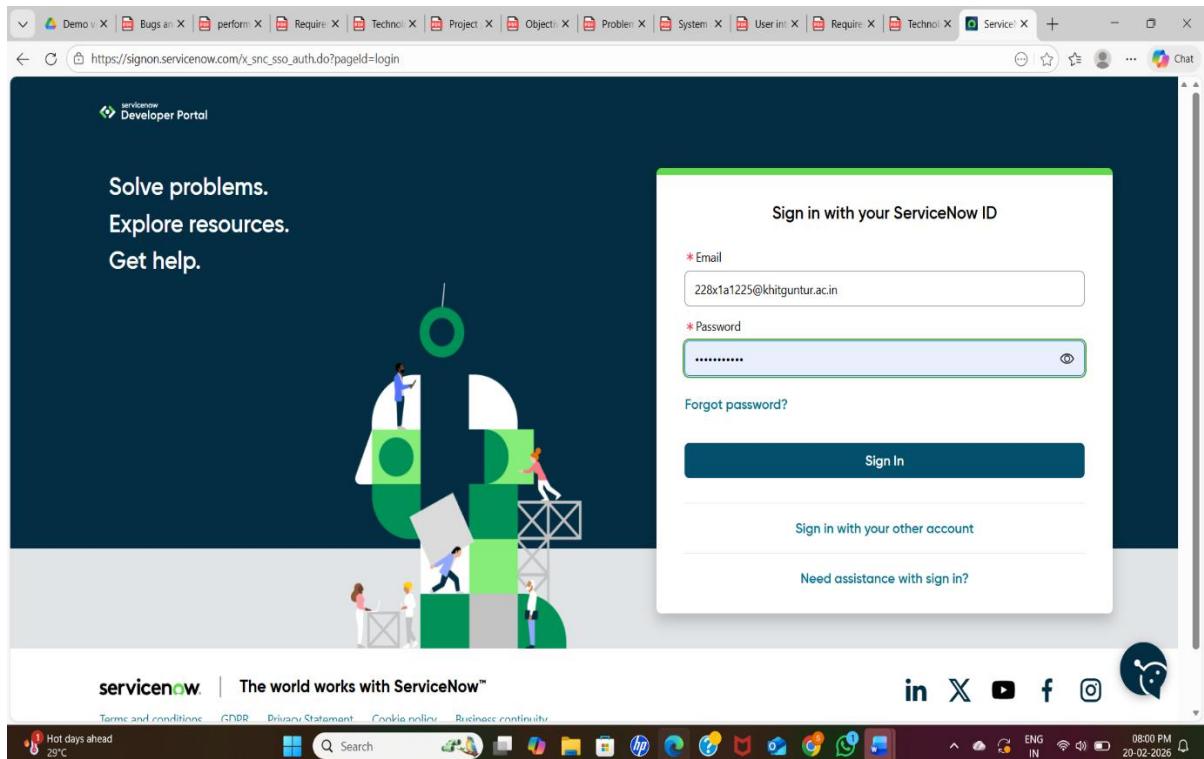


# Educational Organization Using ServiceNow

Team ID	LTVIP2026TMIDS66826
Project Name	Educational Organization Using ServiceNow
Faculty Mentor Name	Dr P L Madhava Rao
College Name	Kallam Haranadhareddy Institute of Technology

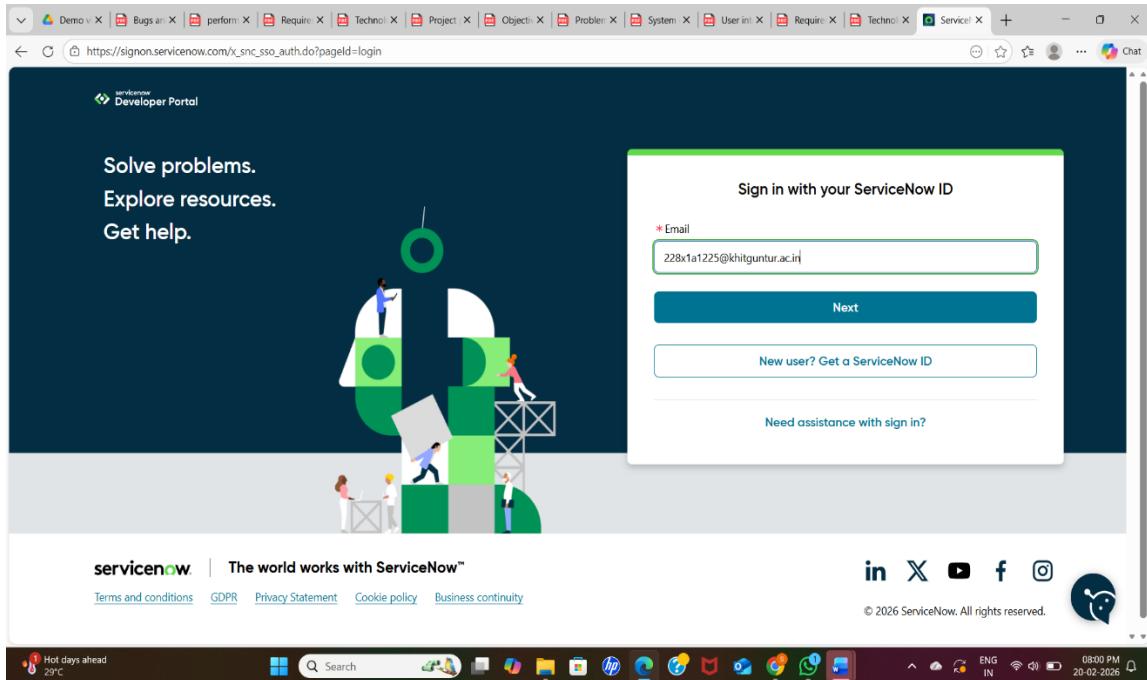
## Step1: Setting Up ServiceNow Instance

- Go to the ServiceNow Developer Site. (<https://developer.servicenow.com/>)
- Sign In to the Developer Account.



- Request a Personal Developer Instance (PDI)
  - Click on the profile icon at the top-right corner.
  - Select “Manage Instance” or go directly to the link.
  - Click “Request Instance”.
  - Choose the latest version (default selection is recommended).
- Access your Instance

- You'll get an instance URL (<https://dev225052.service-now.com>)
- Click "Open Instance" to launch it.
- Your admin credentials (username & password) will be shown-copy and save them securely.
- Log in to Your Instance.



## Usage:

- Use the Application Navigator (left sidebar) to explore modules like:
  - Incident, Problem, Change Management.
  - Service Catalog.
  - Configuration Management (CMDB).
  - Workflow Editor / Flow Designer.
- Use App Engine Studio or ServiceNow Studio to build or customize apps.

## Step 2: Creation of New Update Set

Before starting the actual development of the project, it is essential to create an **Update Set** in ServiceNow. The update set acts like a **container** or **workspace** that automatically tracks every change or customization made in the platform.

This includes:

- Creating new tables

- Designing forms
- Adding workflows or scripts
- Changing UI elements
- Setting access rules

The screenshot shows the ServiceNow Creator Studio interface. On the left, a search sidebar displays results for 'local update', including 'System Update Sets' and 'Local Update Sets'. The main area features a dark blue background with abstract icons related to automation and workflows. A central call-to-action button says 'Open Creator Studio'. Below it, a section titled 'GO FURTHER' encourages users to 'Power your workflow applications'.

Enter the Details as

Name: Educational Organisation.

Then click on Submit and Make current. From this point forward, all the customizations related to the project were automatically recorded under this update set. This ensured a clean and controlled development environment.

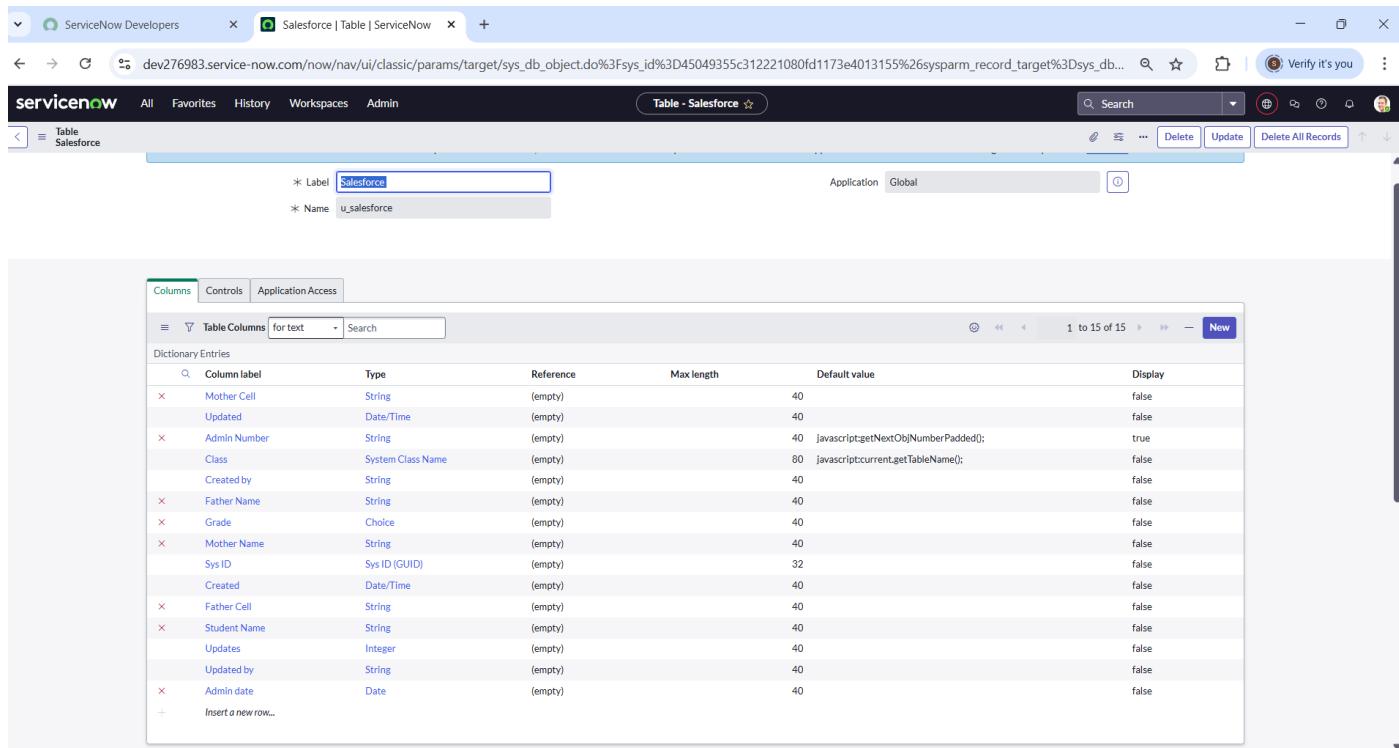
The screenshot shows the 'Update Set - Educational Organisation' page. It displays various fields for the update set, including Name (Educational Organisation), State (In progress), Parent (empty), Release date (empty), Install date (empty), Installed from (empty), Description (empty), Application (Global), Created (2025-06-21 22:48:59), Created by (admin), and Merged to (empty). At the bottom, there is an 'Update' button and a 'Related Links' section with links to 'Merge With Another Update Set' and 'Scan Update Set'.

## Step 3: Creation of Table

After designing the update set, the next major milestone was to begin building the **database tables** for the Educational Organization system.

## 1. Creation of Salesforce Table

The first table created was called **Salesforce**, which stores basic student and admission-related information such as: Admission Date, Admin Number, Grade and Student Name etc. This table acts as the **foundation** for storing structured student records.



The screenshot shows the ServiceNow Table editor interface. At the top, there are tabs for 'Table - Salesforce' and 'Search'. Below the header, there are fields for 'Label' (set to 'Salesforce') and 'Name' (set to 'u\_salesforce'). The main area displays a table of columns with the following data:

Column label	Type	Reference	Max length	Default value	Display
Mother Cell	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created by	String	(empty)	40		false
Father Name	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Mother Name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Father Cell	String	(empty)	40		false
Student Name	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Admin date	Date	(empty)	40		false

## 2. Creating Admission Table:

The **Admission Table** was created to manage and track the details of student admissions. It extends from the **Salesforce table**, meaning it inherits all basic student fields while allowing admission-specific additions.

### Steps Followed to Create the Admission Table

- Table Setup
  - Table Name: Admission
  - Extended from: Salesforce (inherits student details like name, contact)
  - Added to Application Menu: Salesforce
  - Made available as a separate module in the left navigation pane
- Column Configuration
  - Admission Date
  - Grade

- Purpose of Join
  - Father's & Mother's Contact
  - Admission Status
  - School and School Area
  - Fee, Pincode, and Comments
- ChoiceFields

For several fields, choice lists were configured to maintain consistency and improve user experience.

These included:

Field	Choices Configured
Pincode	509358,500079,500081
Purpose of Join	Tuition, Coaching, Teacher
School	Stanley, Naresh It
School Area	Near Market, Near Bus stand

The screenshot shows the ServiceNow Developers interface with the 'Table - Admission' page open. The top navigation bar includes 'ServiceNow Developers', 'Admission | Table | ServiceNow', and a search bar. Below the header, there are tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main area displays the 'Admission' table configuration with the following details:

- Label:** Admission
- Name:** u\_admission
- Extends table:** Salesforce
- Dictionary Entries:** A table listing columns with their properties:
 

Column label	Type	Reference	Max length	Default value	Display
Class	String	(empty)	40		false
Mandal	String	(empty)	40		false
House No	String	(empty)	40		false
Fee	Price	(empty)	20		false
Purpose of join	Choice	(empty)	40		false
Pincode	Choice	(empty)	40		false
Area	String	(empty)	40		false
School	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Admin Status	Choice	(empty)	40		false
District	String	(empty)	40		false
School Area	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
Mother Cell	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Armin Number	String	(empty)	40	javascript:setNextDhiNumberPadded();	true

### 3. Creating Student Progress Table

The Student Progress Table is designed to store the academic performance details of each student. This table plays a vital role in tracking individual subject marks, calculating totals, and deriving overall results such as percentage and pass/fail status.

#### Table Setup

- Table Name: Student Progress

- Added as a separate module under the **Salesforce** application menu
- Independent table created without extension (as it holds specific performance data)

The screenshot shows the ServiceNow Developers interface with the following details:

- Title Bar:** ServiceNow Developers > Student Progress | Table | ServiceNow
- Header:** servicenow All Favorites History Workspaces Admin Table - Student Progress
- Table Definition:**
  - Label: Student Progress
  - Name: u\_student\_progress
  - Application: Global
- Table Columns:**

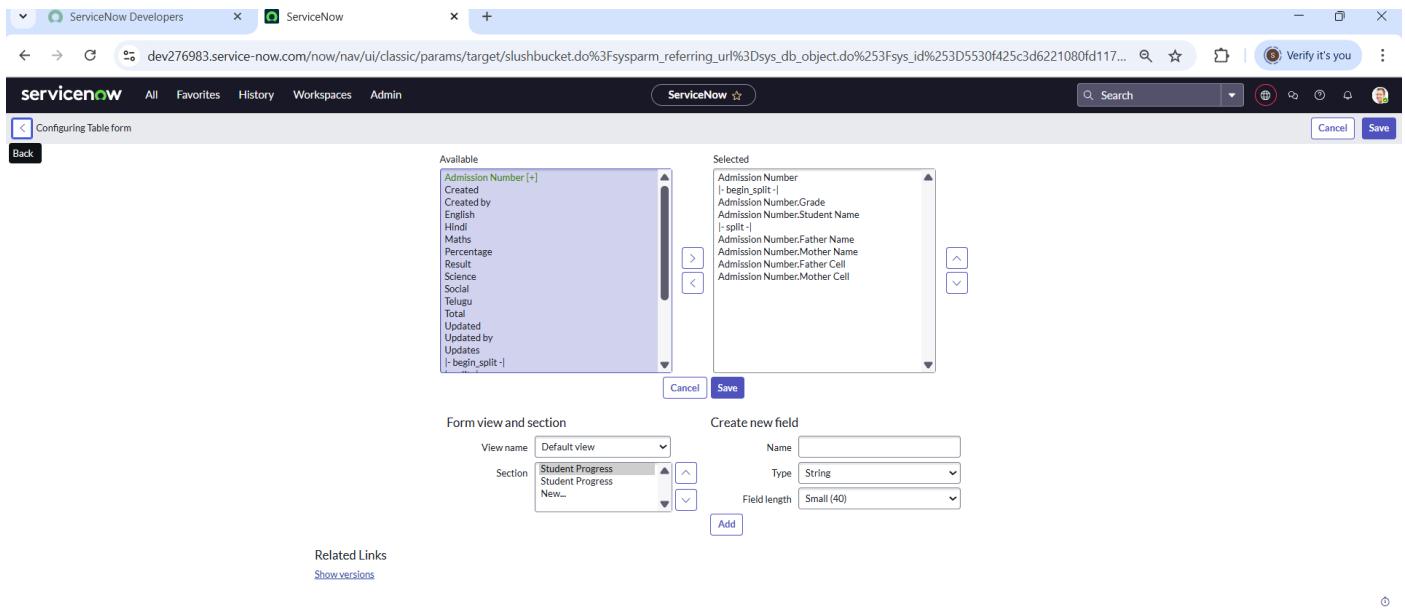
Column label	Type	Reference	Max length	Default value	Display
Science	String	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Percentage	String	(empty)	40		false
Hindi	String	(empty)	40		false
Total	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Telugu	String	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Maths	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Result	String	(empty)	40		false
Social	String	(empty)	40		false
English	String	(empty)	40		false

## Step4: Form Layout & Form Design

### Configuring Form Layout for Student Progress Table

After creating the Student Progress Table, we set up the form layout to make sure all important fields appear in the right order when viewing or editing student records.

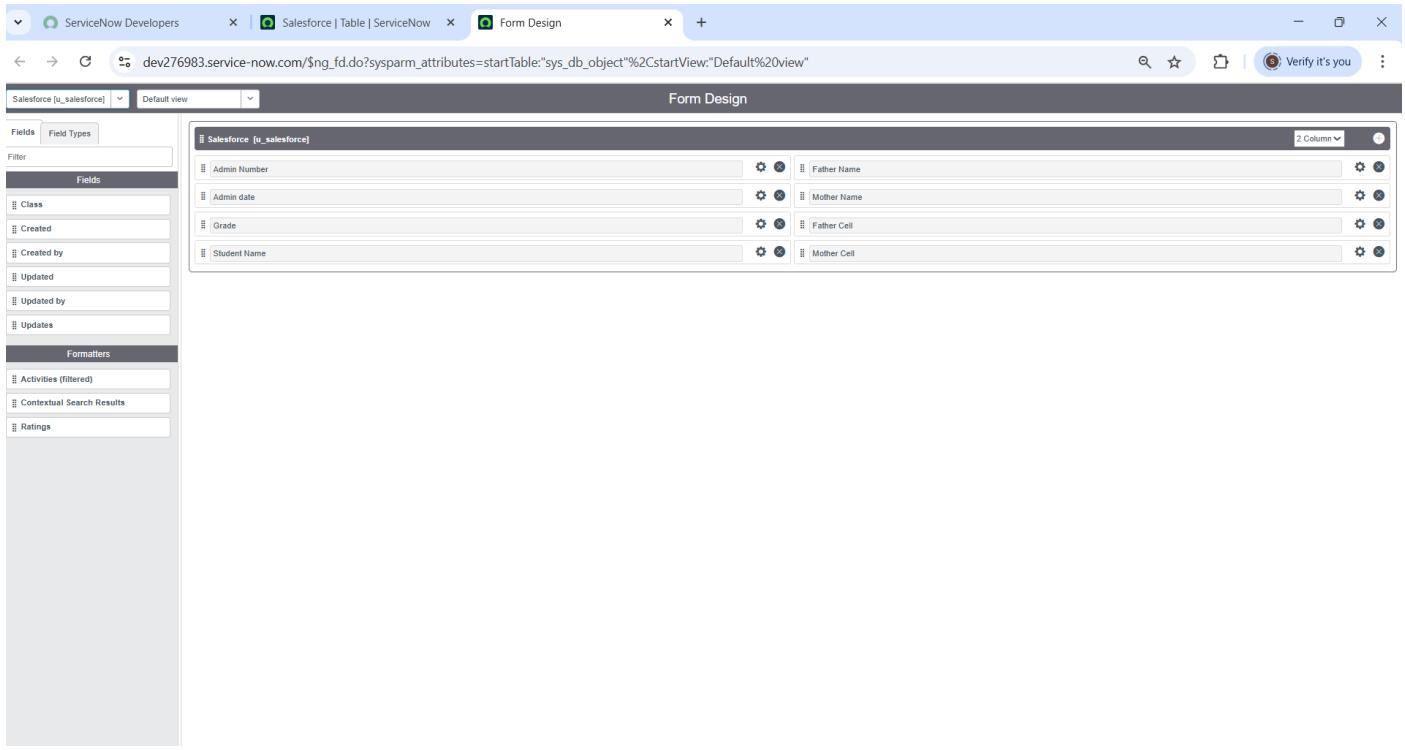
Here we select the fields from reference field admission table then the fields formed like:



**Creating Form Design for Admission Table:** To make the form easy to use and display all necessary fields properly, we designed the form layout for the Admission Table using the Form Designer.

### Steps to Design the Form:

1. Go to **Form Designer**.
2. Choose the table (e.g., Admission or student data) from the list.
3. Select The table Salesforce(u\_salesforce)
4. From the **Fields** panel on the left, drag and drop the required fields into the layout area:
  - Admission Number
  - Grade
  - Student Name
  - Father Name
  - Mother Name
  - Father Contact
  - Mother Contact
5. Organize them in two columns for better structure (as shown in image).
6. After placing all fields, click **Save**.



Like this we have design the form for Admission table and Student Progress table as shown in image

## Step5: Creating Number Maintenance for Admin Number

Number Maintenance is used to automatically generate unique numbers (like Admission IDs) in ServiceNow. Steps to Create Number Maintenance for Admin Number:

1. Go to Number Maintenance module.
2. Click New to create a new number record.
3. Enter the following:
  - o Name: Salesforce
  - o Prefix: SAL
4. Click Submit to save the record.

The screenshot shows the ServiceNow Form Design interface. The title bar says "Number - SAL". The main area contains the following fields:

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

At the bottom left are "Update" and "Delete" buttons. Below them is a "Related Links" section with a "Show Counter" link.

## Step 6: Process Flow

### Creating Process Flow for Admission Table

Steps:

1. Go to: All → Process Flow → New
2. Fill in the required details (like Table name = Admission).
3. Right-click on the toggle bar and click Save.
4. After saving, change the Name and Label for each stage.
5. Use Insert and Stay to add each flow status one by one.
6. Status Names in Order: New InProgress Joined Rejected Rejoined Closed Cancelled.

7. Like this we have to create flow for remaining 6 And order should be in above mentioned order.

## Step7: Client Script

### Auto-Populate Client Script – Admission Table

This script is used to automatically fill in student details on the admission form based on the selected admission number. Steps to Create the Script:

1. Go to: All → Client Scripts → New
2. Fill in the form:
  - Table: Admission
  - UI Type: Mobile/service Portal
  - Type: onChange
  - Field Name: Admin Number
3. Check Isolate Script
4. And write the code

Below image is about the Auto Populate Script

The screenshot shows the 'Client Script - Auto populate' page in the ServiceNow interface. The configuration details are as follows:

- Name:** Auto populate.
- Table:** Admission [u\_admission].
- UI Type:** Mobile / Service Portal.
- Type:** onChange.
- Field name:** Admin Number.
- Application:** Global.
- Active:** Checked.
- Inherited:** Unchecked.
- Global:** Checked.

**Description:** (Empty)

**Messages:** (Empty)

**Script:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3     if (isLoading || newValue === '') {
4
5         return;
6
7     }
8
9
10    //Type appropriate comment here, and begin script below
11
12    var a = g_form.getReference('u_admission_number');
13
14    a.setValue('u_admin_date', a.u_admin_date);
15
16    g_form.setValue('u_grade', a.u_grade);
17
18    g_form.setValue('u_student_name', a.u_student_name);
19
20    g_form.setValue('u_father_name', a.u_father_name);
21
22    g_form.setValue('u_mother_name', a.u_mother_name);
23

```

**Isolate script:** Checked.

Like this we have to create client script for pincode, disable fields, total update, result ,percentage.

## Step8: Result:

- **Admission Table**

The screenshot shows the 'Create SAL0001011 | Admission' page. The form fields include:

- Admission Number (input field)
- Purpose of join (dropdown: -- None --)
- Student Name (input field)
- Father Name (input field)
- Mother Name (input field)
- Comments (input field)
- Admin date (input field)
- Grade (dropdown: -- None --)
- Fee (\$ input field, value: 0.00)
- Father Cell (input field)
- Mother Cell (input field)
- Admin Status (dropdown: -- None --)

Below the main form, there are tabs for 'School Details' and 'Address'. Under 'School Details', there are dropdowns for 'School Area' (value: -- None --) and 'School' (value: -- None --). A 'Submit' button is located at the bottom left.

## • Salesforce Table

The screenshot shows a ServiceNow interface for creating a new record in a Salesforce table. The title bar indicates "Create SAL0001013 | Salesforce". The top navigation bar includes links for "ServiceNow Developers", "Favorites", "History", "Workspaces", and "Admin". The main content area is titled "Salesforce - Create SAL0001013". It contains several input fields:

- Admin Number: SAL0001013 (highlighted with a blue border)
- Admin date: (empty input field)
- Grade: -- None -- (dropdown menu)
- Student Name: (empty input field)
- Father Name: (empty input field)
- Mother Name: (empty input field)
- Father Cell: (empty input field)
- Mother Cell: (empty input field)

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

## • Student Progress Table

The screenshot shows a ServiceNow interface for creating a new record in a Student Progress table. The title bar indicates "Create Created | Student Progress". The top navigation bar includes links for "ServiceNow Developers", "Favorites", "History", "Workspaces", and "Admin". The main content area is titled "Student Progress - Create Created". It contains several input fields:

- Admission Number: (empty input field)
- Grade: -- None -- (dropdown menu)
- Student Name: (empty input field)
- Father Name: (empty input field)
- Mother Name: (empty input field)
- Father Cell: (empty input field)
- Mother Cell: (empty input field)

Below these fields, there is a section titled "Student Progress" containing six input fields for subjects: Telugu, Hindi, English, Maths, Science, and Social. To the right of these subject fields are three summary fields: Total, Percentage, and Result. A "Submit" button is located at the bottom left of the form.