

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

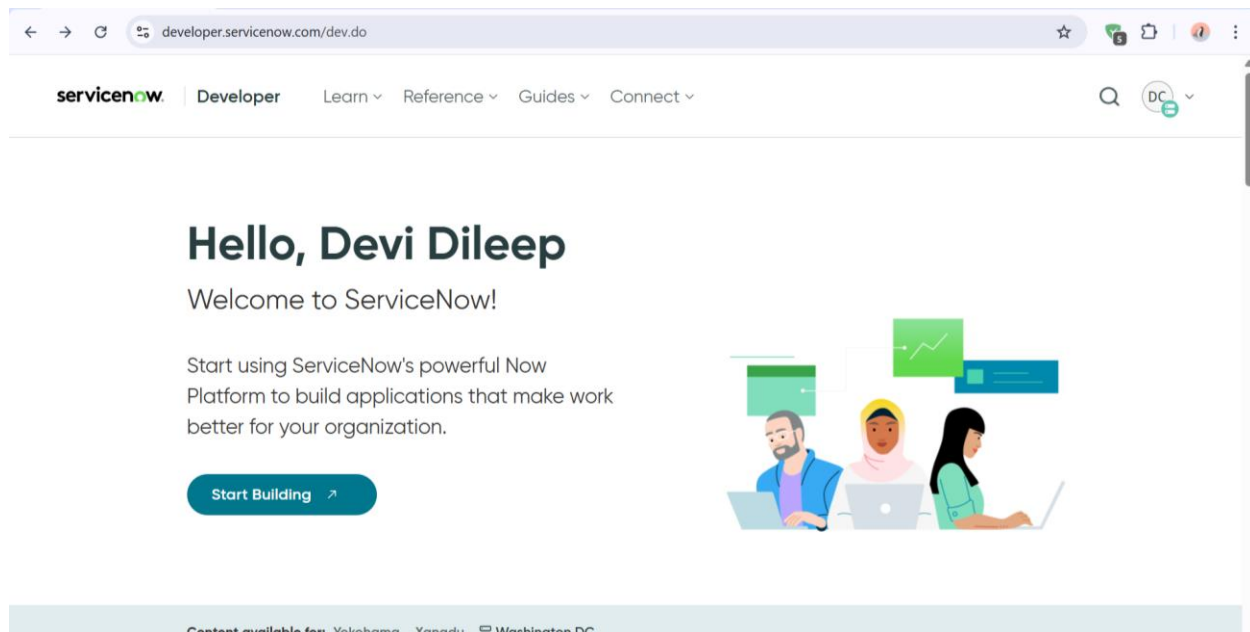
- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

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 'Update Set' form for 'Dileep Educational Organization'. The form is titled 'Update Set - Dileep Educational Org...' and includes a search bar and an 'Update' button. The form fields are organized into two columns. The left column contains fields for Name, State, Parent, Release date, Install date, Installed from, and Description. The right column contains fields for Application, Created, Created by, and Merged to. Below the form fields is an 'Update' button and a 'Related Links' section with links to 'Merge With Another Update Set' and 'Scan Update Set'. At the bottom, there are tabs for 'Customer Updates (162)', 'Update Set Logs', and 'Child Update Sets'.

* Name	Dileep Educational Organization	Application	Global
State	In progress	Created	2025-07-21 06:40:53
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Update

Related Links

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (162) | Update Set Logs | Child Update Sets

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.).

The screenshot shows the 'Form Design' interface for the 'Admission [u_admission]' table. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays a form layout with sections for 'Admission [u_admission]', 'Activities (filtered) (Formatter)', 'School Details', and 'Address'. Fields include Admin Number, Class, Created, Created by, Updated, Updated by, Updates, Admin Date, Grade, Fee, Father Name, Father Cell, Mother Name, Mother Cell, Admin Status, School Area, School, Pincode, and Area. A 'Comments' section is also visible.

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.

The screenshot shows the Salesforce Form Design tool for the 'Admission' table. The left sidebar contains a 'Fields' list with fields like Admin Number, Class, Created, Created by, Updated, Updated by, and Updates. Below this is a 'Formatters' section with options like Contextual Search Results, Process Flow, and Ratings. The main workspace shows a form layout with sections: 'Admission [u_admission]' (1 Column), 'Activities (filtered) (Formatter)' (2 Column), 'School Details' (2 Column), and 'Address' (2 Column). Each section contains specific fields with configuration icons (gear, plus, minus, and close).

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 - SAL' form. The 'Table' field is set to 'Salesforce'. The 'Prefix' field is 'SAL'. The 'Number' field is '1,000'. The 'Application' field is 'Global'. The 'Number of digits' field is '7'. There are 'Update' and 'Delete' buttons at the bottom left. A 'Related Links' section with a 'Show Counter' link is also visible.

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 === '534201') {
        g_form.setValue('u_mandal', 'Bhimavaram');
        g_form.setValue('u_city', 'Bhimavaram');
        g_form.setValue('u_district', 'West Godavari');
    }
}
```

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:

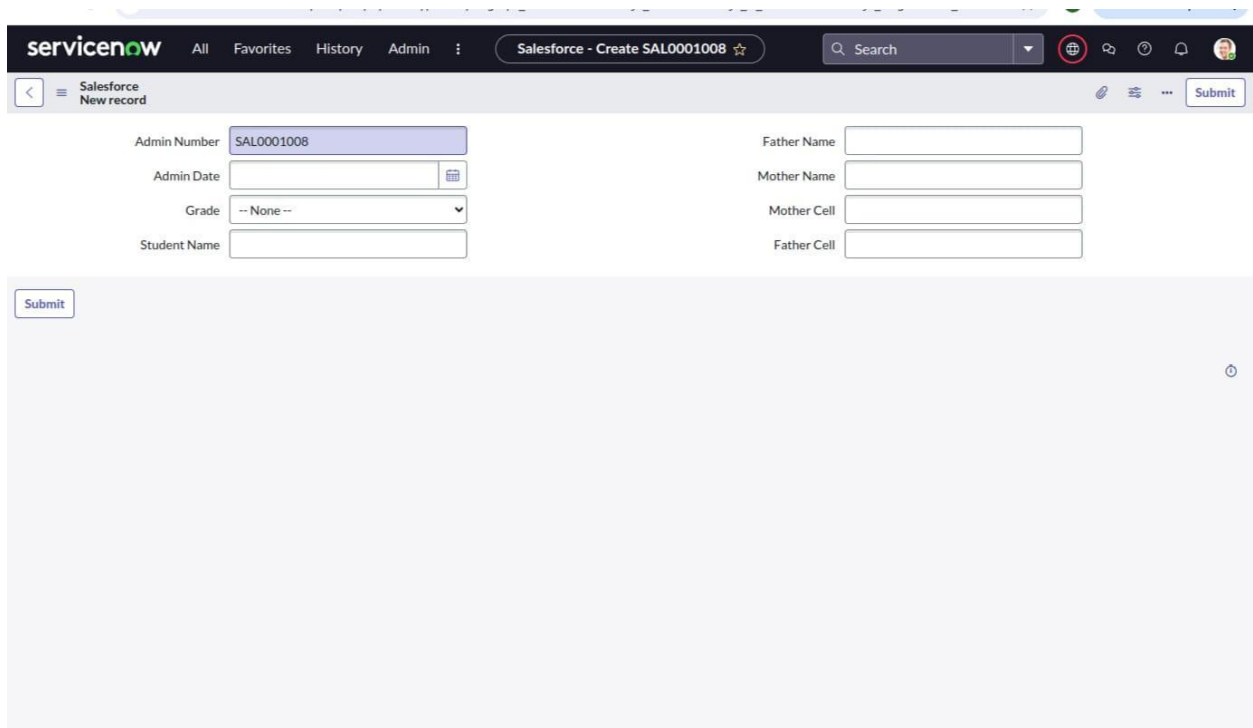
- Centralized management of student and admission data.
- Automated workflows for consistent and error-free operations.

- 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



The screenshot shows a Salesforce interface for creating a new record. The top navigation bar includes the 'servicenow' logo, tabs for 'All', 'Favorites', 'History', and 'Admin', and a search bar. The main header displays 'Salesforce - Create SAL0001008' with a star icon. Below this, a breadcrumb trail shows 'Salesforce' and 'New record'. A 'Submit' button is located in the top right corner of the form area.

The form contains the following fields:

- Admin Number:** A text field with the value 'SAL0001008'.
- Admin Date:** A date picker field.
- Grade:** A dropdown menu with the selected value '-- None --'.
- Student Name:** A text field.
- Father Name:** A text field.
- Mother Name:** A text field.
- Mother Cell:** A text field.
- Father Cell:** A text field.

A 'Submit' button is located at the bottom left of the form area. A small status icon is visible in the bottom right corner of the page.

ADMISSION RECORD

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Admission
New record

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⚙️

⋮

Submit

Admission Number

🔍

Purpose of join

-- None --

▼

Student Name

Father Name

Mother Name

Comments

Admin Date

🗑️

Grade

-- None --

▼

Fee

\$ ▼

0.00

Father Cell

Mother Cell

Admin Status

-- None --

▼

School Details

Address

School Area

Near Market

▼

School

-- None --

▼

Submit

🔌

PROGRESS RECORD

The screenshot shows a ServiceNow interface for creating a new record. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a 'Progress - Create Created' button. A search bar is on the right. The main form is titled 'New Section' and 'New record'. It contains the following fields:

- Admission Number: A text input field with a search icon.
- Admission Number.Grade: A dropdown menu with '-- None --' selected.
- Admission Number.Student Name: A text input field.
- Admission Number.Father Name: A text input field.
- Admission Number.Mother Name: A text input field.
- Admission Number.Father Cell: A text input field.
- Admission Number.Mother Cell: A text input field.

Below these fields is a section titled 'Student Progress' with a collapse icon. It contains:

- Subject-wise progress: Telugu, Hindi, English, Maths, Science, and Social, each with a text input field.
- Summary: Total, Percentage, and Result, each with a text input field.

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

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.