Educational Organisation Using Servicenow

Team ID : NM2025TMID07474

Team Size : 3

Team Leader : Shreya S.A

Team member : Pooja L.V

Team member : Gopika R.S

Objective: To develop a ServiceNow solution that streamlines student services, automates administrative workflows, and provides dashboards for academic and operational insights.

Skills: ServiceNow app development, Flow Designer, reporting & dashboards, JavaScript, database design, and workflow automation.

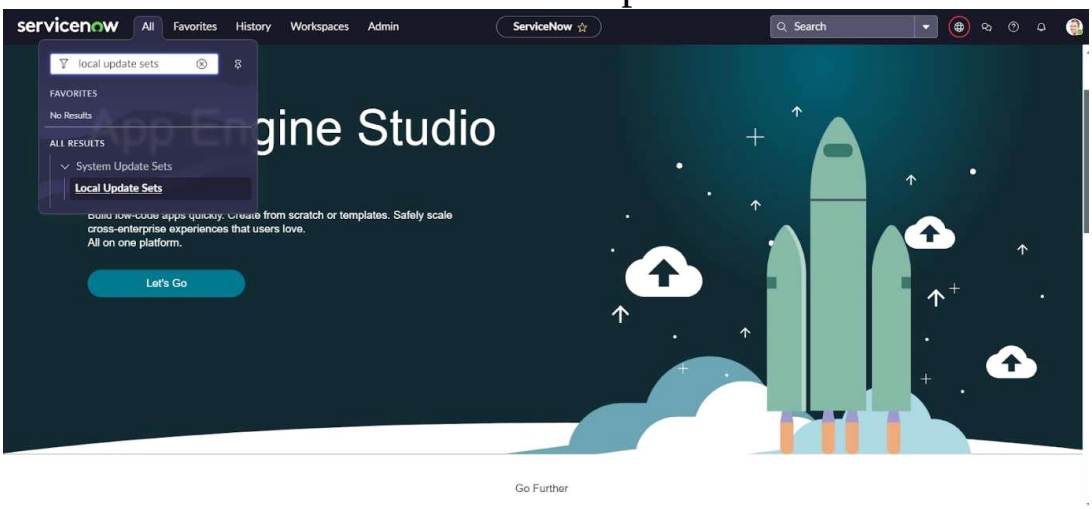
TASK INITIATION

Milestone 1 :User

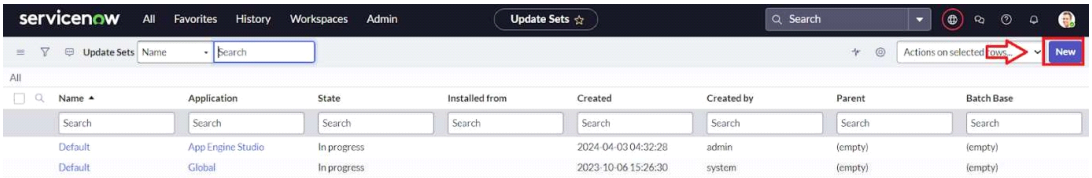
Activity 1: Create Users

Creating a Update Set

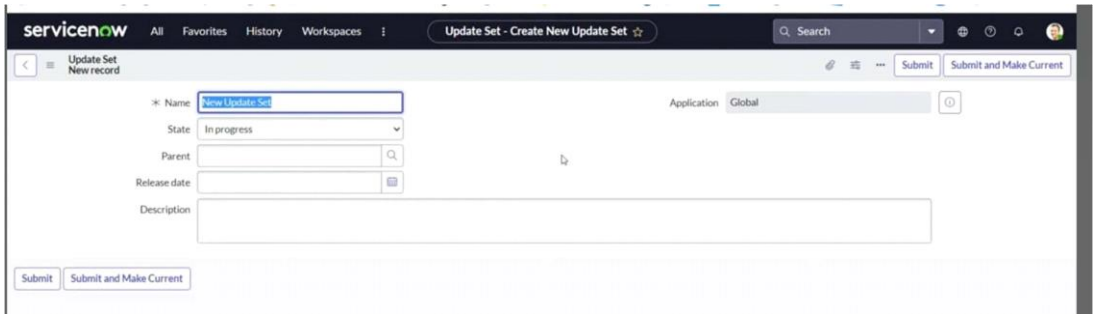
- Click on All >> Local update sets .



- Click on new

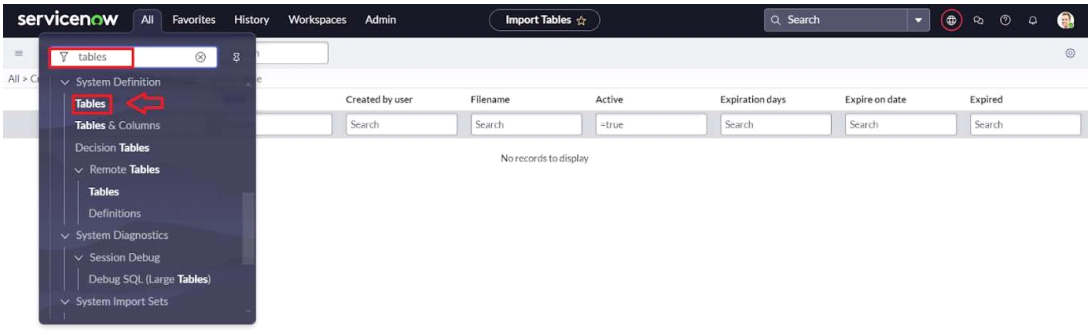


- Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

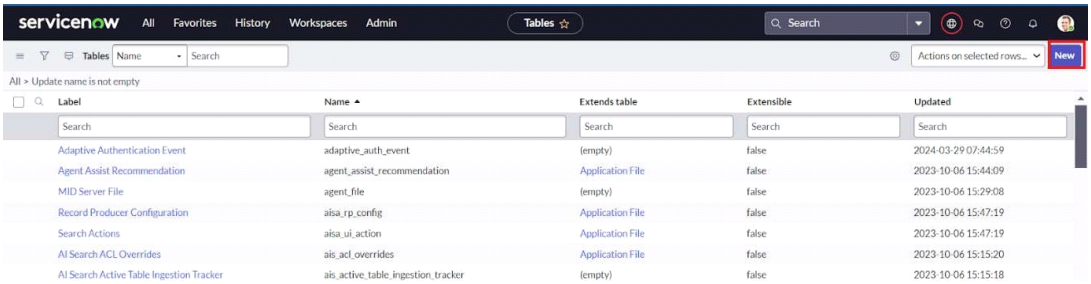


Creating Salesforce Table.

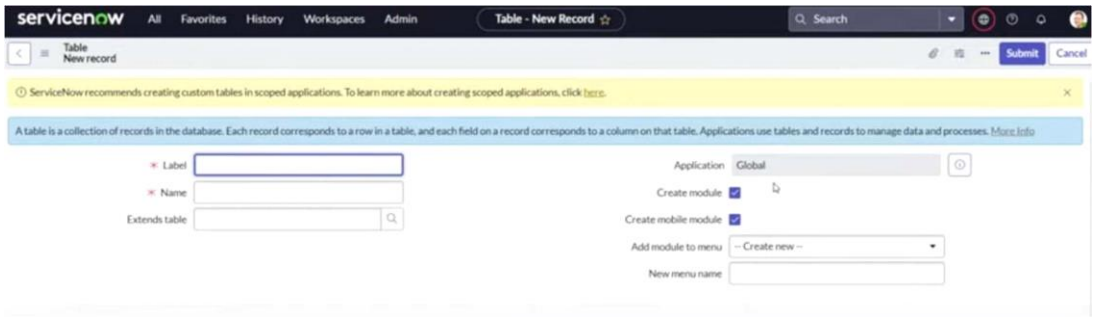
- All >> Tables.

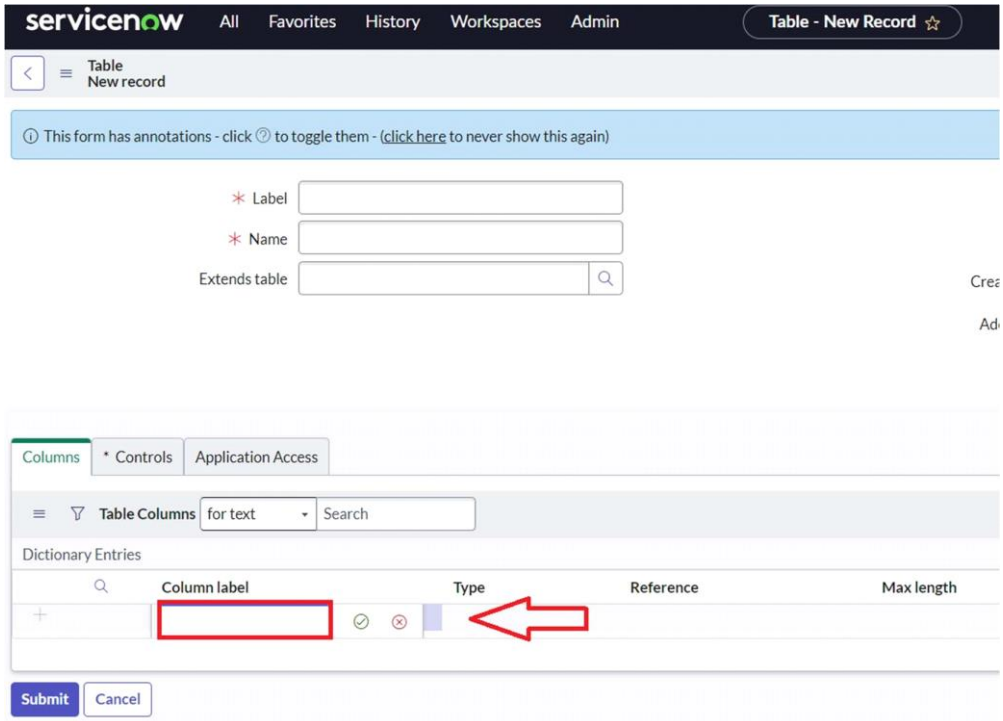


- Click on new



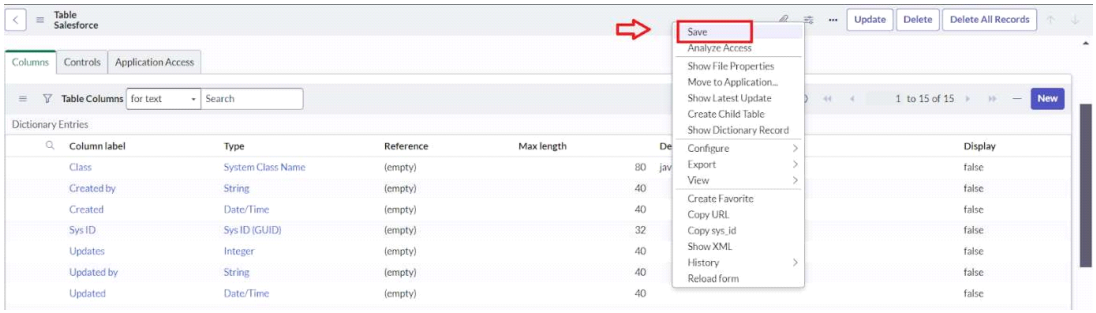
- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.





- 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 .

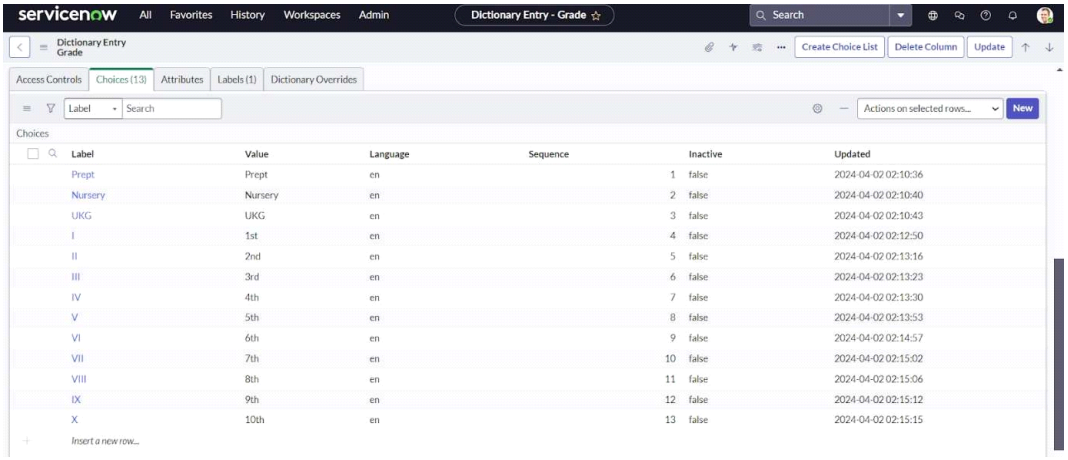
- For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.



- Click on controls >> Enable Extensible.

- 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 .

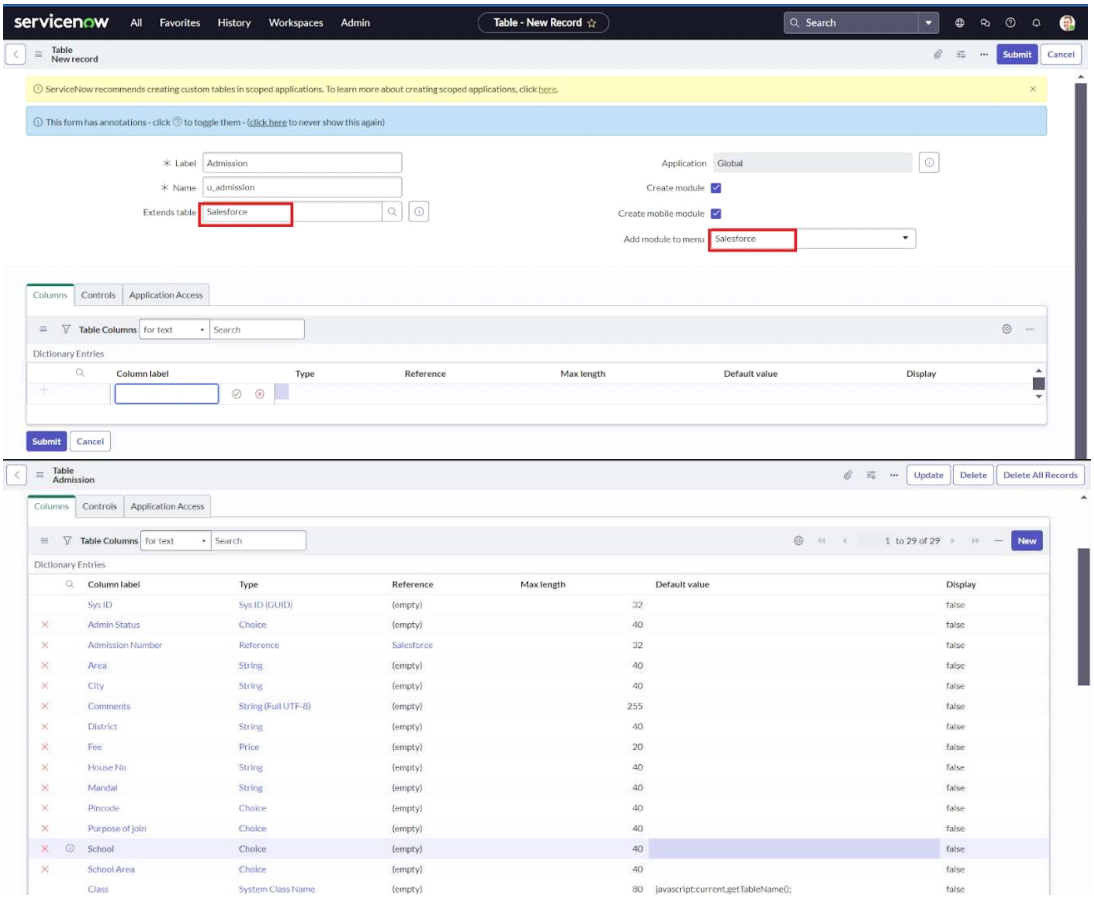
- Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.



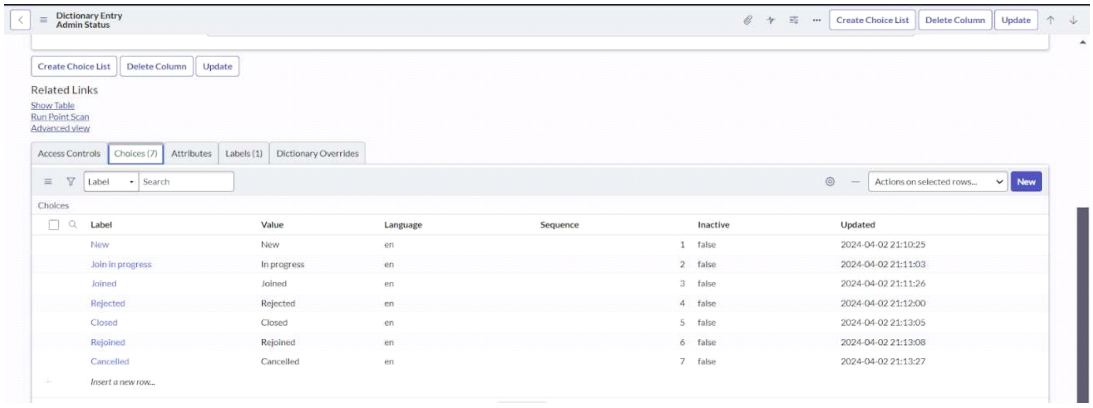
Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	false	2024-04-02 02:10:36
Nursery	Nursery	en	2	false	2024-04-02 02:10:40
UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:50
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	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

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



- Create choice for Admin Status as:



- Create choice for Pincode as:

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

Choices

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

Choices

Label	Value	Language	Sequence	Inactive	Updated
Tution	Tution	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

Choices

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

Choices

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...

Creating Student Progress Table

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

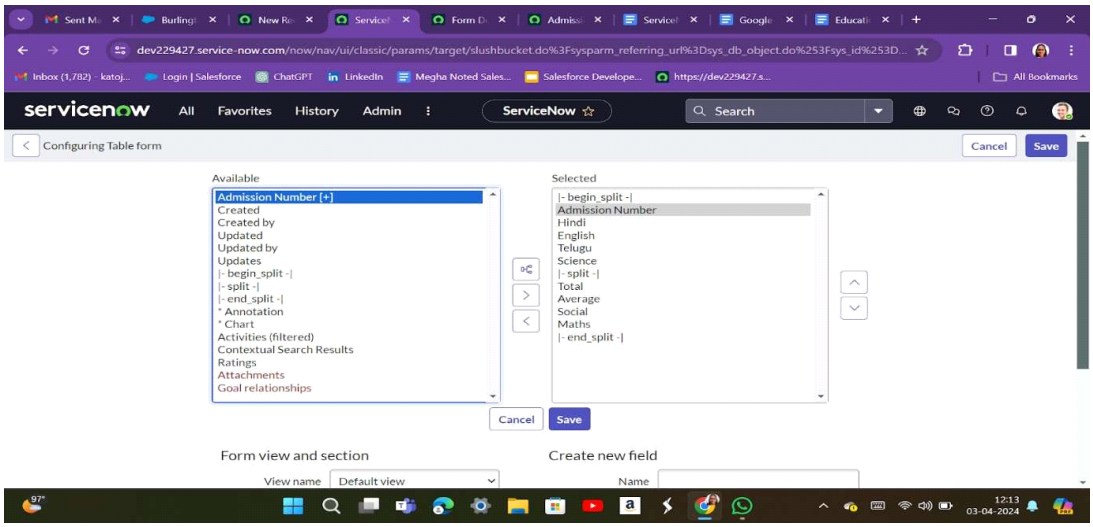
Admission Number	Reference	Salesforce	32		false
English	String	(empty)	40		false
Hindi	String	(empty)	40		false
Maths	String	(empty)	40		false
Percentage	String	(empty)	40		false
Result	String	(empty)	40		false
Science	String	(empty)	40		false
Social	String	(empty)	40		false
Telugu	String	(empty)	40		false
Total	String	(empty)	40		false

Insert a new row...

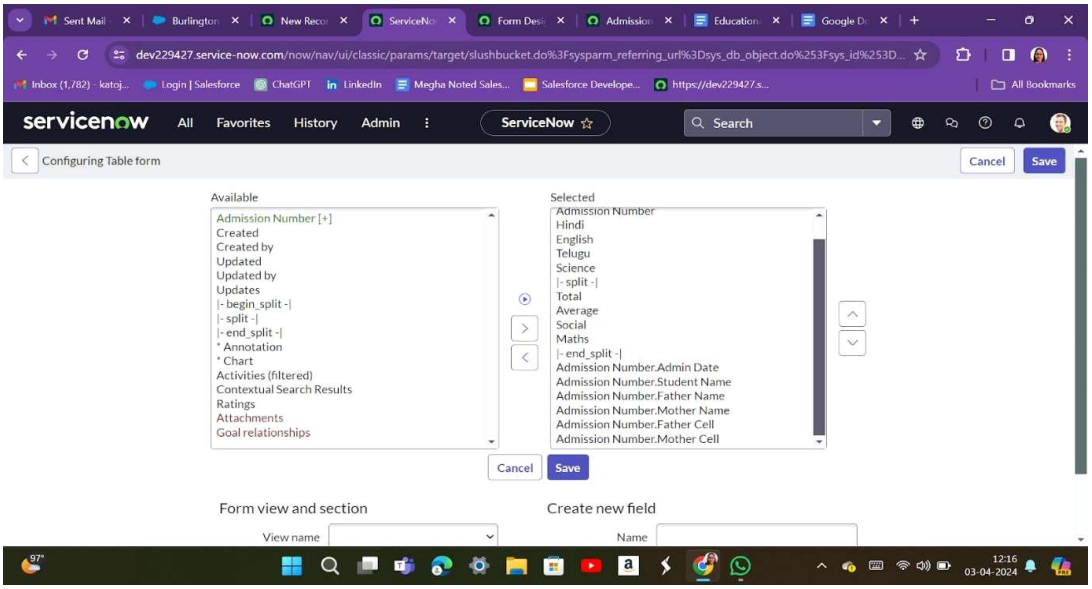
Configuring Table form for Student Progress Table

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

- Click on Admission Number [+] .

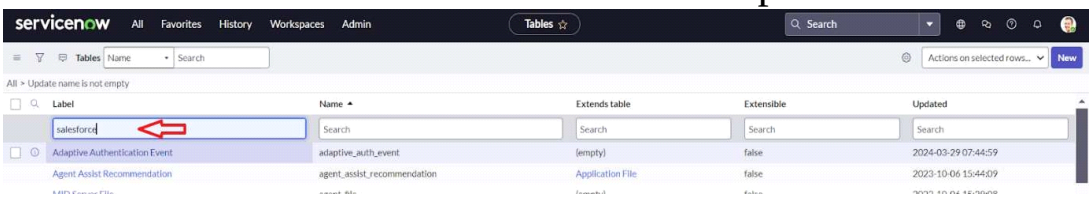


- Select below Admission Number fields in Available side and send it to selected side as below >> save.

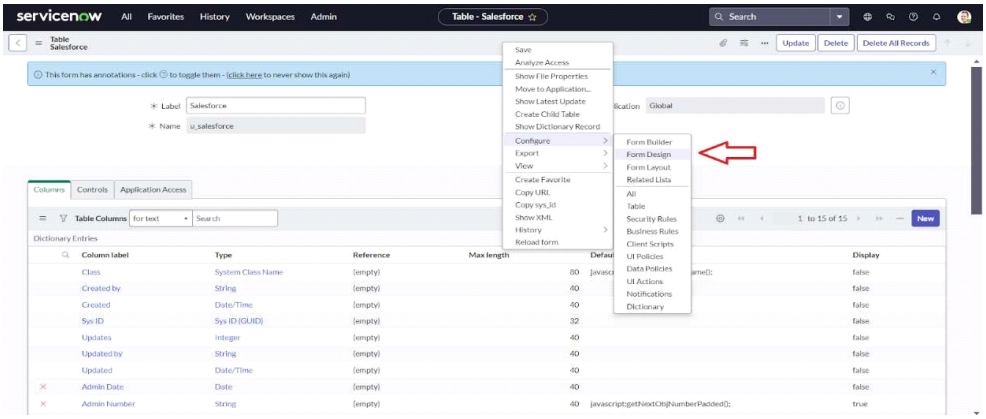


Creating Form Design for Salesforce Table

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

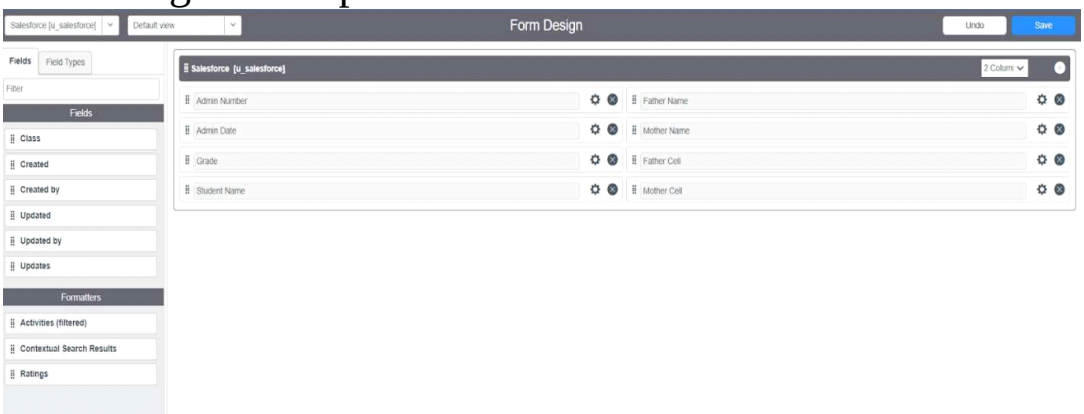


- Right Click on top Toggle >> Configure >> Form Design.



- In drop down select Salesforce(u_salesforce).

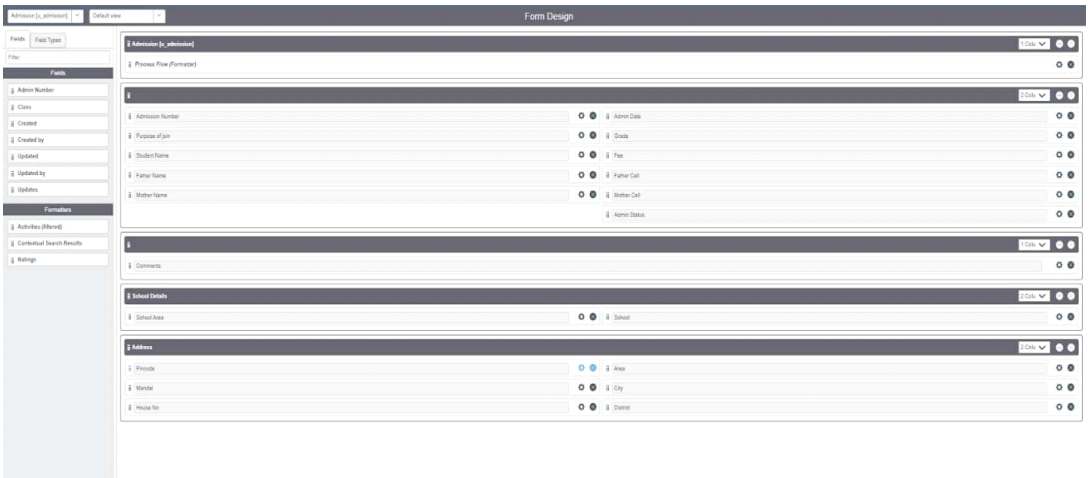
- Drag and drop the fields to the left side as below.



- Save.

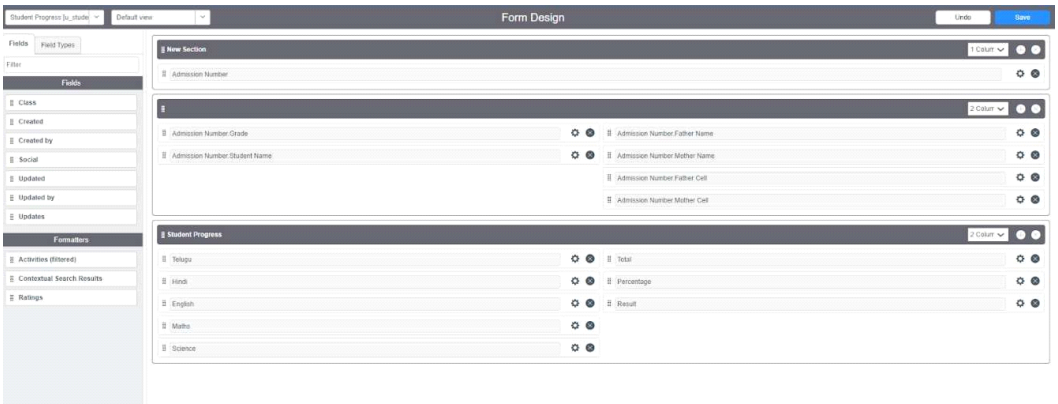
Creating Form Design for Admission Table

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



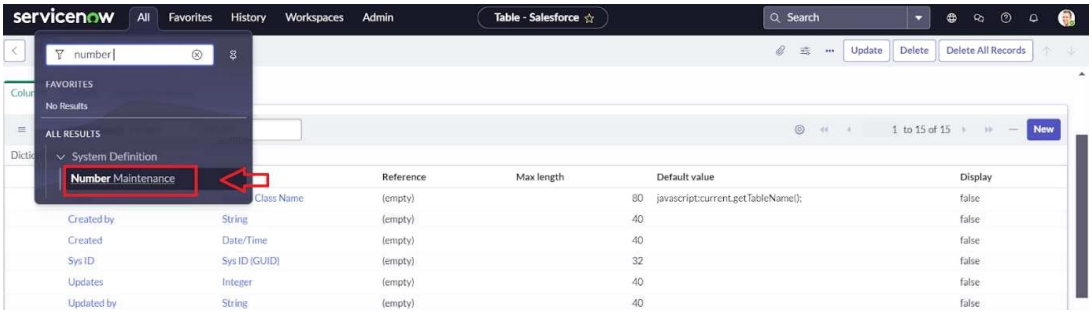
Creating Form Design for Student progress Table

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

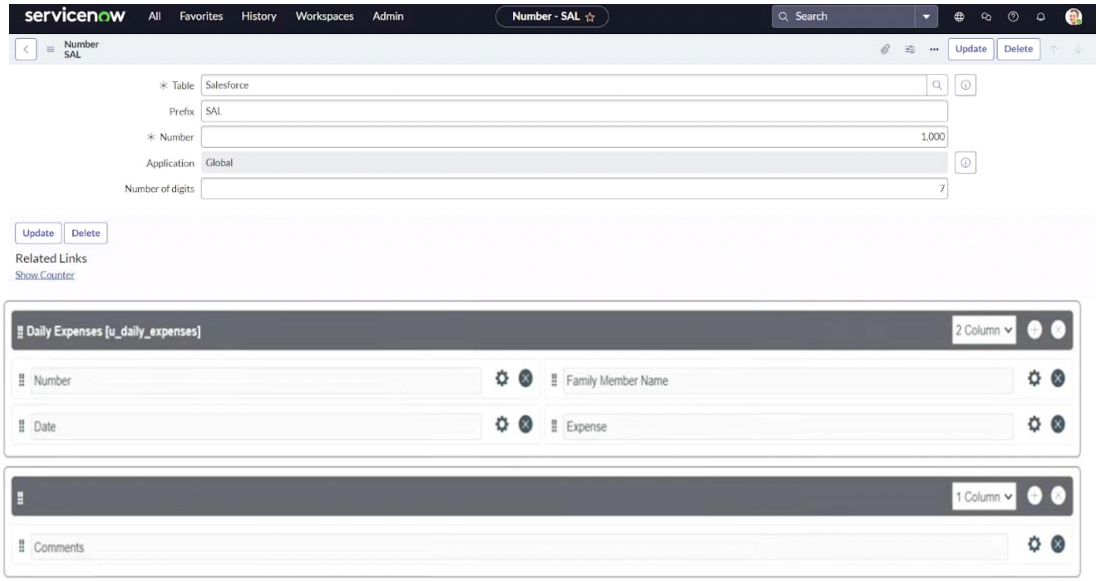


Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

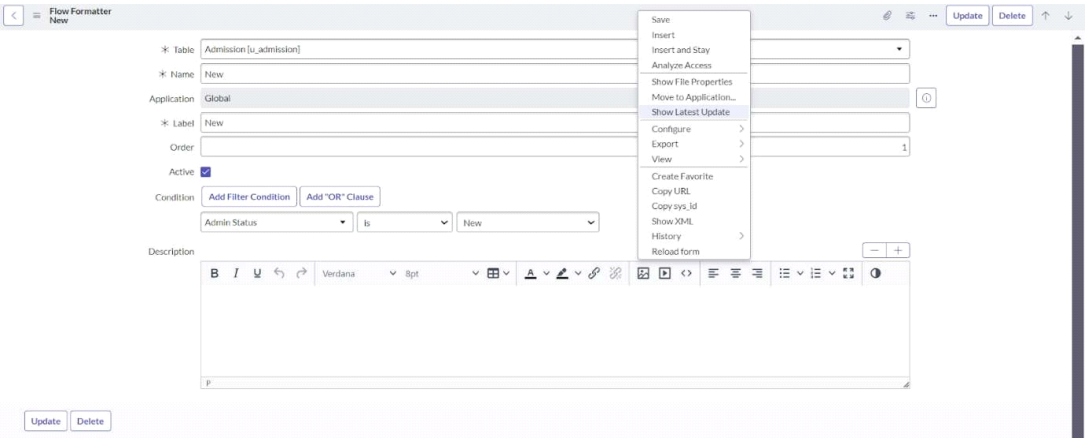


- Fill the details >> Submit.



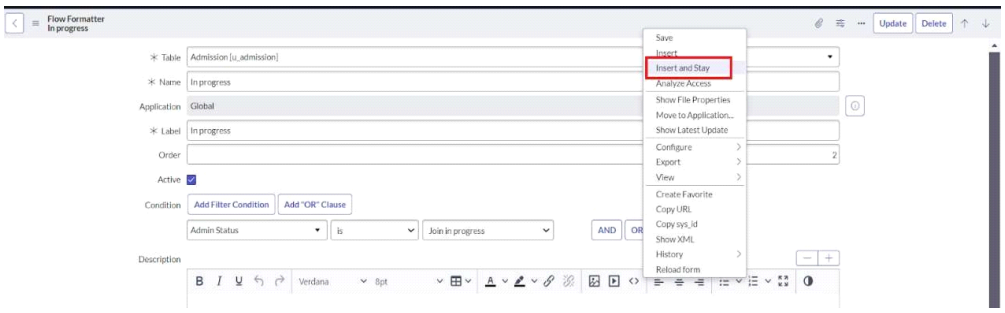
Creating Process Flow for Admission Table

- 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.



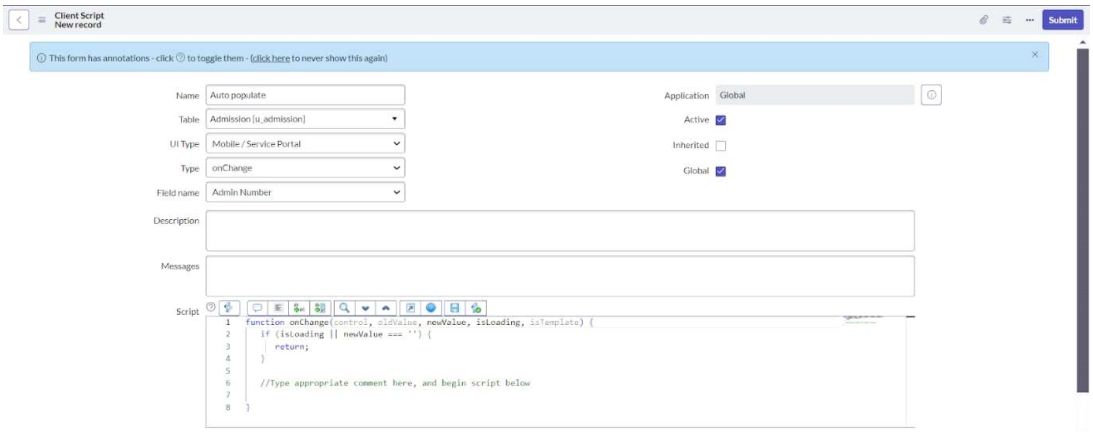
- Replace the Name and Label in order and click on Insert on stay.

Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.

- 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;

8. }

- //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_na me);
- g_form.setValue('u_father_name',a.u_father_name);
- g_form.setValue('u_mother_name',a.u_mother_na me);

- 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_da te);
- g_form.setDisabled('u_grade',a.u_grade);

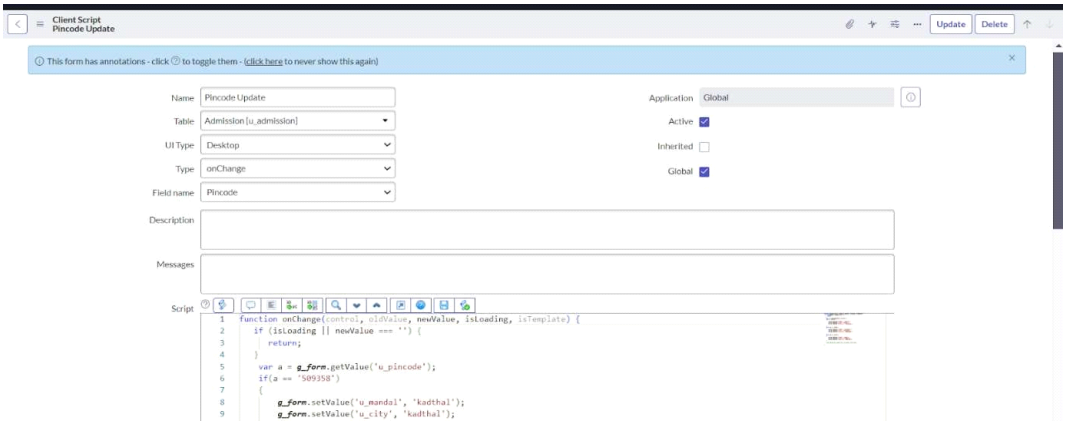
- g_form.setDisabled('u_student_name',a.u_student_name);
- g_form.setDisabled('u_father_name',a.u_father_na me);
- g_form.setDisabled('u_mother_name',a.u_mother_name);
- g_form.setDisabled('u_father_cell',a.u_father_cell);
- g_form.setDisabled('u_mother_cell',a.u_mother_c ell);

25. }

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

Creating "Pincode Update" Client Scripts for Admission Table

- Fill the Details as given.



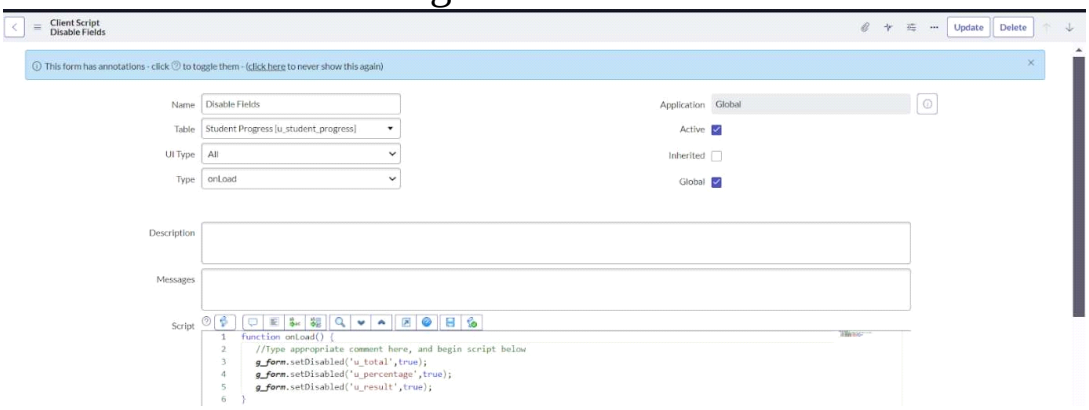
- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
   if (isLoading || newValue === '') {
      return;
   }

    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


}
```

Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.

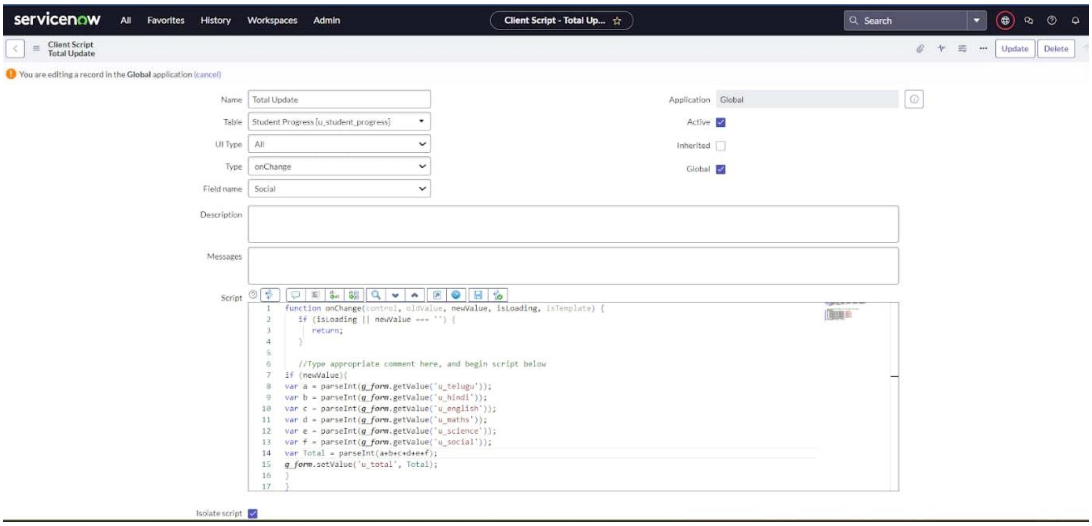


- Write the Code as below, Enable Isolate script and Save.

```
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);
}
```

Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.



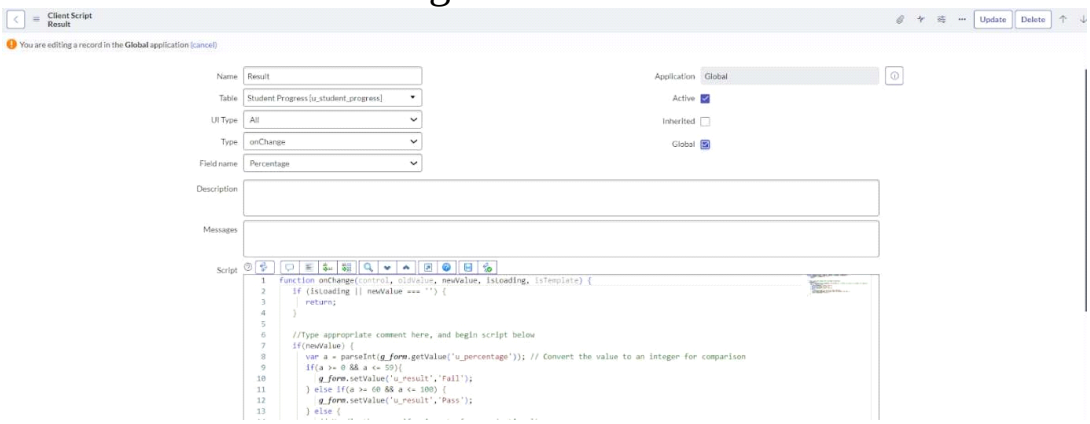
- Write the Code as below, Enable Isolate script and Save.

```
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);
}
}
```

Creating “Result” Client Scripts for Student progress Table

- Fill the Details as given.



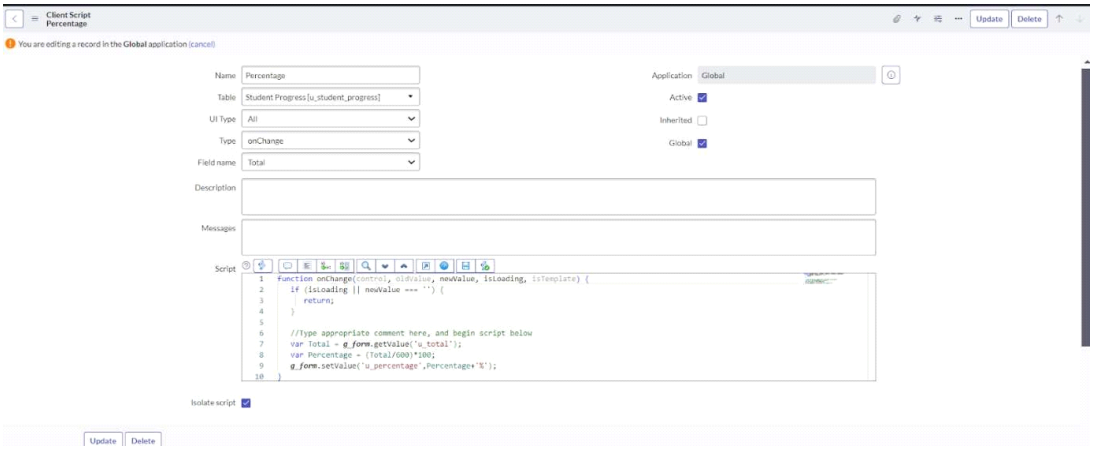
- Write the Code as below, Enable Isolate script and Save.

```
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_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');
    }
  }
}
```

Creating “Percentage” 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
  var Total = g_form.getValue('u_total');
  var Percentage = (Total/600)*100;
  g_form.setValue('u_percentage',Percentage+'%');
}
```

Conclusion : Whether for business or personal use, servicenow proves to be powerful tool for structured expense management.