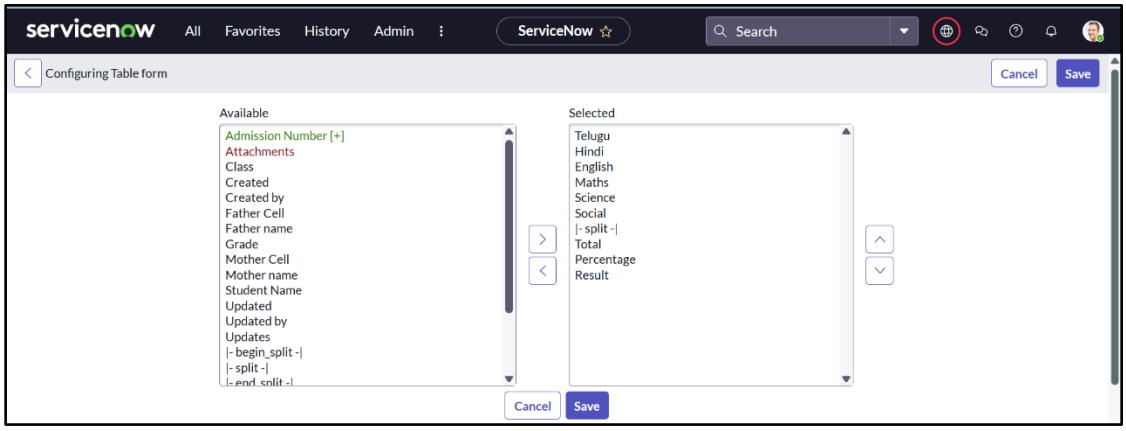


	Column label	Type	Reference	Max length	Default value	Display
✕	Grade	Choice	Salesforce	40		false
	Created	Date/Time	(empty)	40		false
	Updated	Date/Time	(empty)	40		false

✕	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.

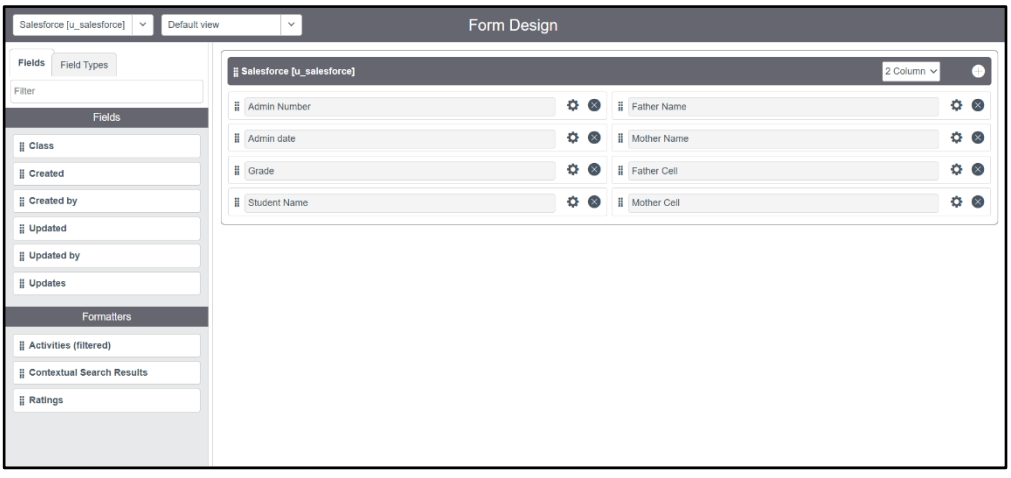
- Open Student Progress Table → go to Layout form.
- Click on Admission Number [+].
- From the Available side, move the required Admission Number fields to the Selected side, then Save.



Milestone 4 : Form Design.

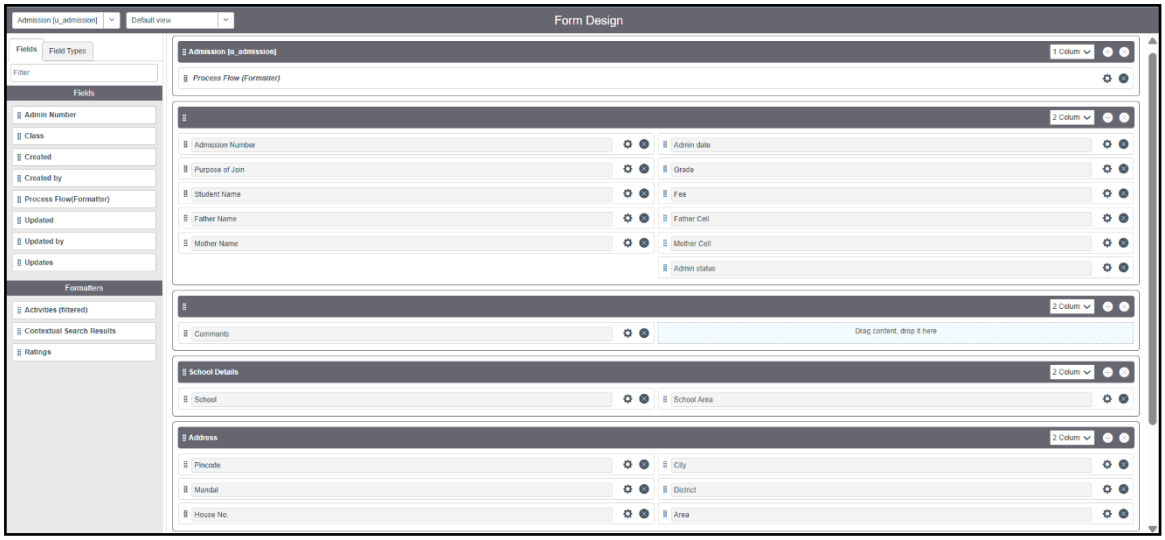
Activity 1 : Creating form design for salesforce table

- 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.



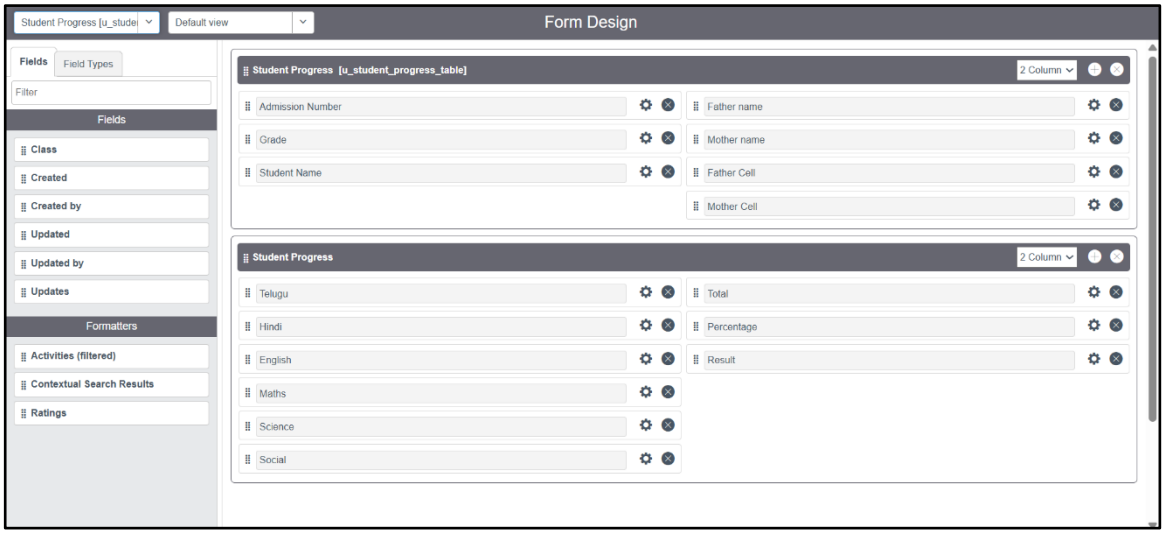
Activity 2 : Creating design form for Admission table.

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



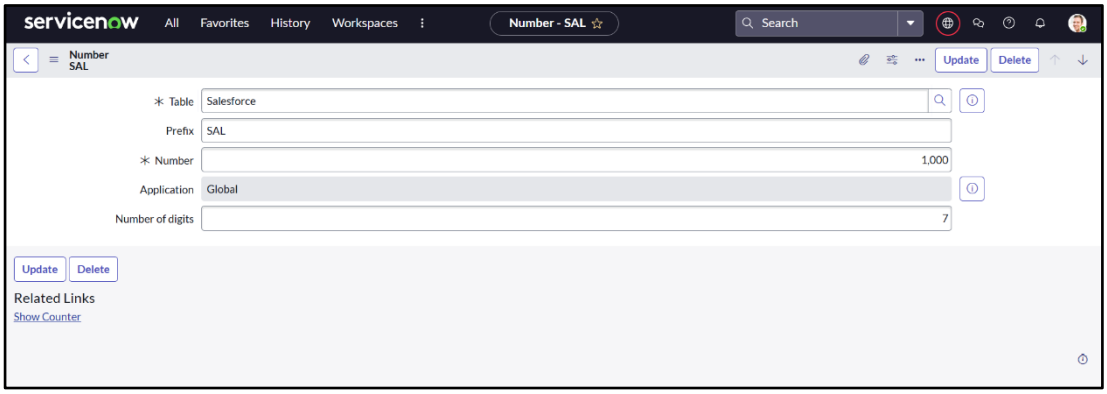
Activity 3 : Creating Design form for Student Progress.

- 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.

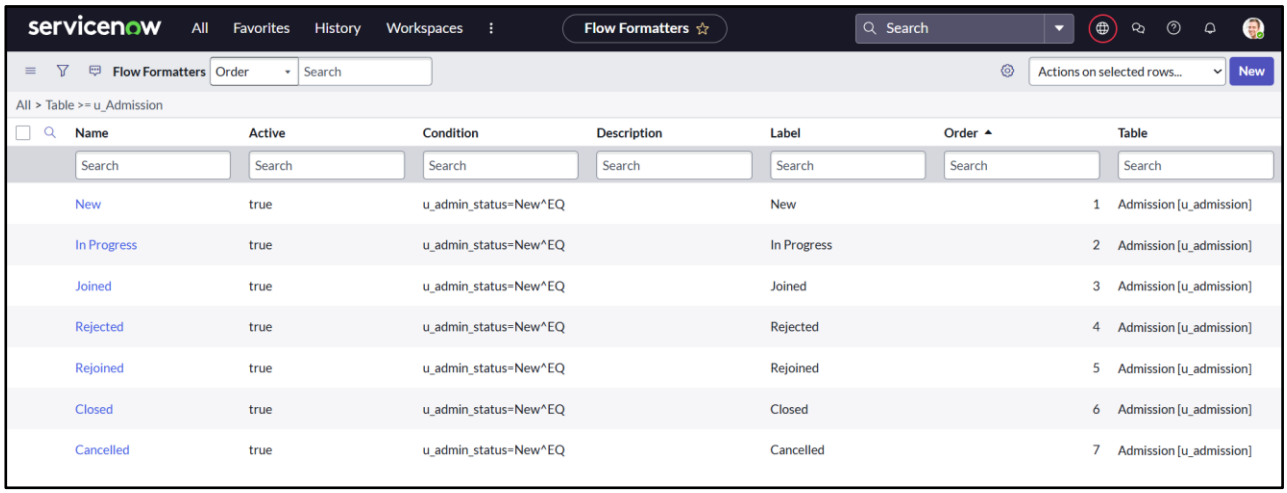
- Go to All → Number Maintenance → New.
- Fill in the required details for Admin Number.
- Click Submit.



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



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.

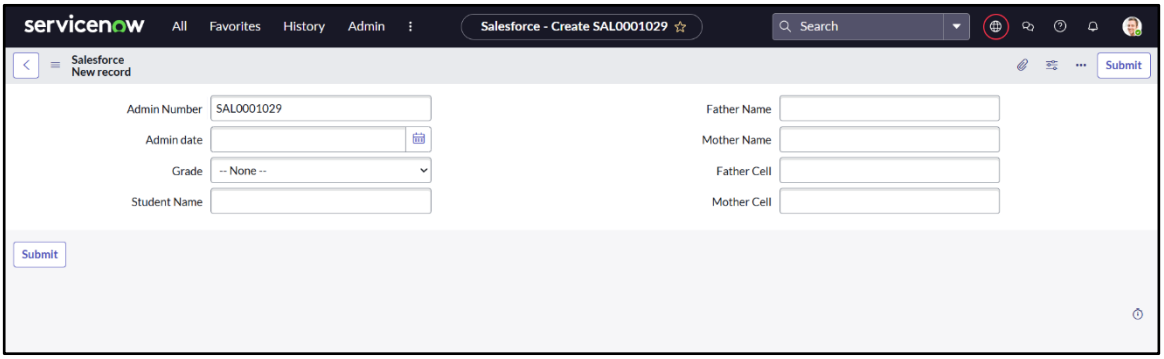
-

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

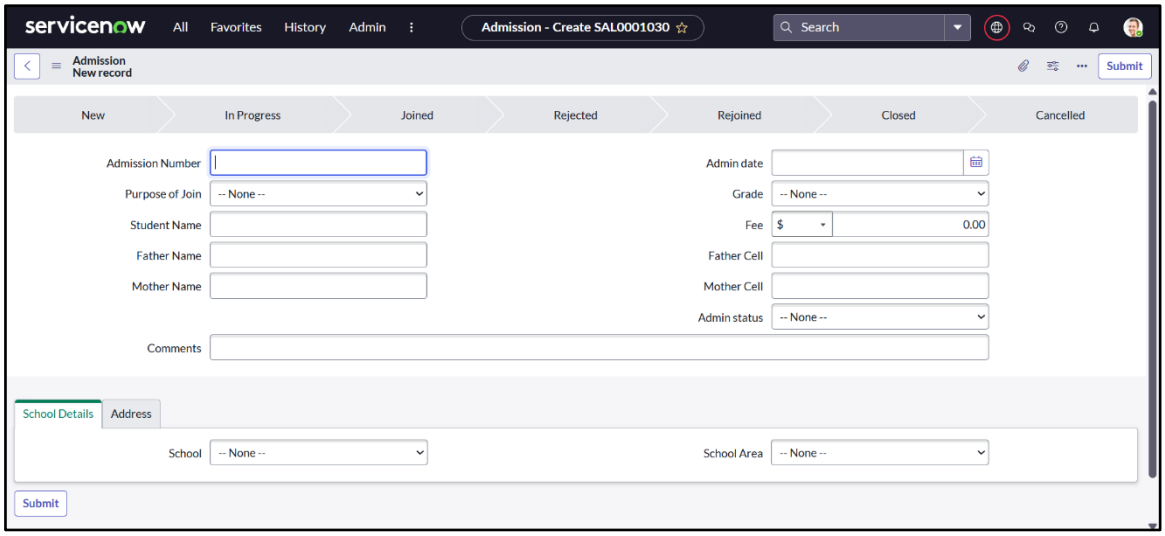
- Go to All → Client Scripts → New.
- Fill in the script details.
- Add the JavaScript code to calculate Percentage from the Total marks.
  - Formula: (Total ÷ 600) × 100.
  - Sets the value in the Percentage field automatically.
- Enable Isolate Script and Save.

Milestone 8 : Result.

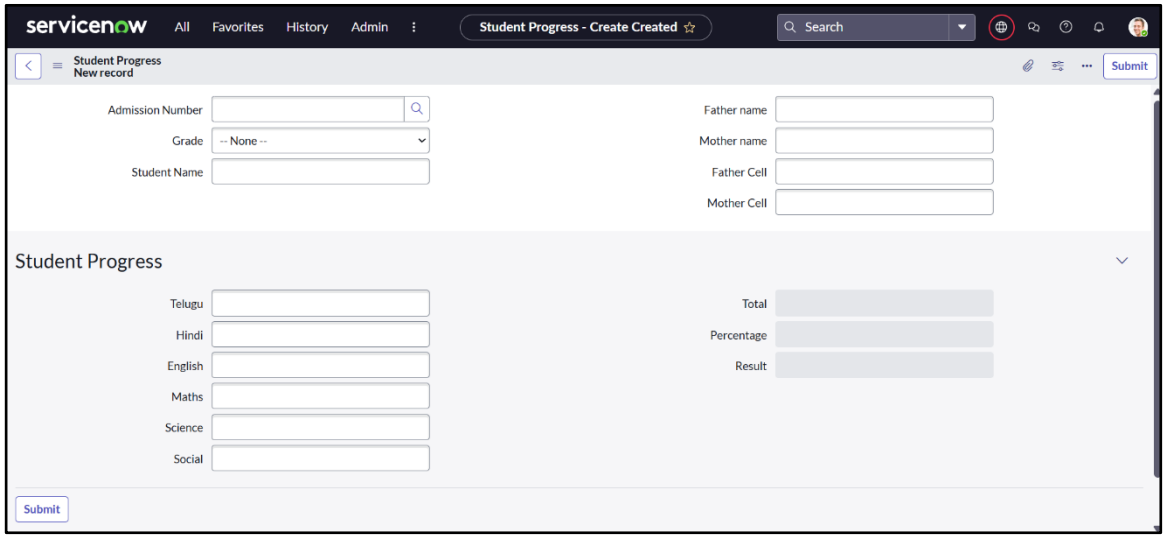
Salesforce Table :



Admission Table:



Student Progress :



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.