

PROJECT REPORT -04

SETTING UP SERVICENOW INSTANCE

Date	02 july 2025
Team ID	LTVIP2025TMID30284
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks



Goal:

Create and configure a "Student Progress" table form that tracks each student's academic progress — including GPA, credits earned, course completion, and academic status.

Step-by-Step: Create and Configure "Student Progress" Form

◆ 1. Create the Table (If not already created)

1. Navigate to:
System Definition > Tables → **New**

2. Fill in:

- o **Label:** Student Progress
 - o **Name:** u_student_progress (*auto-filled*)
 - o **Extends Table:** None or optionally Task if workflow needed
 - o **Create Module:** (*checked*)
 - o Click Submit
-

◆ 2. Add Table Columns (Fields)

Go to the new table record → **Columns tab** → Click **New** to add the following fields:

Label	Name	Type	Description
Student	student	Reference (to u_student_record)	Links to student info
Academic Year	academic_year	String / Choice	E.g., 2024-2025
Term/Semester	term	Choice	Fall, Spring, Summer
GPA	gpa	Decimal	Grade Point Average
Credits Earned	credits_earned	Integer	Total completed credits
Total Credits	total_credits	Integer	Required for program
Completion %	completion_percent	Decimal or Calculated	(credits_earned / total_credits) * 100
Status	status	Choice	In Progress, Completed, At Risk
Advisor Comments	advisor_comments	String (multi-line)	Notes or observations

Click **Update** when all fields are added.

◆ 3. Configure the Form Layout

1. Navigate to:
System UI > Forms > Form Layout
 2. Choose **Table:** Student Progress
 3. Configure layout:
 - o Create sections like:
 -  **Student Info**
 -  **Academic Progress**
 -  **Advisor Notes**
 - o Drag and arrange fields under appropriate sections
-

◆ 4. Make Form Easy to Use (Form Design - Optional)

You can use the **Form Designer** for a visual layout:

- Navigate to your Student Progress table
 - Click **Form Design**
 - Drag & drop fields and sections
 - Add a **2-column layout** for cleaner view
-

◆ 5. Set Field Properties

For better UX:

- Make student, academic_year, term → **mandatory**
 - Set gpa and completion_percent as **read-only** if auto-calculated
 - Add tooltips or help text using **Field Styles** or **Annotations**
-

6. Access Control (ACLs)

Secure access to student progress data:

- Go to System Security > Access Control (ACL)
 - Create rules for table: u_student_progress
 - Who can **read** (e.g., advisors, admin)
 - Who can **write** (e.g., registrar)
 - Who can **create/delete** (limited users)
-

7. Link to Student Record (Optional Related List)

- Go to **Student Record table form layout**
 - Add a **related list** for Student Progress
 - This shows all progress records per student directly on their profile
-

8. Use in Reporting or Dashboards

Once data is populated, use:

- Reports: GPA trends, students below threshold
 - Dashboards: Department-wise academic performance
 - Notifications: Alert if GPA < 2.0 or completion < 50%
-

Example Use Case: Form View

```
yaml
CopyEdit
[ Student Progress Form ]

Section: Student Info
-----
Student: John Doe
Academic Year: 2024-2025
Term: Spring

Section: Academic Progress
-----
GPA: 3.4
Credits Earned: 90
Total Credits: 120
Completion %: 75%
Status: In Progress

Section: Advisor Notes
-----
Advisor Comments:
"Student is on track for graduation."
```

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