

# Educational Organisation Using ServiceNow

## 1. Project Overview

The Educational Management System (EMS) is a streamlined solution built on the ServiceNow platform to enhance administrative efficiency within educational institutions. It manages student and teacher data, simplifies the admission process, and provides tools for tracking academic progress. By implementing EMS in ServiceNow, institutions benefit from a user-friendly, customizable, and automated environment that supports better decision-making and operational management.

## 2. Setting Up the ServiceNow Instance

### Sign Up for a Developer Account

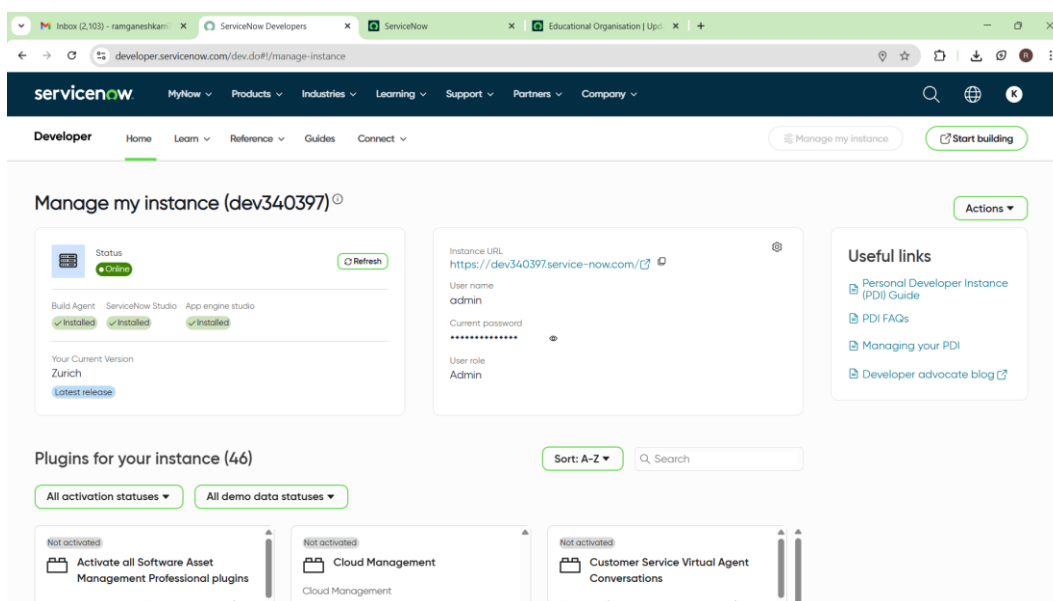
- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

### Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the “Manage > Instance” section.
- Click “Request Instance” and choose the latest available release.
- You will receive an email with the instance details (URL, username, and password).

### Access Your Instance

- Open the instance URL received via email.
- Log in using the provided credentials to access your personal ServiceNow instance.



### 3. Creating an Update Set

An Update Set tracks all configuration changes made in a ServiceNow instance, enabling migration between instances.

Steps:

- Navigate to All > Local Update Sets.
- Click New to create an update set.
- Enter the name "Educational Organisation" and submit.
- Click Make Current to activate the update set.

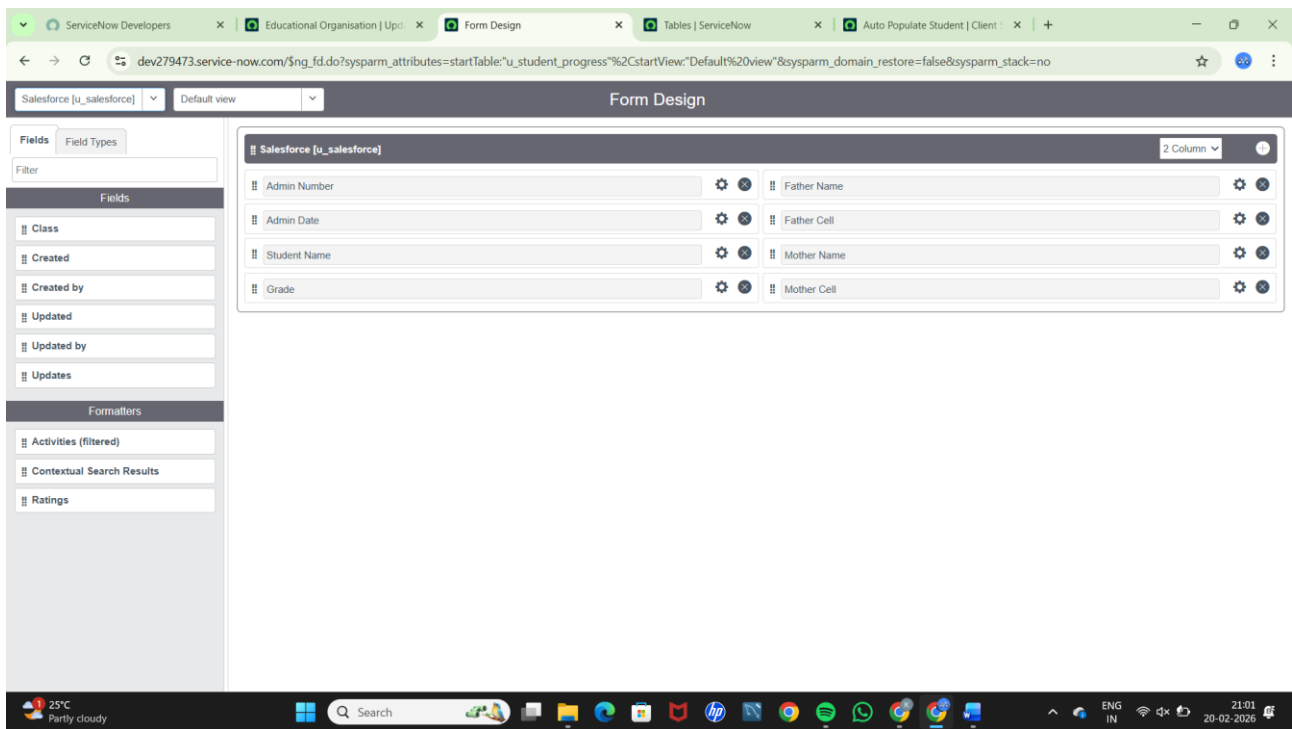
The screenshot shows the ServiceNow interface for creating an update set. The form is titled 'Update Set - Educational Organisation'. The 'Name' field is filled with 'Educational Organisation'. The 'State' is set to 'In progress'. The 'Application' is 'Global'. The 'Created' date is '2026-02-19 23:32:00' and the 'Created by' is 'admin'. The 'Merged to' field is empty. Below the form, there are 'Related Links' and a table of 'Customer Updates (137)'. The table has columns for 'Created', 'Type', 'View', 'Target name', 'Updated by', 'Remote update set', and 'Action'. The first row shows 'Created' as '2026-02-19 23:35:32', 'Type' as 'Application Menu', 'Target name' as 'Salesforce', 'Updated by' as 'admin', 'Remote update set' as '(empty)', and 'Action' as 'INSERT\_OR\_UPDATE'.

### 4. Creating the Salesforce Table

The Salesforce table manages core student information.

Steps:

- Navigate to All > Tables > New.
- Enter the label "Salesforce". The system will auto-generate the table name.
- Add required fields, including:
  - Admin Number (Set Display to True, mark Extensible, and set Dynamic Default to "Get Next Padded Number").
  - Grade (Configure as a choice field with values such as Primary, Secondary, etc.).

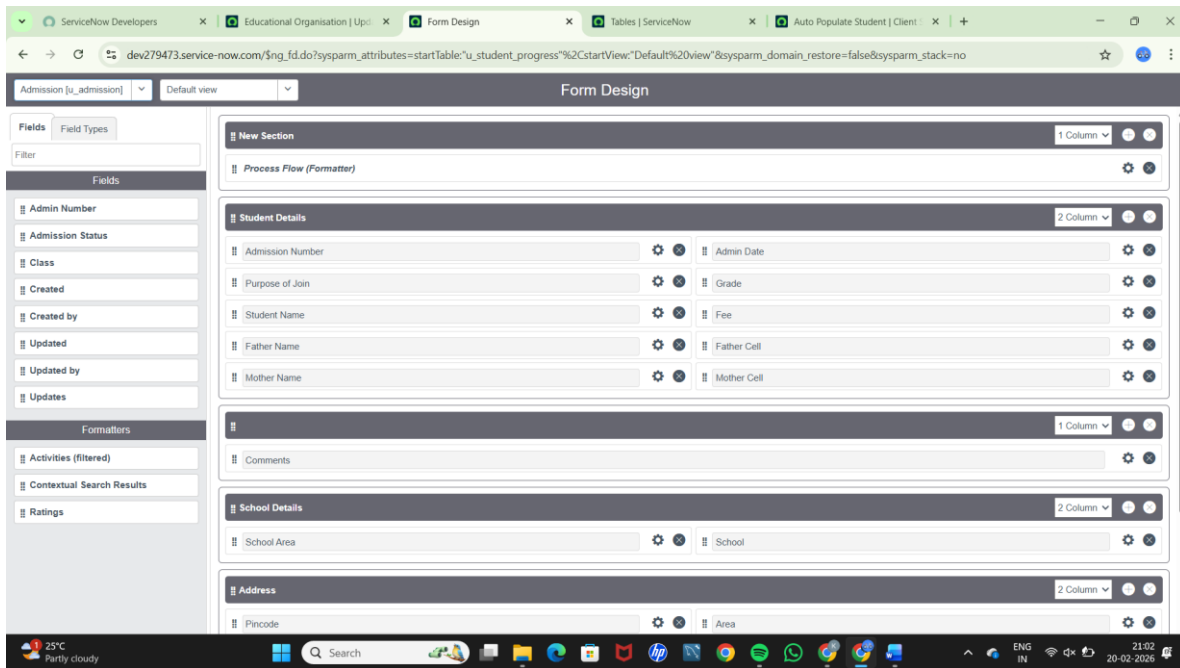


## 5. Creating the Admission Table

This table manages data related to student admissions and extends the Salesforce table.

Steps:

- Navigate to Tables > New.
- Label the table as "Admission".
- Set "Extends Table" to Salesforce.
- Add to application menu for visibility.
- Add necessary fields such as Admission Number, Grade, School, and Pincode.
- Create choice fields for Admin Status, Purpose of Join, School, Pincode, and School Area.



## 6. Configuring Forms

Form configuration improves the user experience by allowing intuitive interaction with data.

Salesforce Table Form:

- Navigate to System Definition > Tables.
- Search for "Salesforce" and select Configure > Form Design.
- Add and arrange relevant fields.

Admission Table Form:

- Repeat the same process as above for the "Admission" table.

Student Progress Table Form:

- Use the same method to configure the Student Progress table.

## 7. Number Maintenance for Admin Numbers

To automatically generate Admin Numbers in a specified format:

Steps:

- Navigate to Number Maintenance > New.
- Create a record for Admin Number.
- Set an appropriate prefix (e.g., ADM) and define the number format (e.g., ADM0001).
- Submit the record.

The screenshot shows the ServiceNow 'Number' configuration page for a table named 'Salesforce'. The page has a dark header with 'servicenow' and navigation links: All, Favorites, History, Workspaces, Admin. A search bar is on the right. Below the header, there's a breadcrumb 'Number - SAL' and buttons for 'Update' and 'Delete'. The main form contains the following fields:

- \* Table:  (with a search icon and a help icon)
- Prefix:
- \* Number:
- Application:  (with a help icon)
- Number of digits:

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

## 8. Creating Process Flows

ServiceNow Process Flows automate and visualize processes such as the student admission lifecycle.

Steps:

- Navigate to Process Flow > New.
- Provide details including name, label, and description.
- Define stages such as New, InProgress, Joined, Rejected, Rejoined, Closed, and Cancelled.
- Save and publish the process flow.

**ORDER:** Joined >> Rejected >> Rejoined >> Closed >> Cancelled

## 9. Client Scripts for Automation

Client Scripts automate actions and enforce form behavior.

### Auto-Populate Admission Fields

Populates fields like Grade and Student Name when Admission Number is selected.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var admission = g_form.getReference('u_admission_number');
    g_form.setValue('u_grade', admission.u_grade);
    g_form.setValue('u_student_name', admission.u_student_name);
}
```

### Pincode-Based Field Update

Automatically fills Mandal, City, and District based on the entered Pincode.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var pincode = g_form.getValue('u_pincode');
    if (pincode === '509358') {
        g_form.setValue('u_mandal', 'Kadthal');
        g_form.setValue('u_city', 'Kadthal');
        g_form.setValue('u_district', 'Ranga Reddy');
    }
}
```

```
}  
}
```

### **Disable Fields for Student Progress**

Prevents manual entry into specific fields on form load.

```
function onLoad() {  
    g_form.setDisabled('u_total', true);  
    g_form.setDisabled('u_percentage', true);  
    g_form.setDisabled('u_result', true);  
}
```

### **Total Marks Calculation**

Calculates the total score from subject fields automatically.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
    var total = parseInt(g_form.getValue('u_telugu')) +  
        parseInt(g_form.getValue('u_hindi')) +  
        parseInt(g_form.getValue('u_english')) +  
        parseInt(g_form.getValue('u_maths')) +  
        parseInt(g_form.getValue('u_science')) +  
        parseInt(g_form.getValue('u_social'));  
    g_form.setValue('u_total', total);  
}
```

## **10. Results**

The implemented Educational Management System on ServiceNow provides:

- Centralized management of student and admission data.
- Automated workflows for consistent and error-free operations.
- Dynamic forms and scripts that enhance data entry and validation.
- Seamless tracking of student progress and admission stages.

Screenshots should be included for:

- Table and form configurations
- Process flow
- Script execution in forms

SALESFORCE RECORD

ServiceNow Developers

Create SAL0001021 | Salesforce

Form Design

Tables | ServiceNow

Auto Populate Student | Client

dev279473.service-now.com/now/nav/ui/classic/params/target/u\_salesforce.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Du\_salesforce%26sysparm\_checked\_items%3D%26sysparm\_fixed...

servicenowAllFavoritesHistoryWorkspacesSalesforce - Create SAL0001021Search

SalesforceNew recordSubmit

Admin NumberSAL0001021

Admin Date2026-02-16

Student NameRam Ganesh Karri

GradeX

Father NameNooku Naidu

Father Cell7896541233

Mother NameKumari

Mother Cell9874563211

Submit

ADMISSION RECORD

ServiceNow Developers

Create SAL0001022 | Admission

Form Design

Tables | ServiceNow

Auto Populate Student | Client

dev279473.service-now.com/now/nav/ui/classic/params/target/u\_admission.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Du\_admission%26sysparm\_checked\_items%3D%26sysparm\_fixed...

servicenowAllFavoritesHistoryWorkspacesAdmission - Create SAL0001022Search

New SectionNew recordSubmit

New

In Progress

Joined

Rejected

Rejoined

Closed

Cancelled

Student Details

School Details

Address

Admission NumberSAL0001020

Purpose of Join-- None --

Student NameRam Ganesh

Father NameNaidu

Mother NameKumari

Comments

Admin Date2026-02-16

GradeX

Fee\$100.00

Father Cell7896541233

Mother Cell8963214577

Submit

## PROGRESS RECORD

The screenshot shows a ServiceNow web interface for creating a new student progress record. The browser tabs include 'ServiceNow Developers', 'Create Created | Student Progress', 'Form Design', 'Tables | ServiceNow', and 'Auto Populate Student | Client'. The URL is a long ServiceNow instance path. The page header shows 'Student Progress - Create Created' with a search bar and navigation icons. The form itself has a left sidebar with 'Student Progress' and 'New record'. The main content area contains a form with the following fields:

Field	Value
Admission Number	SAL0001005
Hindi	88
English	55
Social	66
Telugu	95
Maths	74
Science	67

Summary fields on the right:

Field	Value
Total	445
Percentage	74.17
Result	Pass

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

## 11. Advantages

- Accessible from any location with cloud support.
- Automation reduces manual workload and increases accuracy.
- Customizable for various educational institution needs.
- Integrated system for admissions, student records, and performance.
- Secure and role-based access control.

## 12. Disadvantages

- Requires prior knowledge or training in ServiceNow for effective use.
- Complex customization may be time-consuming.
- Enterprise usage may involve licensing costs.

## 13. Future Scope

- Integration with analytics tools like Tableau or Power BI for reporting.
- Expansion to include teacher scheduling and performance tracking.



- Mobile application support using ServiceNow Mobile Studio.
- API-based connectivity with external systems and student databases.
- AI-driven insights to monitor and predict student performance trends.

**YOUTUBE LINK :** <https://youtu.be/Nykqiw8uyo8>