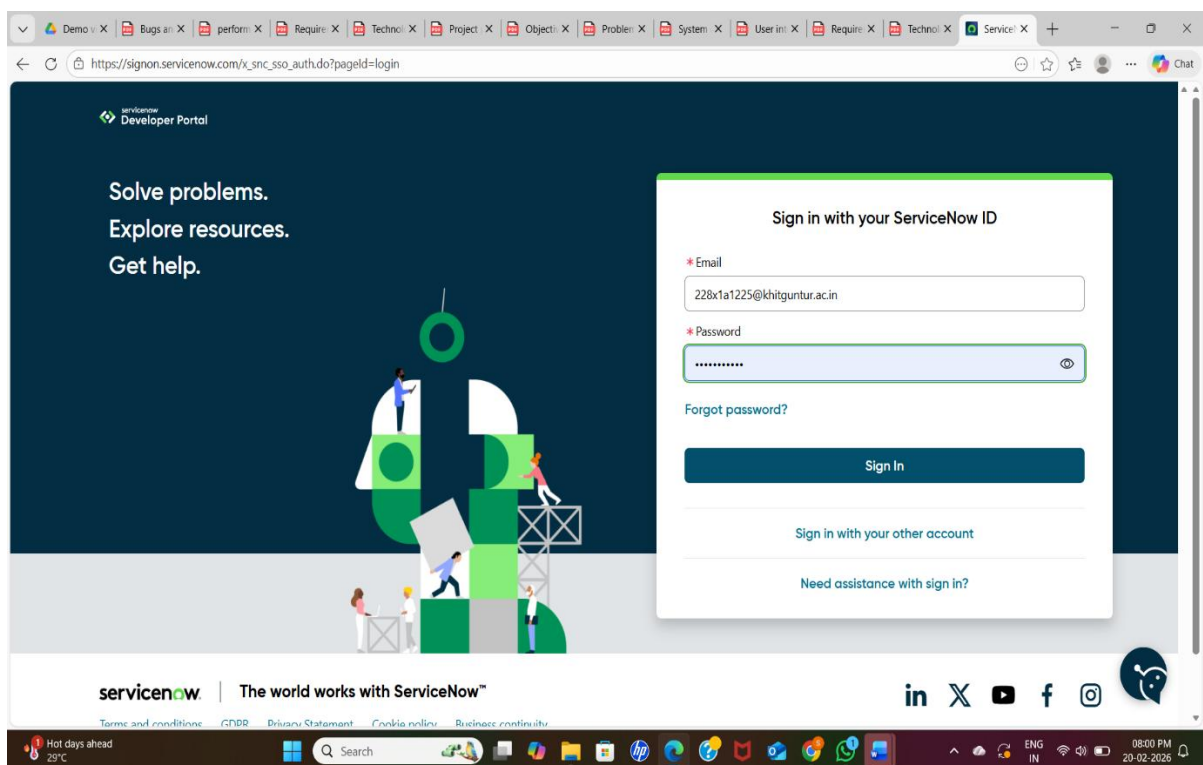


Educational Organization Using ServiceNow

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

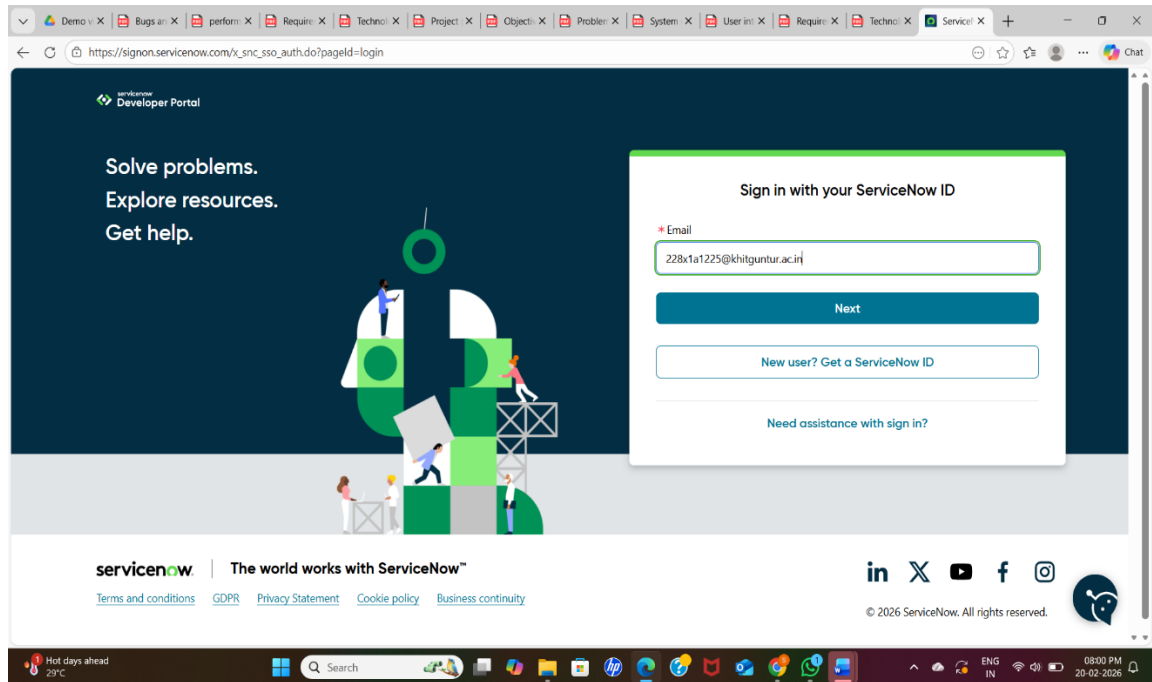
Step1: Setting Up ServiceNow Instance

- 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 CatLog.
 - Configuration Management (CMDB).
 - Workflow Editor / Flow Designer.
- Use App Engine Studio or ServiceNow Studio to build or customize apps.

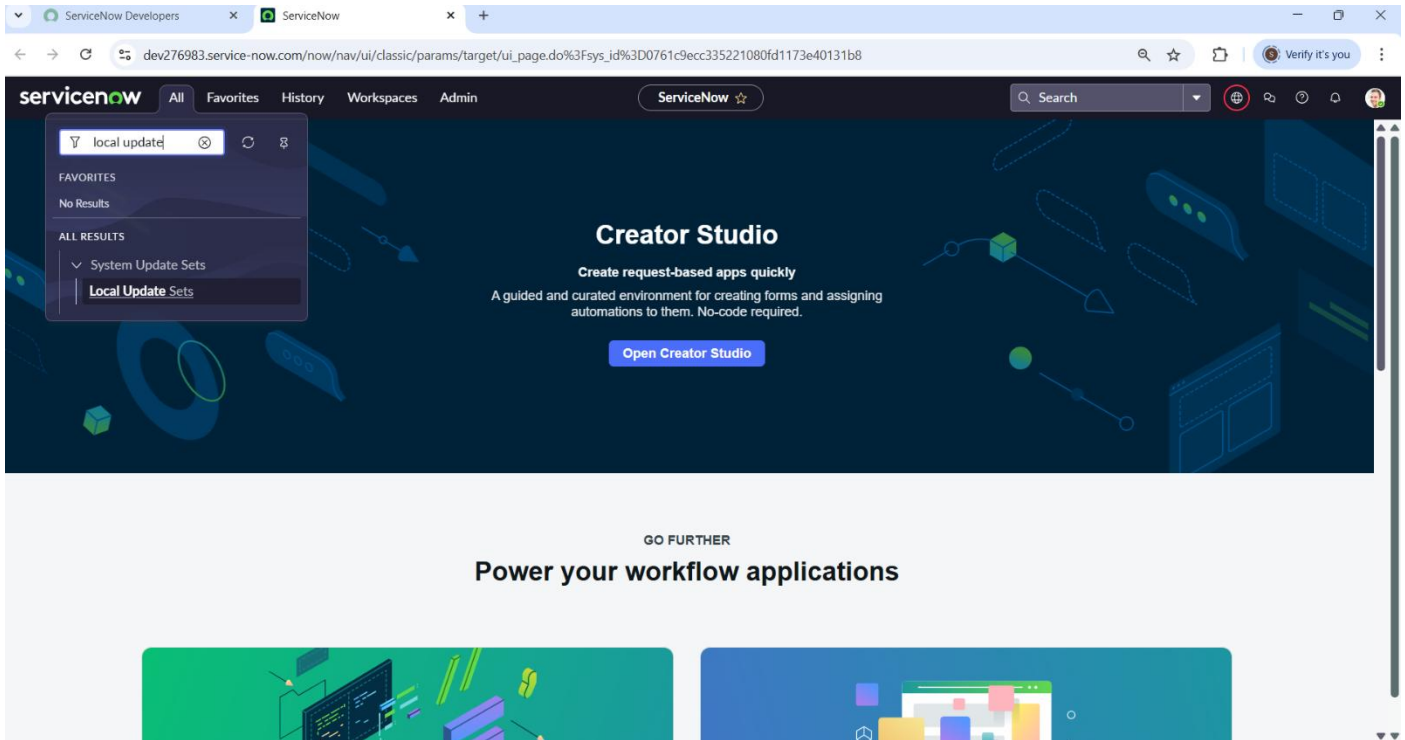
Step 2: Creation of New Update Set

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

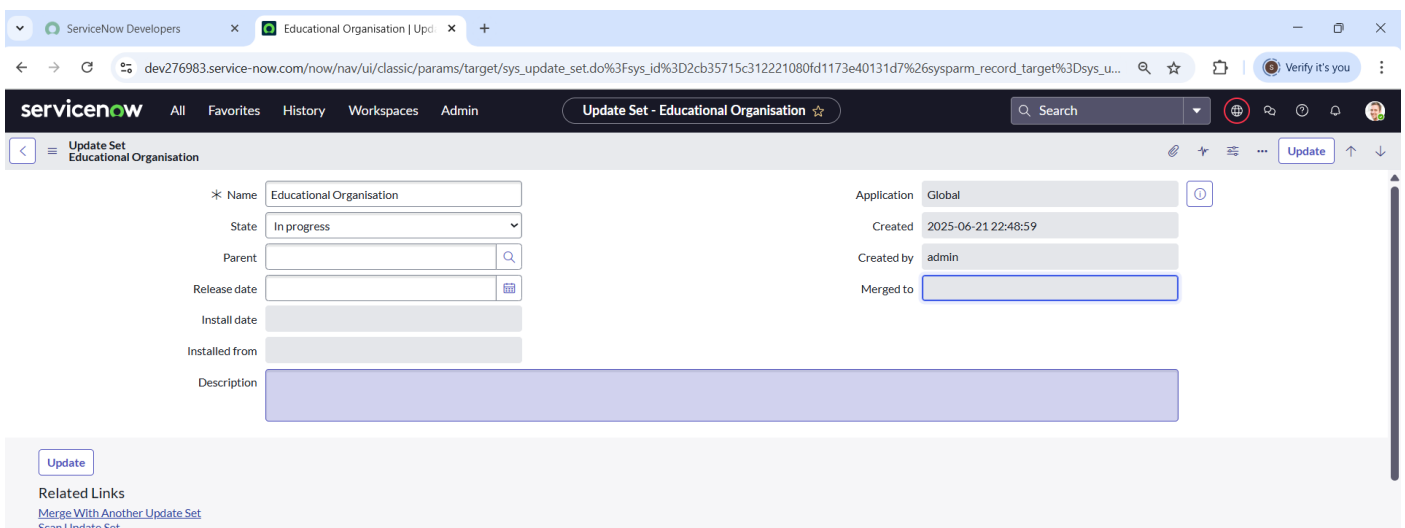
- Designing forms
- Adding workflows or scripts
- Changing UI elements
- Setting access rules



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.

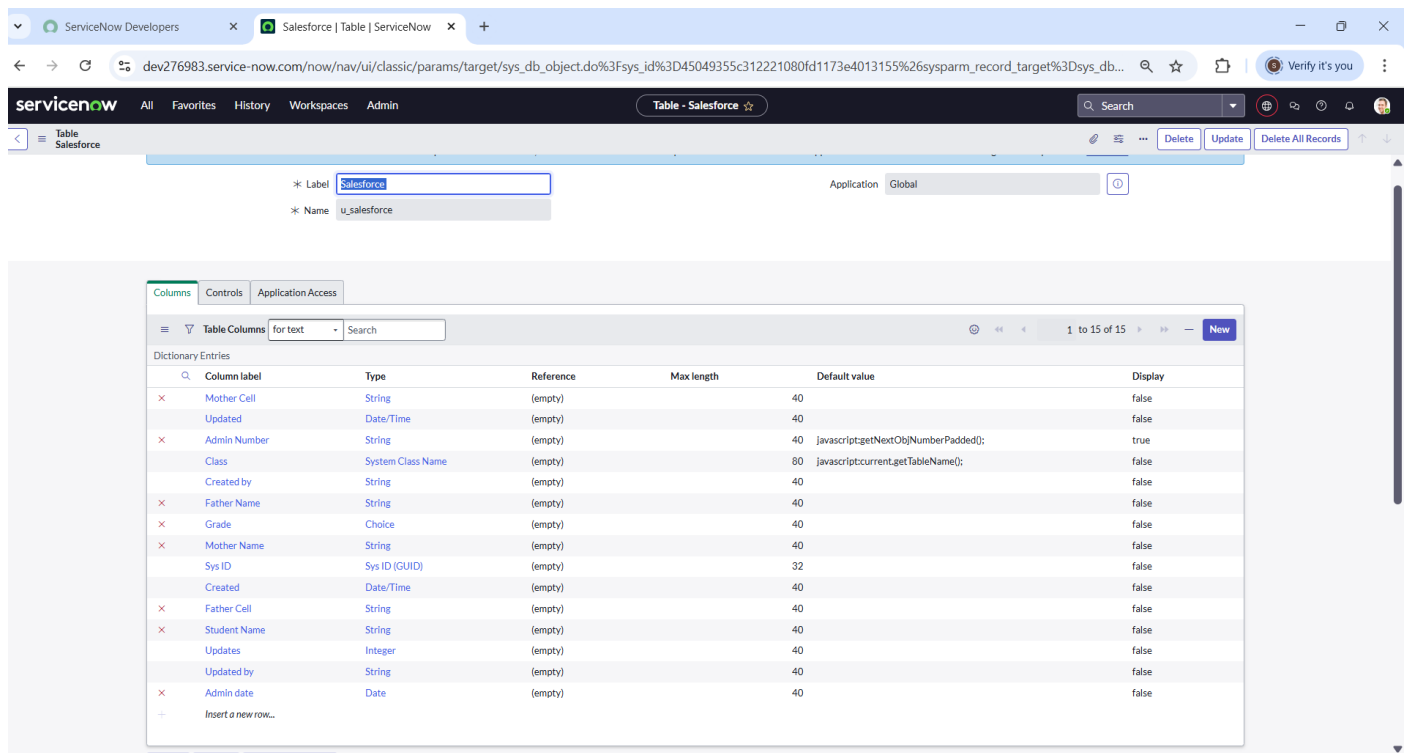


Step 3: Creation of Table

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.



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 Table Editor for the 'Table - Admission'. The 'Columns' tab is active, displaying a list of fields with their configurations. The fields are as follows:

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	Choice	(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
Admin Number	String	(empty)	40	javascript:nextNextOnNumberPadded()	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 interface for configuring a table named 'Student Progress'. The top navigation bar includes 'ServiceNow Developers', 'Student Progress | Table | Service...', and a search bar. The main header shows 'Table - Student Progress' with a search bar and buttons for 'Delete', 'Update', and 'Delete All Records'. Below the header, there's a description: '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](#)'. The configuration fields show 'Label' as 'Student Progress' and 'Name' as 'u_student_progress'. The 'Application' is set to 'Global'. Below this, there's a 'Columns' tab with a search bar and a 'Table Columns' section. The 'Table Columns' section shows a list of columns with their labels, types, references, max lengths, default values, and display status. The columns are: 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), and English (String, empty, 40, false).

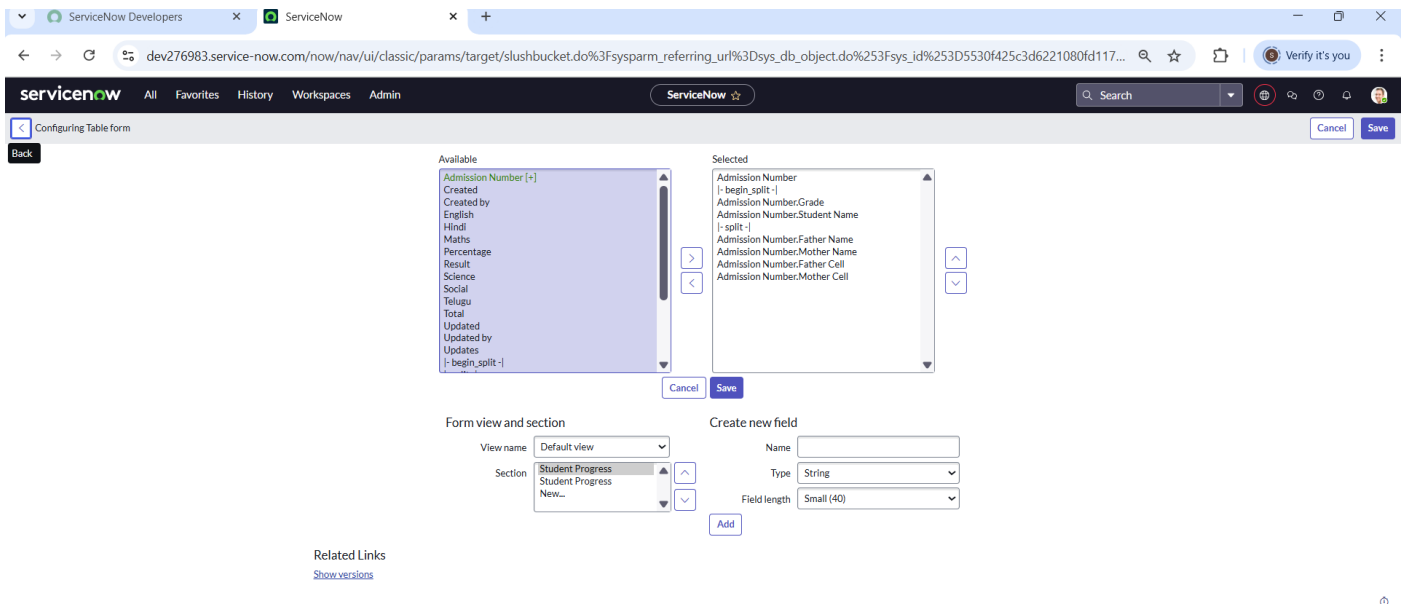
Column label	Type	Reference	Max length	Default value	Display
Science	String	(empty)	40	(empty)	false
Admission Number	Reference	Salesforce	32	(empty)	false
Sys ID	Sys ID (GUID)	(empty)	32	(empty)	false
Percentage	String	(empty)	40	(empty)	false
Hindi	String	(empty)	40	(empty)	false
Total	String	(empty)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

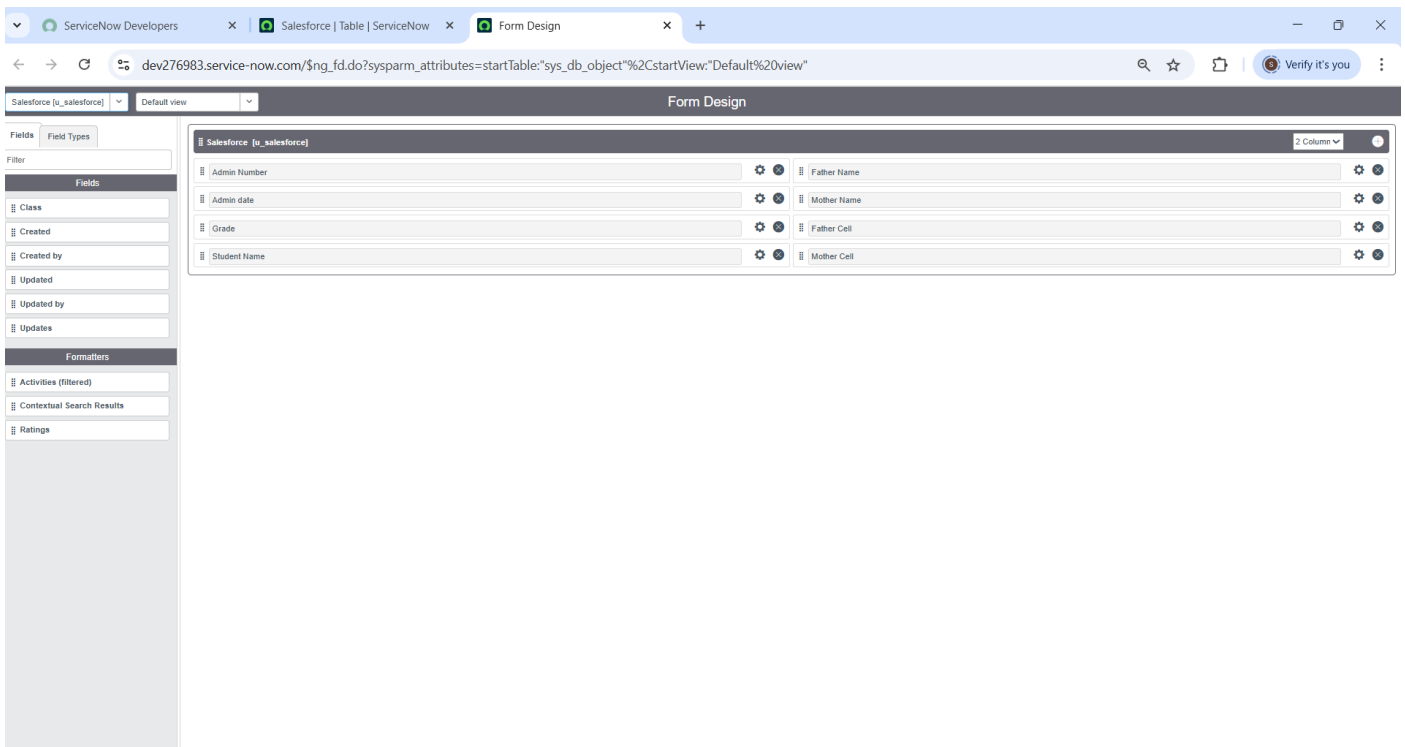
Here we select the fields from reference field admission table then the fields formed like:



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:
 - Name: Salesforce
 - Prefix: SAL
4. Click Submit to save the record.

The screenshot shows the ServiceNow web interface for configuring a Number field. The browser tabs include 'ServiceNow Developers', 'SAL | Number | ServiceNow', and 'Form Design'. The URL is 'dev276983.service-now.com/now/nav/ui/classic/params/target/sys_number.do%3Fsys_id%3D9193b829c3d6221080fd1173e40131dd%26sysparm_record_target%3Dsys_num...'. The page title is 'Number - SAL'. The configuration form includes the following fields:

- * Table: Salesforce
- Prefix: SAL
- * Number: 1000
- Application: Global
- Number of digits: 7

At the bottom left, there are 'Update' and 'Delete' buttons, and 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.

The screenshot shows the ServiceNow Flow Formatter interface. The form is titled "Admission [u_admission]". It has the following fields:

- * Table: Admission [u_admission]
- * Name: New
- Application: Global
- * Label: New
- Order: (empty)
- Active: ☒
- Condition: Add Filter Condition, Add "OR" Clause, -- choose field --, -- oper --, -- value --
- Description: (Rich text editor with toolbar)

A dropdown menu is open next to the "Order" field, showing a list of numbers from 1 to 6.

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 ServiceNow Client Script configuration interface. The script is named 'Auto populate' and is associated with the 'Admission' table. The UI Type is 'Mobile / Service Portal' and the Type is 'onChange'. The Field name is 'Admin Number'. The Application is set to 'Global'. The script is active and inherited globally.

Script:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
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  g_form.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

```

The 'Isolate script' checkbox is 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 'Admission - Create SAL0001011' form. The form has 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.

Form Fields:

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

Below the form, there is a 'School Details' section with a 'School Area' dropdown menu (value: -- None --) and a 'School' dropdown menu (value: -- None --). A 'Submit' button is located at the bottom left of the form.

- Salesforce Table

ServiceNow Developers

Create SAL0001013 | Salesforce

dev276983.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...

Search

School

servicenow

All Favorites History Workspaces Admin

Salesforce - Create SAL0001013

Search

Salesforce

New record

Submit

Admin Number

SAL0001013

Admin date

Grade

-- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Submit

- Student Progress Table

ServiceNow Developers

Create Created | Student Progre

dev276983.service-now.com/now/nav/ui/classic/params/target/u_student_progress.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_student_progress%26sysparm_c...

Search

School

servicenow

All Favorites History Workspaces Admin

Student Progress - Create Created

Search

Student Progress

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