

Educational Organisation Using ServiceNow

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Team Members: 4

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Problem Statement:

Educational institutions often face challenges in managing student services, faculty requests, IT support, and administrative workflows efficiently. Currently, many processes such as student onboarding, exam-related queries, faculty IT support, and facility management are handled manually through emails, phone calls, or in-person visits.

Objective:

The objective of this project is to implement ServiceNow as a unified service management platform within the education organisation to: Streamline and automate workflows for student, faculty, and administrative requests. Provide a self-service portal where students and staff can log issues, track status, and access knowledge resources. Enhance visibility and accountability by enabling centralized tracking and reporting of requests and incidents. Reduce response and resolution times through automated ticket routing, prioritization, and escalation.

Skills:

Oracle DB

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

Activity 1: Setting up ServiceNow Instance

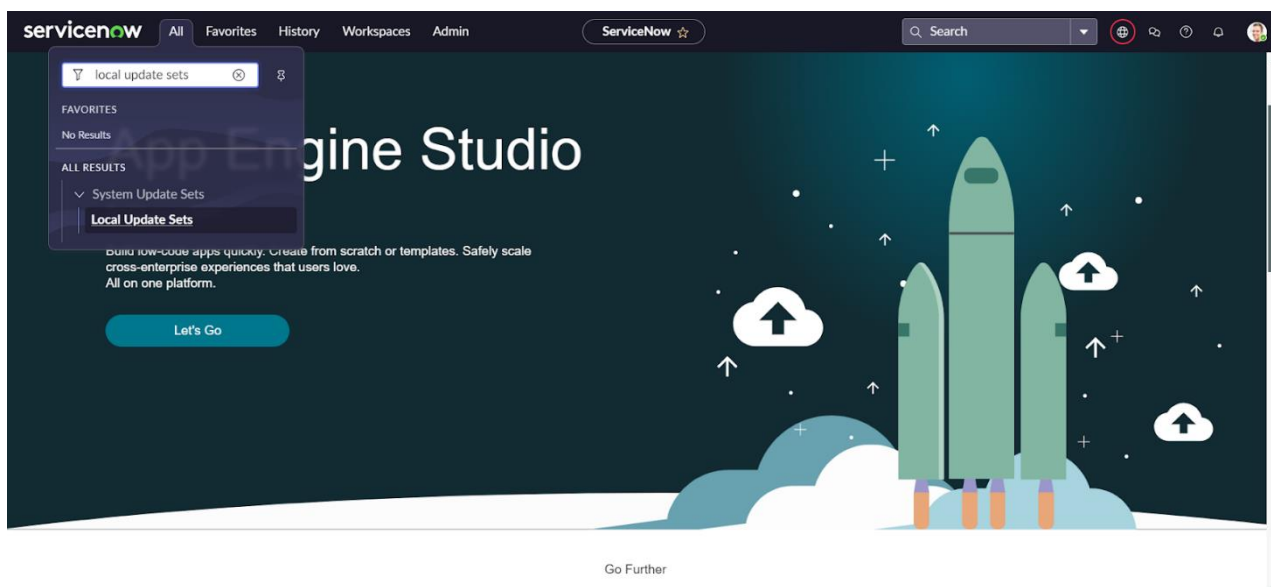
1. Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
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.

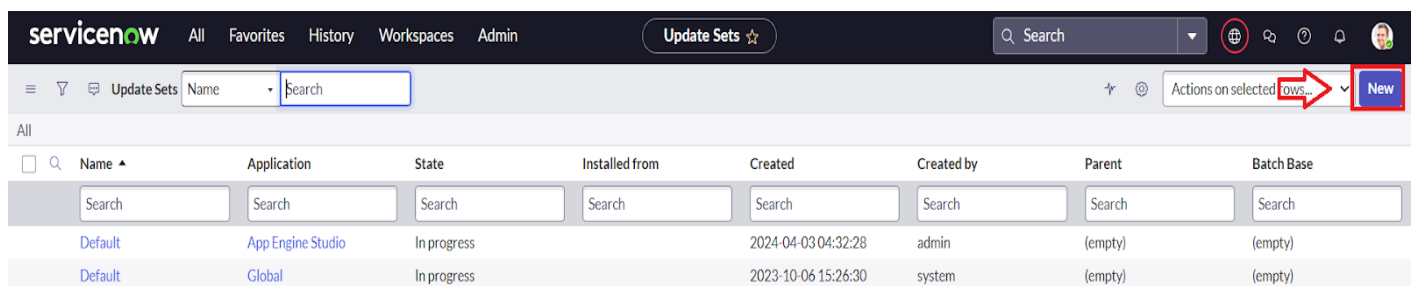
Milestone 2: Creating a Update Set

Activity 1: Creating a Update Set

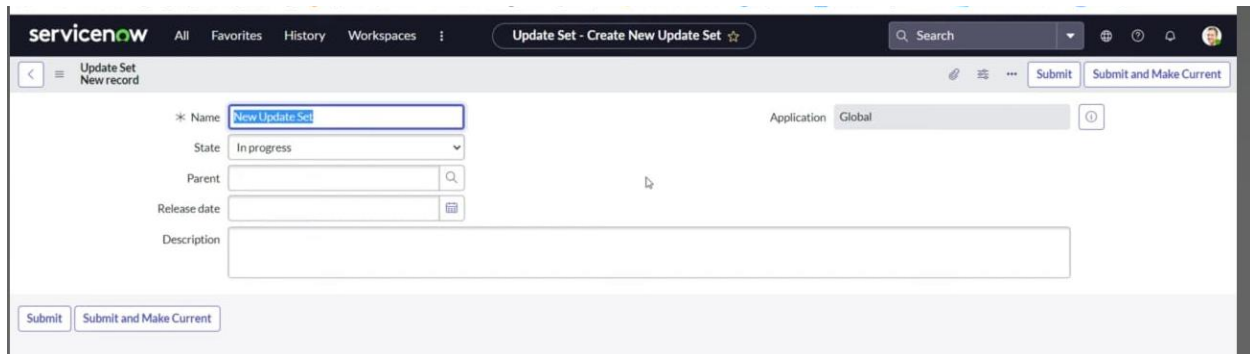
1. Click on All >> Local update sets .



2. Click on new



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

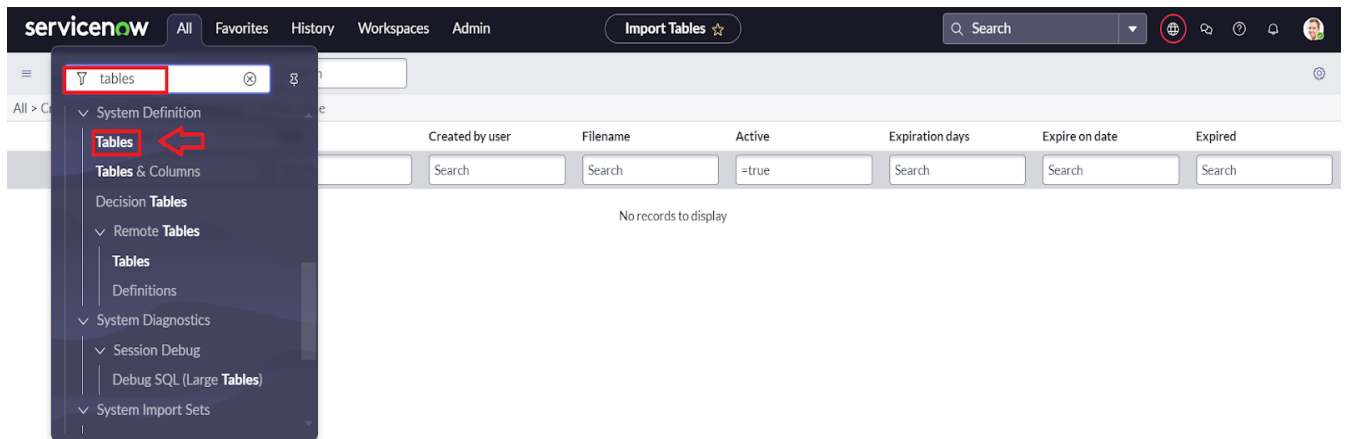


The screenshot shows the 'Update Set - Create New Update Set' form in ServiceNow. The form includes fields for Name (set to 'New Update Set'), State (set to 'In progress'), Application (set to 'Global'), Parent, Release date, and Description. At the bottom, there are 'Submit' and 'Submit and Make Current' buttons.

Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table.

- All >> Tables.



- Click on new

servicenow

AllFavoritesHistoryWorkspacesAdmin

Tables

Search

≡

🔍

🗨

Tables

Name

Search

Actions on selected rows...

New

All > Update name is not empty

🔍

Label

Search

▲

Name

Extends table

Extensible

Updated

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 All Favorites History Workspaces Admin Table - New Record ☆					Search	⌵	⚙️	🔍	🔔	👤						
Table New record					Submit Cancel											
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	<input type="text"/>	Application	Global	ⓘ												
✖ Name	<input type="text"/>	Create module	<input checked="" type="checkbox"/>													
Extends table	<input type="text"/>	Create mobile module	<input checked="" type="checkbox"/>													
	<input type="text"/>	Add module to menu	-- Create new --	⌵												
	<input type="text"/>	New menu name	<input type="text"/>													

. 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 .

servicenow All Favorites History Workspaces Admin **Table - New Record** ☆

< Table New record

① This form has annotations - click ② 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"/>	⊙ ⊗		

Submit Cancel

< Table Salesforce

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

Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded(); true
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	false
Mother Cell	String	(empty)	40	false
Mother Name	String	(empty)	40	false
Student Name	String	(empty)	40	false

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

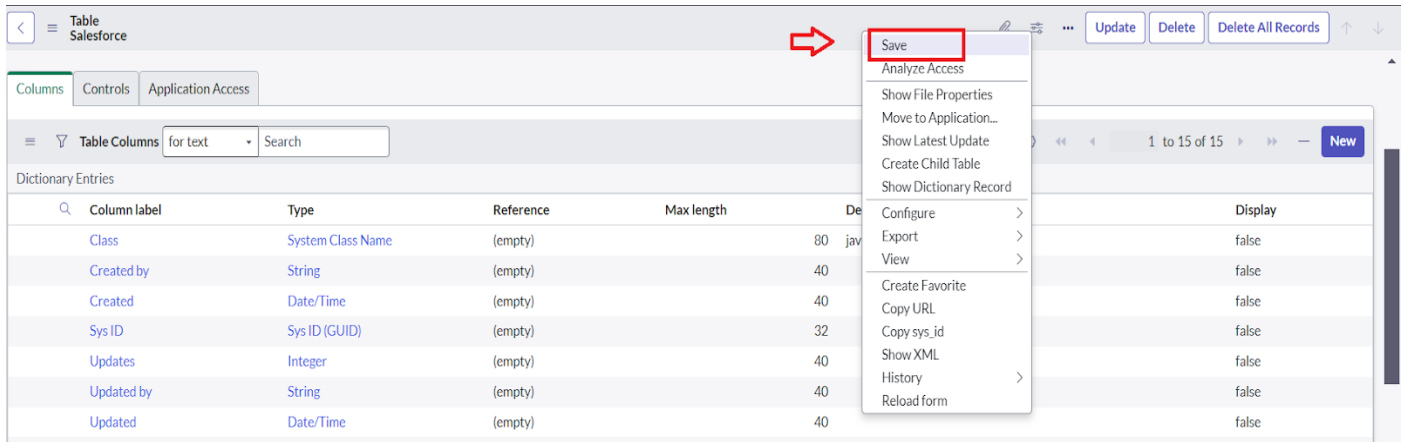


Table Salesforce

Columns Controls Application Access

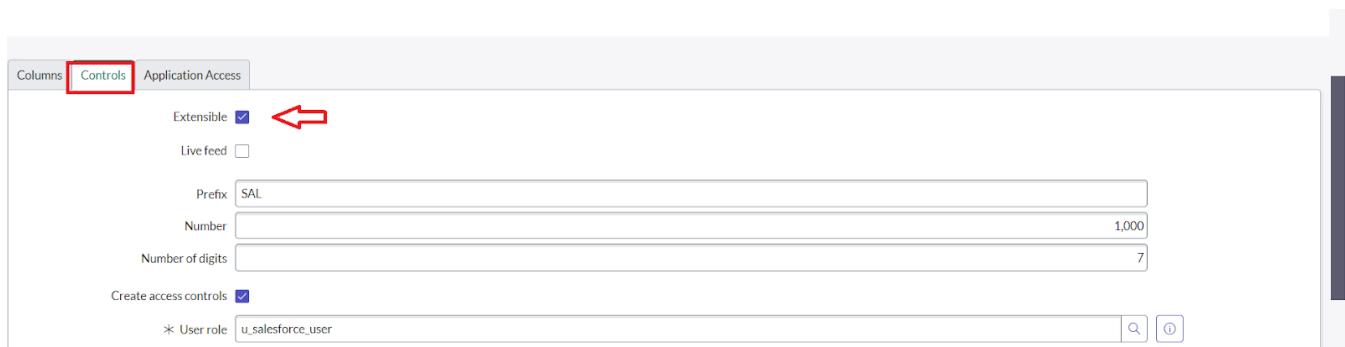
Table Columns for text Search

Dictionary Entries

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

Context menu options: Save, Analyze Access, Show File Properties, Move to Application..., Show Latest Update, Create Child Table, Show Dictionary Record, Configure, Export, View, Create Favorite, Copy URL, Copy sys_id, Show XML, History, Reload form.

- Click on controls >> Enable Extensible.



Columns Controls Application Access

Extensible ☒

Live feed ☐

Prefix SAL

Number 1,000

Number of digits 7

Create access controls ☒

* User role u_salesforce_user

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:

- 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

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

servicenow All Favorites History Workspaces Admin Table - New Record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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

* Label Admission

* Name u_admission

Extends table Salesforce

Application Global ⓘ

Create module ☒

Create mobile module ☒

Add module to menu Salesforce

Columns Controls Application Access

Table Columns for text Search ⓘ

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display

Submit Cancel

Table Admission

Columns Controls Application Access

Table Columns for text Search ⓘ 1 to 29 of 29 New

Dictionary Entries

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.getTableN...	false

- Create choice for Admin Status as:

Dictionary Entry Admin Status

Create Choice List Delete Column Update

Create Choice List Delete Column Update

Related Links
[Show Table](#)
[Run Point Scan](#)
[Advanced view](#)

Access Controls Choices (7) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

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

Insert a new row...

- Create choice for Pincode as:

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
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...

- Create choice for Purpose of Join as:

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Tuition	Tuition	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...

- Create choice for School as:

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

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...

- Create choice for School Area as:

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

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

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

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

The screenshot shows the Salesforce table configuration interface for 'Table student progress'. The table has two visible rows: 'Telugu' and 'Total', both with a 'String' data type and '(empty)' value, and a '40' in the final column. Below the table are buttons for 'Update', 'Delete', and 'Delete All Records'. Under 'Related Links', the 'Layout Form' link is highlighted with a red box. Other links include 'Design Form', 'Layout List', 'Show Form', 'Show List', 'Show Schema Map', 'Add to Service Catalog', 'Run Point Scan', and 'Explore REST API'.

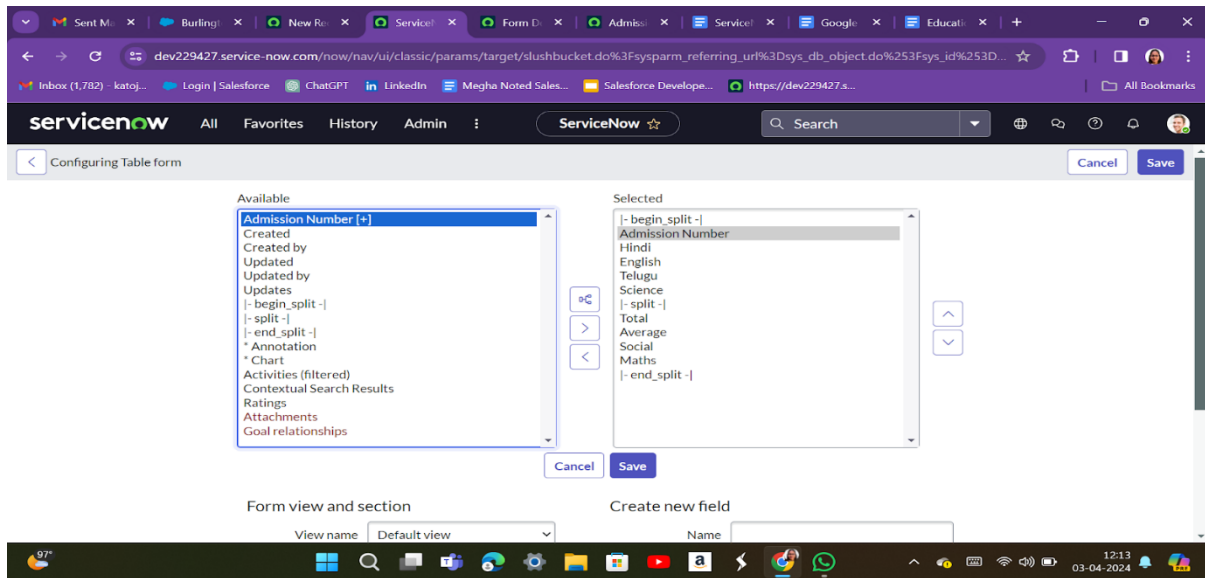
Table student progress				
X	Telugu	String	(empty)	40
X	Total	String	(empty)	40
+	Insert a new row...			

Update Delete Delete All Records

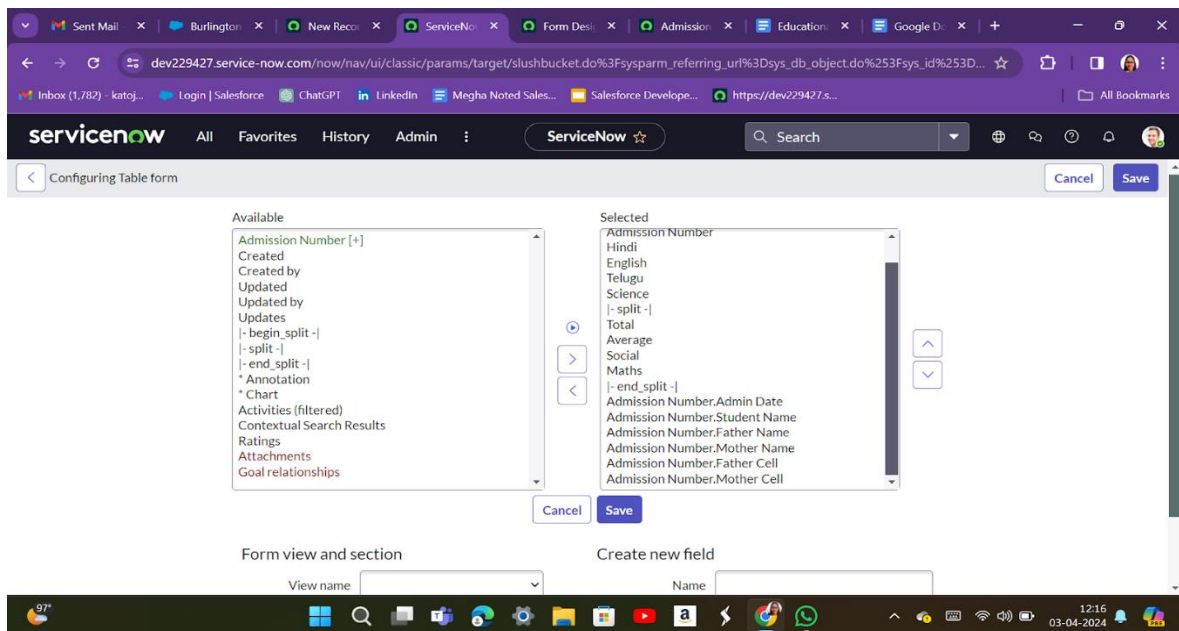
Related Links

- Design Form
- Layout Form**
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

- Click on Admission Number [+].



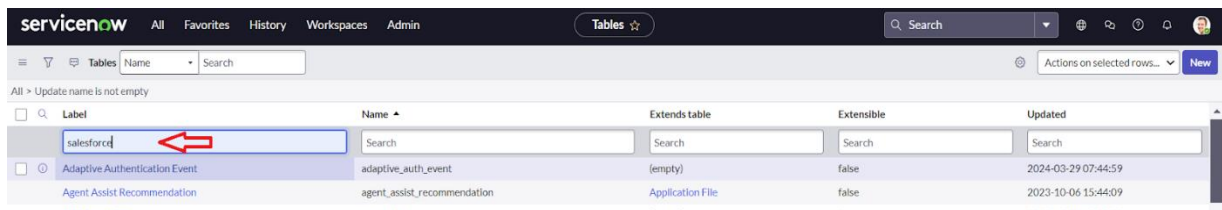
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



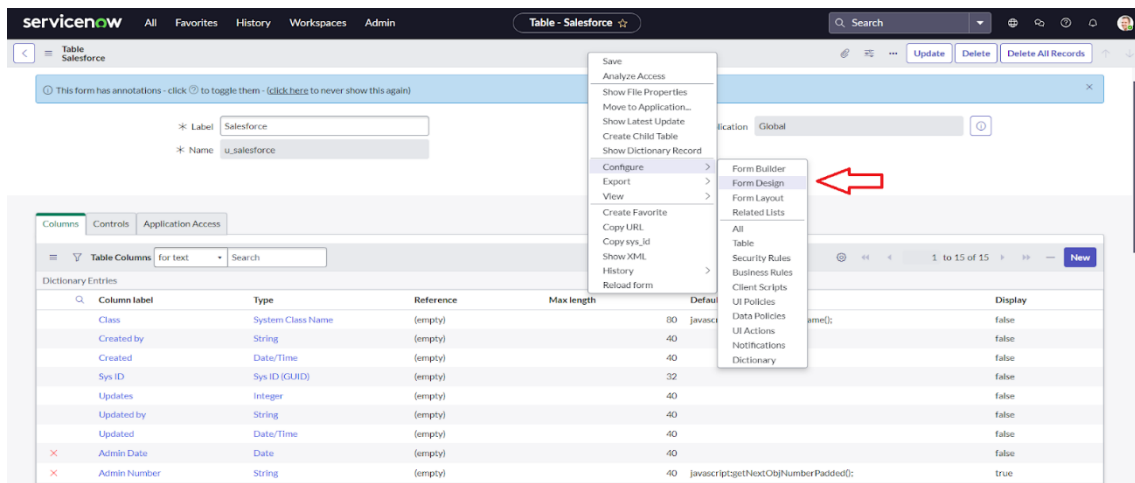
Milestone 5: Form Design

Activity 1: Creating Form Design for Salesforce Table

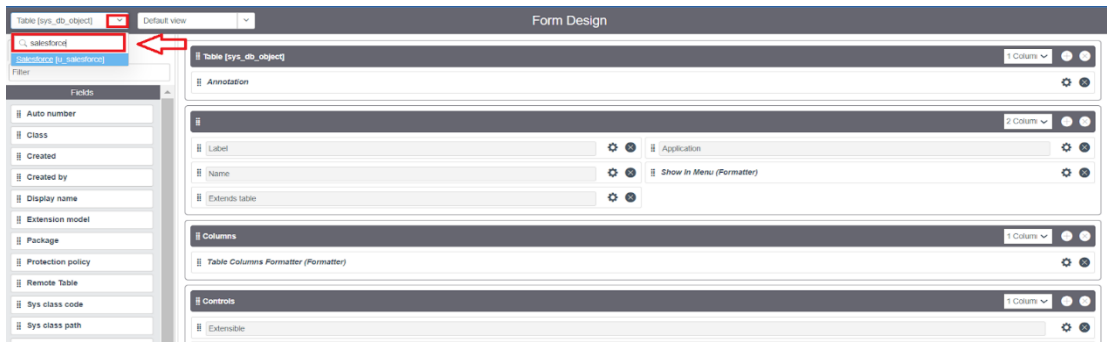
1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



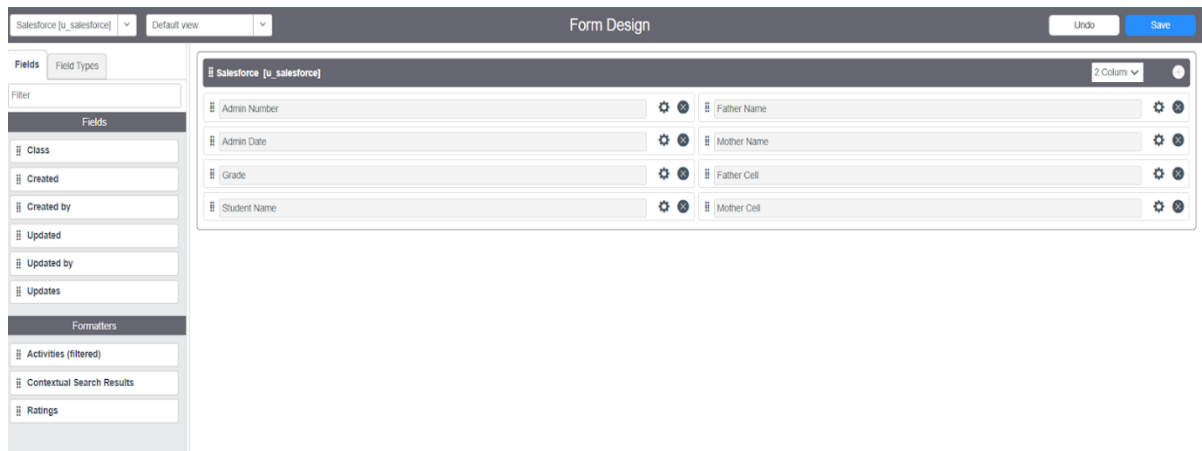
3. Right Click on top Toggle >> Configure >> Form Design.



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 'Admission [u_admission]'. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays a form layout with the following sections and fields:

- Admission [u_admission]**: 1 Column
 - Process Flow (Formator)
- Admission Number**: 2 Columns
 - Admin Number, Admin Date, Purpose of job, Grade, Student Name, Fee, Father Name, Father Cell, Mother Name, Mother Cell, Admin Status
- Comments**: 1 Column
- School Details**: 2 Columns
 - School Area, School
- Address**: 2 Columns
 - Pincode, Area, Mandal, City, District, House No

Activity 3: Creating Form Design for Student progress Table

Follow the same steps as Activity1, Configure the fields as below and Save.

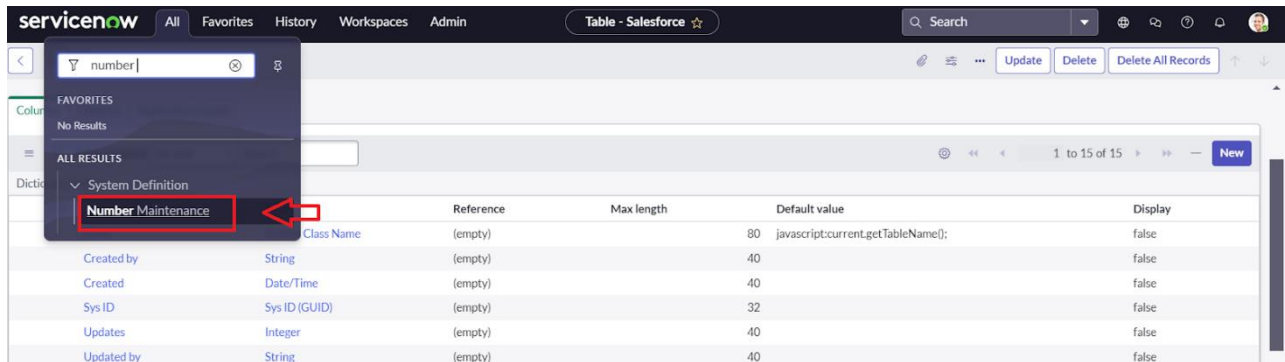
The screenshot shows the 'Form Design' interface for 'Student Progress [u_student]'. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays a form layout with the following sections and fields:

- New Section**: 1 Column
 - Admission Number
- Student Progress**: 2 Columns
 - Tolugu, Hindi, English, Maths, Science, Total, Percentage, Result

Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New



- Fill the details >> Submit.

The screenshot shows the 'Number - SAL' form in ServiceNow. The form contains the following fields:

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

At the bottom of the form, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a 'Show Counter' link.

Milestone 7: Process Flow

Activity 1: Creating Process Flow for Admission Table

- All >> Process Flow>> New.

- Fill the Details as given Below

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

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

Milestone 8: Client Script

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

- All >> Client Scripts >> New.
- Fill the Details as given.

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

Name:

Table:

UI Type:

Type:

Field name:

Application:

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script:

```
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 }
```

- Write the Code as below, Enable Isolate script and Save.
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);
}

```

Note: Make sure the Field names should be the same as you created

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

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a form named 'Pincode Update'. The window has a title bar with 'Client Script' and 'Pincode Update'. Below the title bar is a toolbar with 'Update' and 'Delete' buttons. A blue banner at the top states: 'This form has annotations - click ⓘ to toggle them - (click here to never show this again)'. The configuration area is divided into two columns. The left column contains: Name (Pincode Update), Table (Admission[u_admission]), UI Type (Desktop), Type (onChange), and Field name (Pincode). The right column contains: Application (Global), Active (checked), Inherited (unchecked), and Global (checked). Below these are empty text boxes for Description and Messages. At the bottom is a 'Script' section with a code editor. The code in the editor is as follows:

```

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_nandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
10  }
11 }

```

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

```
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');
    }
}
```

//Type appropriate comment here, and begin script below

}

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

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a script named 'Disable Fields'. The 'Table' is set to 'Student Progress [u_student_progress]'. The 'UI Type' is 'All' and the 'Type' is 'onLoad'. The 'Application' is 'Global'. The 'Active' checkbox is checked, and the 'Global' checkbox is also checked. The 'Description' and 'Messages' fields are empty. The 'Script' field contains the following code:

```
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 }
```

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

```
function onLoad() {
```

//Type appropriate comment here, and begin script below

```
g_form.setDisabled('u_total',true);
```

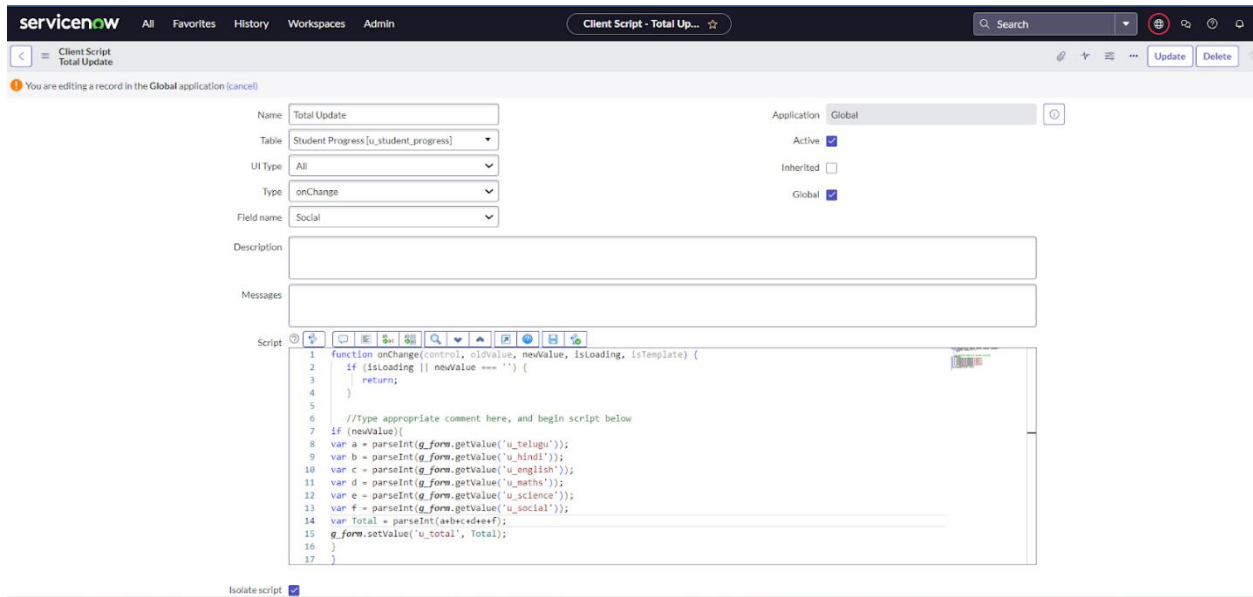
```
g_form.setDisabled('u_percentage',true);
```

```
g_form.setDisabled('u_result',true);
```

```
}
```

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

- Fill the Details as given.



- Write the Code as below, Enable Isolate script and Save.
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);
}
}

```

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

- Fill the Details as given.

The screenshot shows the 'Client Script' editor for a record named 'Result'. The form includes the following fields:

- Name:** Result
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Percentage
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

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_percentage')); // Convert the value to an integer for comparison
8     if(a >= 0 && a <= 59){
9       g_form.setValue('u_result', 'Fail');
10    } else if(a >= 60 && a <= 100) {
11      g_form.setValue('u_result', 'Pass');
12    } else {
13

```

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

```

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');
    }
}
}
```

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

- Fill the Details as given.

The screenshot shows the Salesforce Client Script configuration page. The script is named 'Percentage' and is associated with the 'Student Progress (u_student_progress)' table. The configuration details are as follows:

- 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 editor 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 }
```

The 'Isolate script' checkbox is checked.

- Write the Code as below, Enable Isolate script and Save.
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+'%');
}

```

Milestone 9: Result

This screenshot shows a Salesforce 'New record' form for the 'Salesforce' object. The form includes the following fields:

- Admin Number: Text field with value 'SAL0001078'
- Admin Date: Date field with a calendar icon
- Grade: Dropdown menu with value '-- None --'
- Student Name: Text field
- Father Name: Text field
- Mother Name: Text field
- Mother Cell: Text field
- Father Cell: Text field

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

This screenshot shows a Salesforce 'New record' form for the 'Admission' object. The form includes a progress bar at the top with stages: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. The form fields are organized into two columns:

- Left Column:
 - Admission Number: Text field with a search icon
 - Purpose of join: Dropdown menu with value '-- None --'
 - Student Name: Text field
 - Father Name: Text field
 - Mother Name: Text field
 - Comments: Text area
- Right Column:
 - Admin Date: Date field with a calendar icon
 - Grade: Dropdown menu with value '-- None --'
 - Fee: Text field with a currency symbol '\$' and value '0.00'
 - Father Cell: Text field
 - Mother Cell: Text field
 - Admin Status: Dropdown menu with value '-- None --'

Below the main form, there is a section for 'School Details' and 'Address' with the following fields:

- School Area: Dropdown menu with value '-- None --'
- School: Text field with a dropdown arrow

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

New Section

New record

Submit

Admission Number

Grade

-- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

Conclusion:

The implementation of ServiceNow within the education organisation provides a centralized, automated, and user-friendly platform to address the challenges of managing student, faculty, and administrative services. By streamlining workflows, enabling a self-service portal, and integrating knowledge management, the institution can significantly reduce manual effort, improve response times, and enhance transparency.