

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.

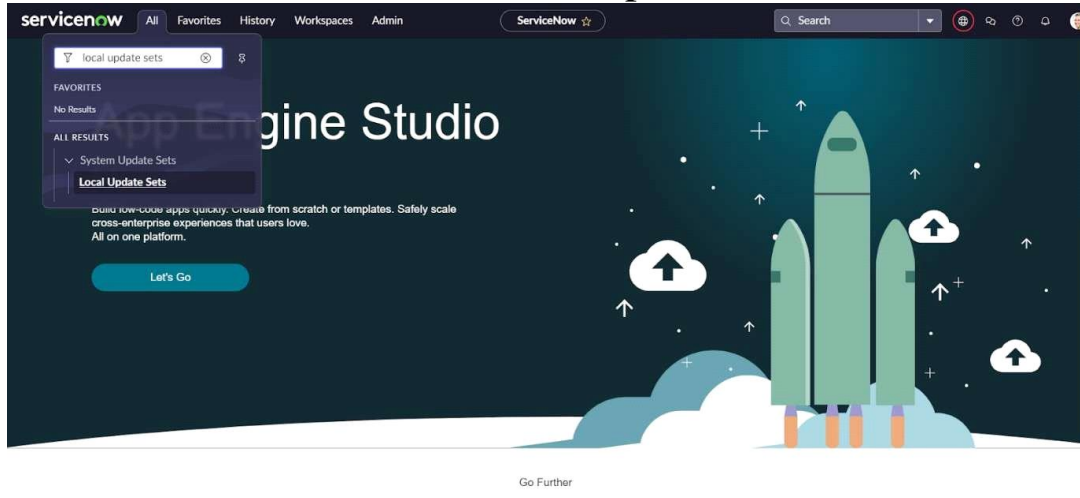
TASK INITIATION

Milestone 1 :User

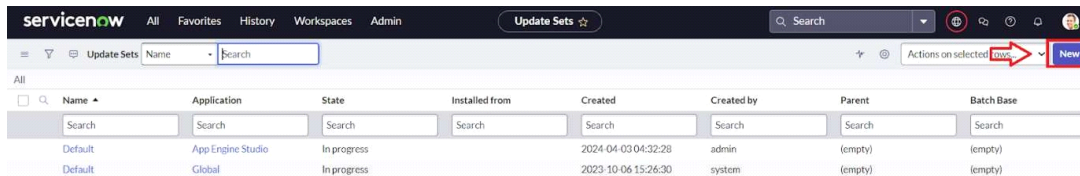
Activity 1: Create Users

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.

ServiceNow Update Set - Create New Update Set

Name: Application: Global

State:

Parent:

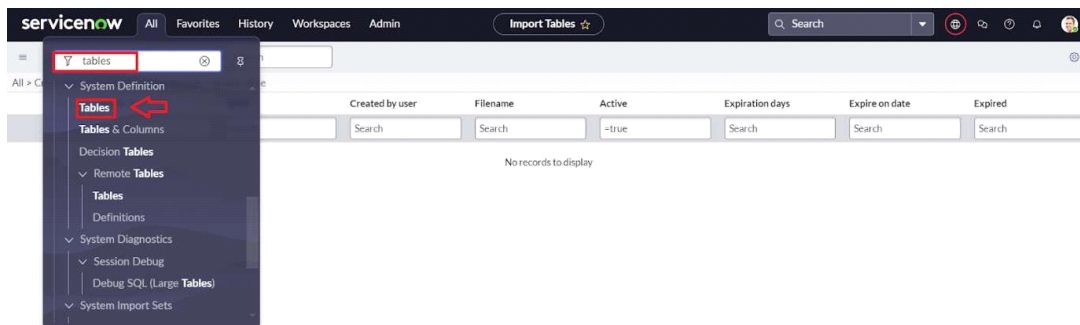
Release date:

Description:

Buttons: Submit, Submit and Make Current

Creating Salesforce Table.

- All >> Tables.



- Click on new

ServiceNow Tables

Buttons: New

Table:

Label	Name	Extends table	Extensible	Updated
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09
MID Server File	agent_file	(empty)	false	2023-10-06 15:29:08
Record Producer Configuration	aisa_rp_config	Application File	false	2023-10-06 15:47:19
Search Actions	aisa_ui_action	Application File	false	2023-10-06 15:47:19
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2023-10-06 15:15:20
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2023-10-06 15:15:18

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

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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](#)

* Label

* Name

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

This form has annotations - click ? to toggle them - (click [here](#) to never show this again)

* Label

* Name

Extends table

Create

Ad

Columns * Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length
+	<input type="text"/>	<input type="text"/>		

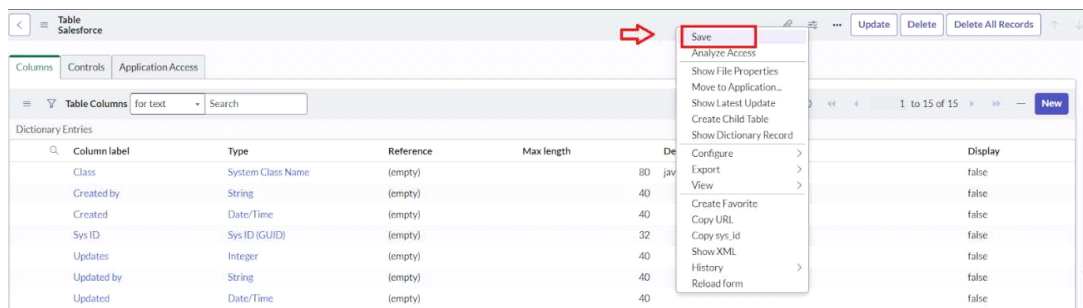
Submit Cancel

- 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 .

X

Column label	Type	Reference	Max length	Display
Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	javascript:getNextObj(NumberPadded);
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	false
Mother Cell	String	(empty)	40	false
Mother Name	String	(empty)	40	false
Student Name	String	(empty)	40	false

- 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 .

Choice List Specification
Calculated Value
Default Value

Use dynamic default ☒

Dynamic default value Get Next Padded Number

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

servicenow All Favorites History Workspaces Admin Dictionary Entry - Grade

Dictionary Entry Grade

Access Controls Choices (13) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

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

Insert a new row...

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

servicenow All Favorites History Workspaces Admin Table - New Record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

This form has annotations - click ⓘ to toggle them - (click [here](#) to never show this again)

* Label Admission
 * Name u_admission
 Extends table Salesforce

Application Global
 Create module ☒
 Create mobile module ☒
 Add module to menu Salesforce

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display

Submit Cancel

Table Admission Update Delete Delete All Records

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Area	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
District	String	(empty)	40		false
Fee	Price	(empty)	20		false
House No	String	(empty)	40		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTabletName();	false

- Create choice for Admin Status as:

Dictionary Entry Admin Status Create Choice List Delete Column Update

Create Choice List Delete Column Update

Related Links
 Show Table
 Run Point Scan
 Advanced view

Access Controls Choices (7) Attributes Labels (1) Dictionary Overrides

Label Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
Join in progress	In progress	en	2	false	2024-04-02 21:11:03
Joined	Joined	en	3	false	2024-04-02 21:11:26
Rejected	Rejected	en	4	false	2024-04-02 21:12:00
Closed	Closed	en	5	false	2024-04-02 21:13:05
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27

Insert a new row...

- Create choice for Pincode as:

Configuring Table form for Student Progress Table

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

Table student progress				
✖	Telugu	String	(empty)	40
✖	Total	String	(empty)	40
Insert a new row...				

Update Delete Delete All Records

Related Links

- Design Form
- Layout Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

- Click on Admission Number [+].

Configuring Table form

Available

- Admission Number [+]
- Created
- Created by
- Updated by
- Updated by
- Updates
- begin_split -
- split -
- end_split -
- * Annotation
- * Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- begin_split -
- Admission Number
- Hindi
- English
- Telugu
- Science
- split -
- Total
- Average
- Social
- Maths
- end_split -

Cancel Save

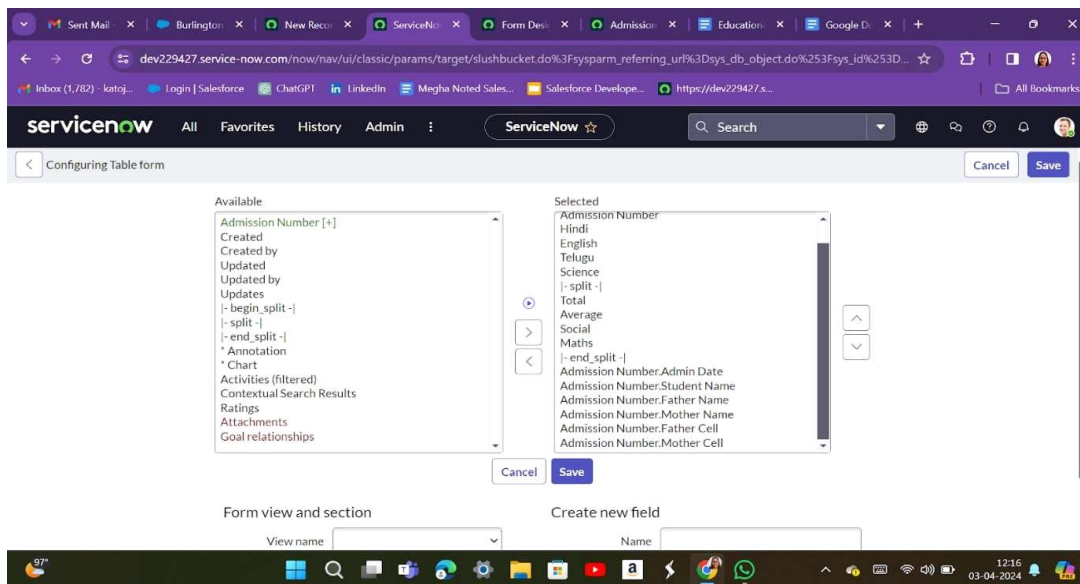
Form view and section

View name Default view

Create new field

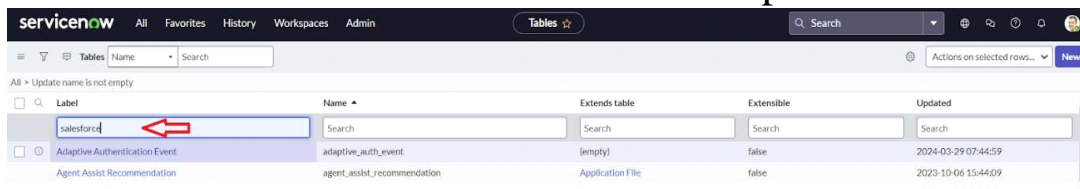
Name

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

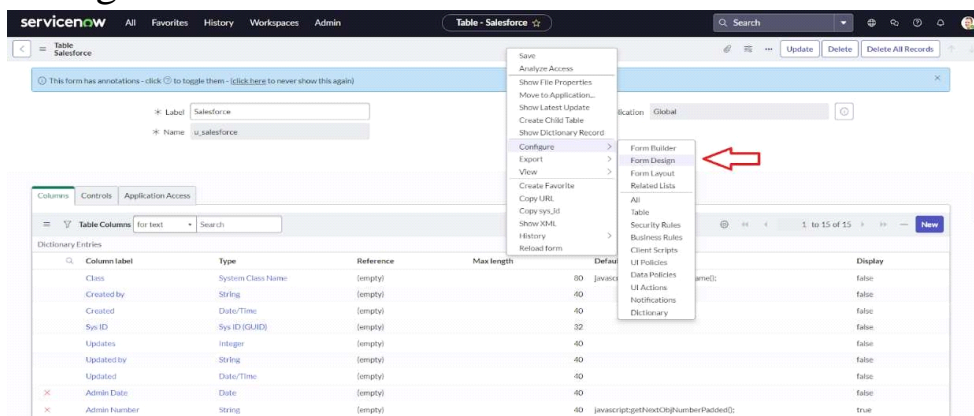


Creating Form Design for Salesforce Table

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



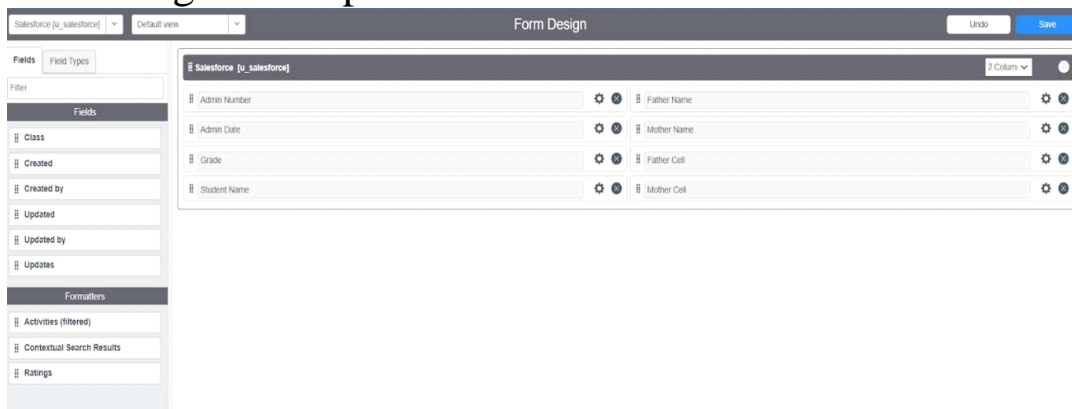
- Right Click on top Toggle >> Configure >> Form Design.



- 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

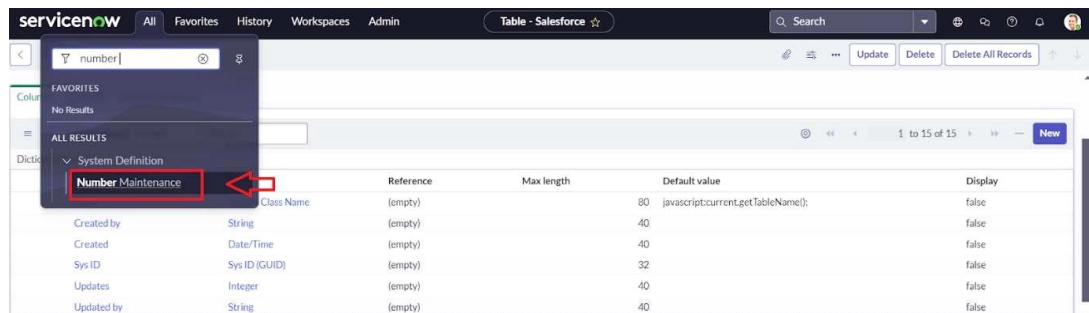
Follow the same steps as Activity1, Configure the fields as below and Save.

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.

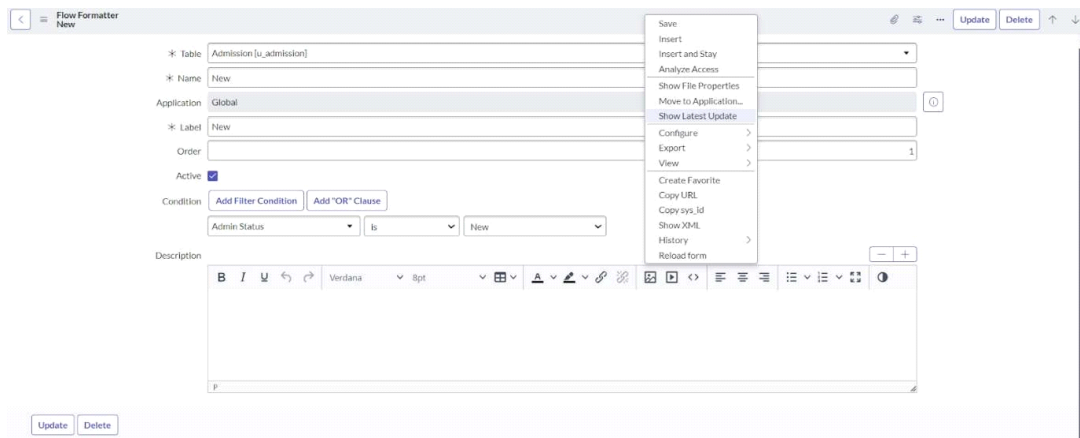
The screenshot shows the ServiceNow interface with the 'Number - SAL' form. The form includes fields for Table, Prefix, Number, Application, and Number of digits. Below the form are 'Update' and 'Delete' buttons, and a 'Related Links' section. The bottom part of the screenshot shows a table with columns: Number, Date, Family Member Name, and Expense.

Table	Prefix	Number	Application	Number of digits
Salesforce	SAL	1,000	Global	7

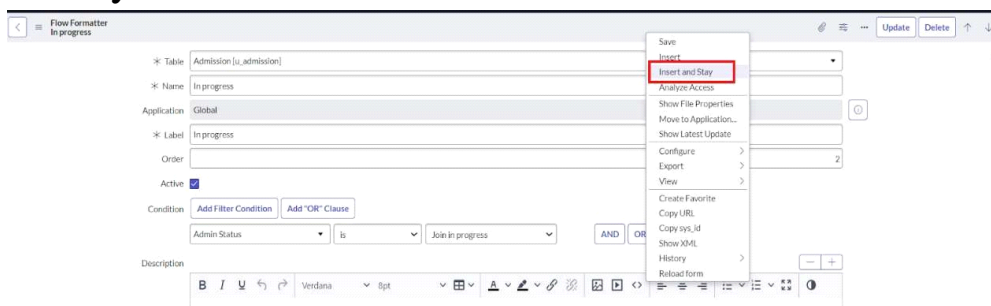
Number	Date	Family Member Name	Expense

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.

This form has annotations - click [here](#) to toggle them - (click here to never show this again)

Name: Auto populate

Table: Admission[u_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7
8 }

```

- 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_name);

- g_form.setValue('u_father_name',a.u_father_name);

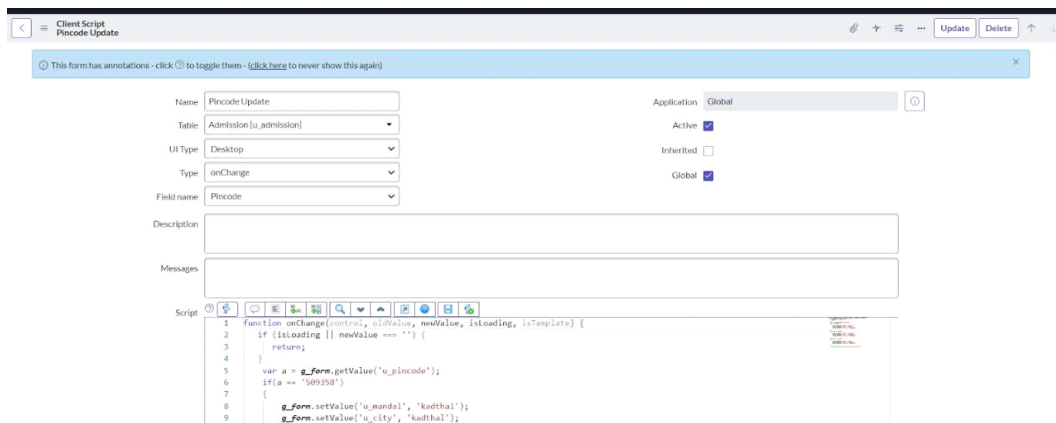
- g_form.setValue('u_mother_name',a.u_mother_name);

- `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_date);`
- `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_name);`
- `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_cell);`
- 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.

The screenshot shows the 'Client Script' configuration window for a script named 'Disable Fields'. The window has a title bar with a back arrow, a close button, and 'Update' and 'Delete' buttons. Below the title bar is a blue notification bar that says 'This form has annotations - click [icon] to toggle them - (click here to never show this again)'. The form contains the following fields:

- Name:** Disable Fields
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onLoad
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (empty text area)
- Messages:** (empty text area)
- Script:**

```

1 function onLoad() {
2     //Type appropriate comment here, and begin script below
3     g_form.setDisabled('u_total',true);
4     g_form.setDisabled('u_percentage',true);
5     g_form.setDisabled('u_result',true);
6 }

```

- 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);

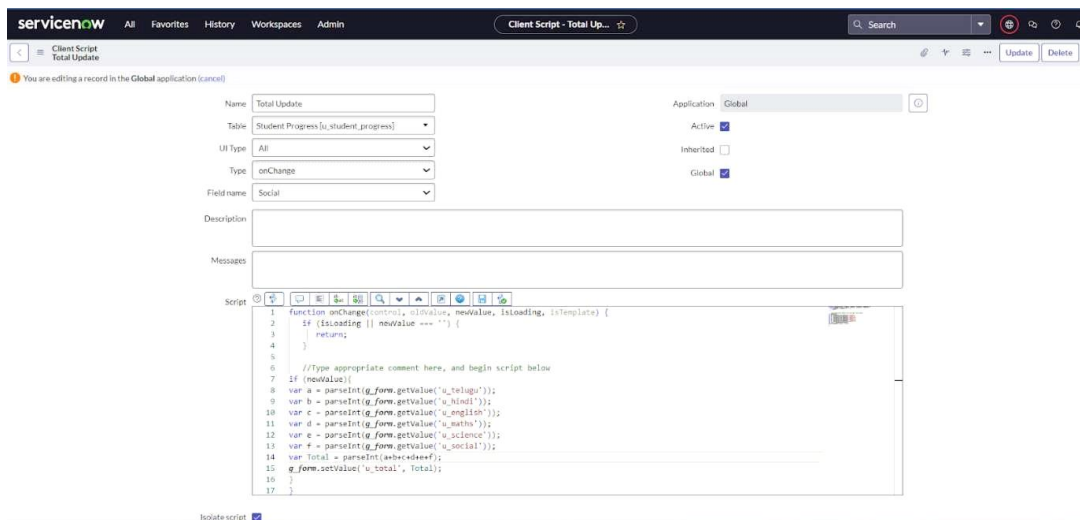
g_form.setDisabled('u_percentage',true);

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'));

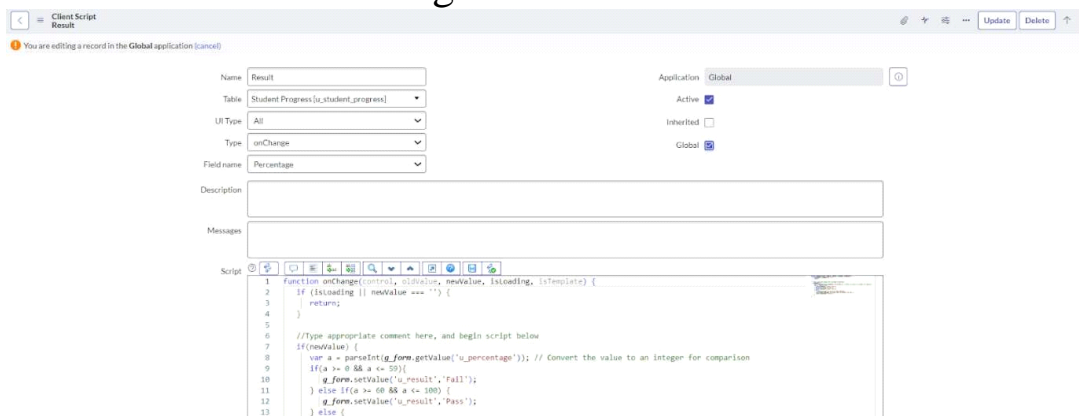
```

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.');
```

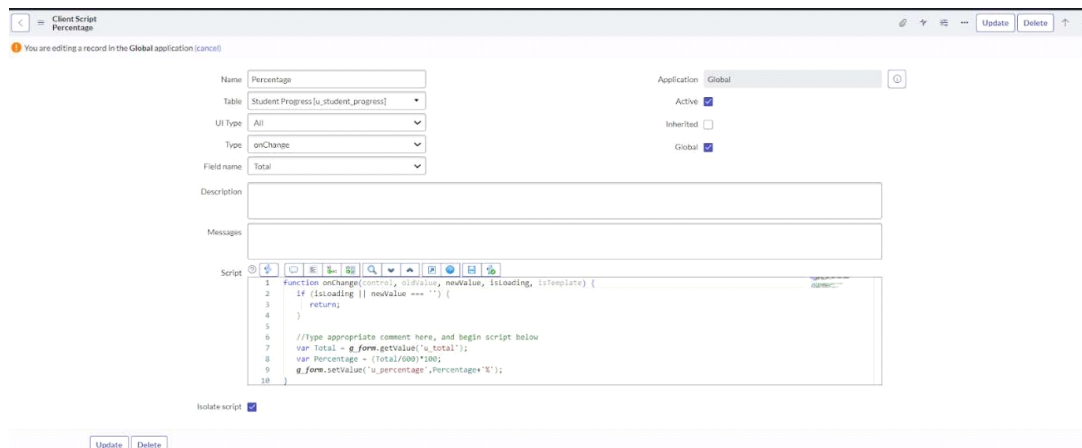
```

        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.