

EDUCATIONAL ORGANISATION

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Team Members: 4

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Problem Statement: In educational organizations, managing students, faculty, and administrative staff often becomes challenging due to large volumes of users and different levels of access requirements. Without a structured system, role assignment, group management, and secure access become inefficient and error-prone.

Objective: To implement ServiceNow for user, group, and role management in an educational organization, ensuring secure access, smooth collaboration between staff and students, and automated workflows for academic and administrative tasks.

SKILLS:

ServiceNow Administration

User, Group, and Role Management

Access Control Lists (ACLs) in ServiceNow

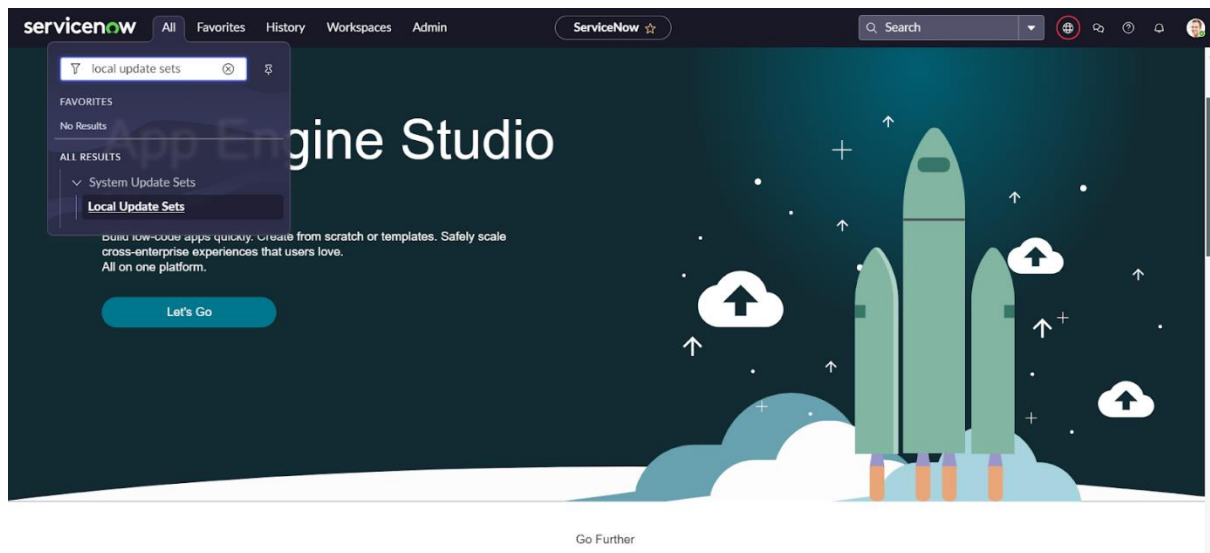
Workflow Automation (Flow Designer)

IT Service Management (ITSM) in Education Context

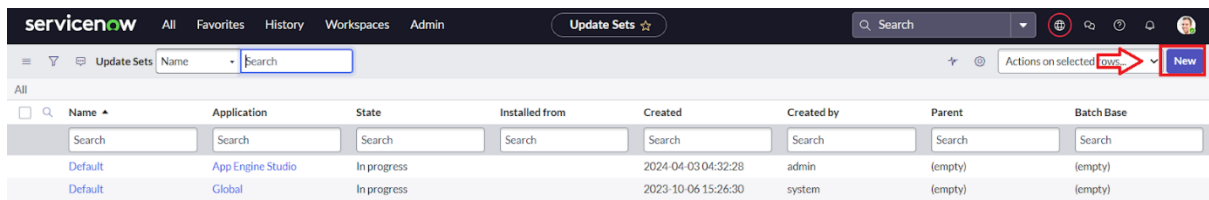
Milestone 1 : Creating a Update Set

Creating a Update Set

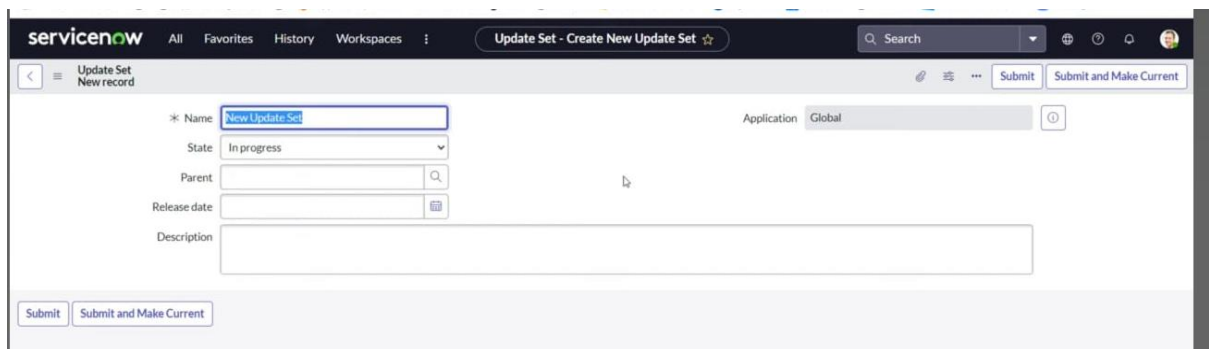
1. Click on All >> Local update sets .



2. Click on new



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

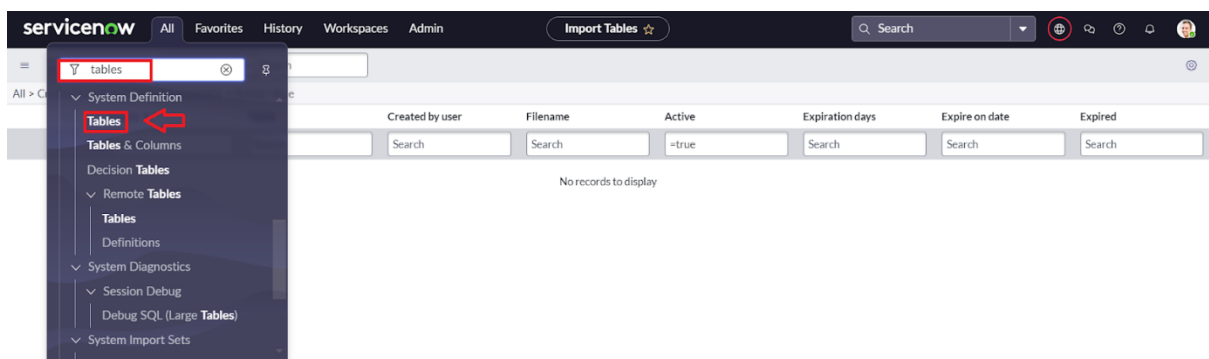


Milestone 2 :

Creating a Table

Activity1: Creating Salesforce Table.

- All >> Tables.



- Click on new

servicenow				
All Favorites History Workspaces Admin				
Tables ☆				
Search				
Actions on selected rows... New				
All > Update name is not empty				
Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
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 ☆

Search

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

- 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 .

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

Table Salesforce

This record is in the Global application, but Educational Organisation is the current application. To edit this record click [here](#).

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.

Table Salesforce

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	De	Display
Class	System Class Name	(empty)	80	jav	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

Save

- Analyze Access
- Show File Properties
- Move to Application...
- Show Latest Update
- Create Child Table
- Show Dictionary Record
- Configure >
- Export >
- View >
- Create Favorite
- Copy URL
- Copy sys_id
- Show XML
- History >
- Reload form

- Click on controls >> Enable Extensible.

Columns Controls Application Access

Extensible ☒

Live feed ☐

Prefix SAL

Number 1,000

Number of digits 7

Create access controls ☒

* User role u_salesforce_user

- 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...

Activity2: 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** Search Submit Cancel

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 1 to 29 of 29 New

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.getTableName();	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 Actions on selected rows... New

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:

Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

≡

🔍

Label

Search

⊗

—

Actions on selected rows...

New

Choices

<input type="checkbox"/>	<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	<input type="radio"/>	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
<div><div>+</div><div>Insert a new row...</div></div>							

- Create choice for Purpose of Join as:

Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

≡

▼

Label

Search

⊗

—

Actions on selected rows...

New

Choices

□

🔍

Label

Value

Language

Sequence

Inactive

Updated

Tuition

Tuition

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

Label

Search

⊙

—

Actions on selected rows...

New

Choices

Q

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

Label

Search

—

Actions on selected rows...

New

Choices

<div><div></div><div></div></div>	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
<div>+</div>	Insert a new row...					

Activity3: 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...					

Milestone3: Form Layout

Activity1: Configuring Table form for Student Progress Table

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

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

Selected

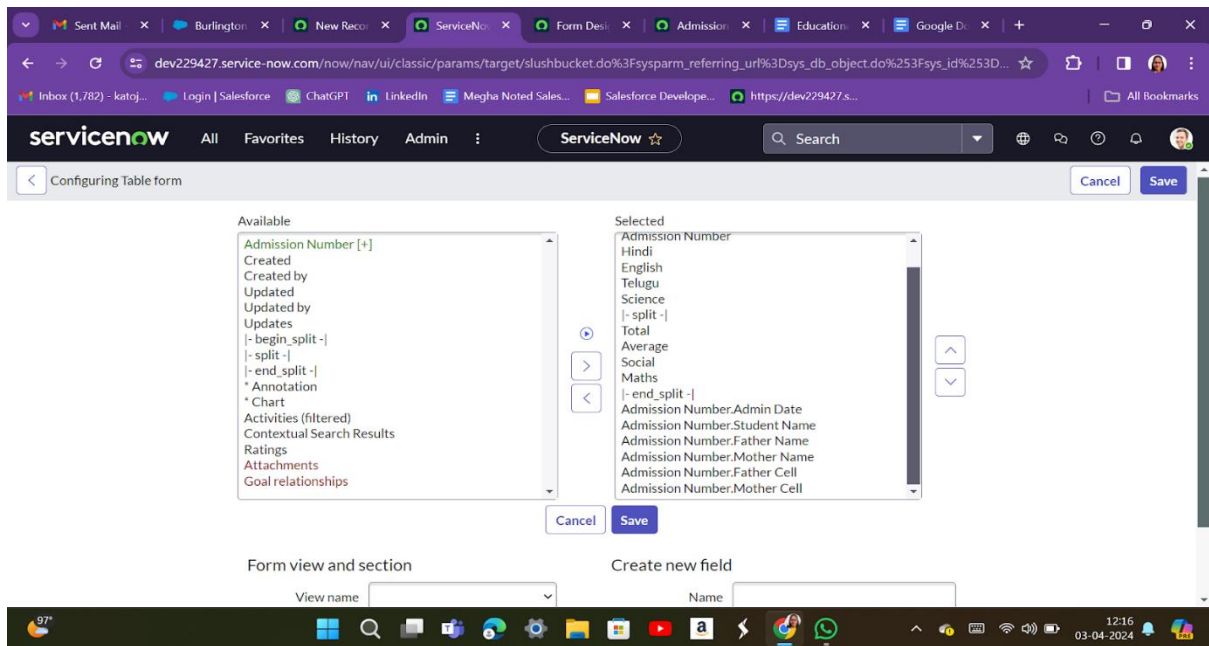
- [- begin_split -]
- Admission Number
- Hindi
- English
- Telugu
- Science
- [- split -]
- Total
- Average
- Social
- Maths
- [- end_split -]

Cancel Save

Form view and section View name: Default view

Create new field Name:

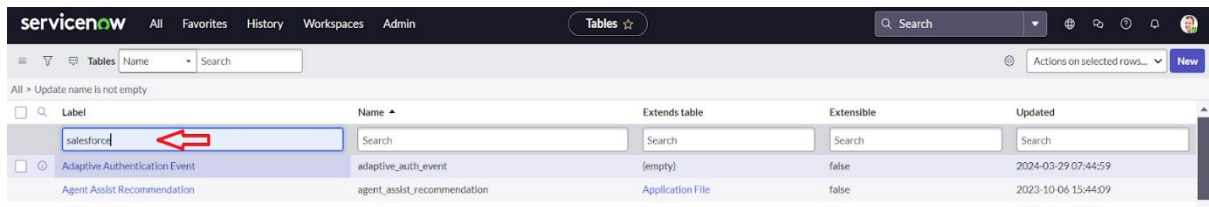
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



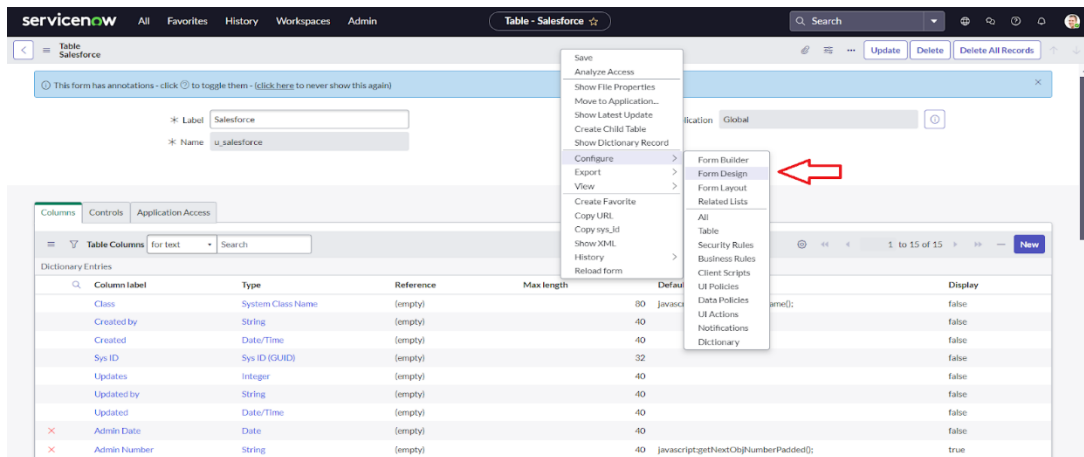
Milestone4:Form Design

Activity1: Creating Form Design for Salesforce Table

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



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



4. In drop down select Salesforce(u_salesforce).

The screenshot shows the 'Form Design' interface. On the left, a dropdown menu is open, showing 'Salesforce [u_salesforce]' selected. The main area displays a table structure with columns for 'Label', 'Name', and 'Extends table'. The table is titled 'Table [sys_db_object]'.

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

The screenshot shows the 'Form Design' interface for the 'Salesforce [u_salesforce]' table. The left sidebar shows the 'Fields' list with 'Admin Number', 'Admin Date', 'Grade', 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. The main area shows the table structure with these fields mapped to columns.

6. Save.

Activity2: Creating Form Design for Admission Table

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

The screenshot shows the 'Form Design' interface for the 'Admission [u_admission]' table. The left sidebar shows the 'Fields' list with 'Admission Number', 'Admission Date', 'Purpose of job', 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', 'Mother Cell', 'Admission Status', 'Comments', 'School Area', 'School', 'Address', 'Pincode', 'Area', 'Mandal', 'City', and 'District'. The main area shows the table structure with these fields mapped to columns.

Activity3: Creating Form Design for Student progress Table

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

The screenshot shows the 'Form Design' interface for the 'Student Progress' table. The sidebar on the left has 'Fields' and 'Formatters' sections. The main area displays a form layout with sections for 'New Section' and 'Student Progress'. The 'New Section' contains fields for 'Admission Number', 'Admission Number Grade', 'Admission Number Student Name', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell'. The 'Student Progress' section contains fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Total', 'Percentage', and 'Result'.

Milestone5: Number Maintenance

Activity1: Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

The screenshot shows the 'Table - Salesforce' interface in ServiceNow. A search bar at the top shows 'number' and a dropdown menu is open, highlighting 'Number Maintenance' under 'System Definition'. The table below shows fields like 'Created by', 'Created', 'Sys ID', 'Updates', and 'Updated by'.

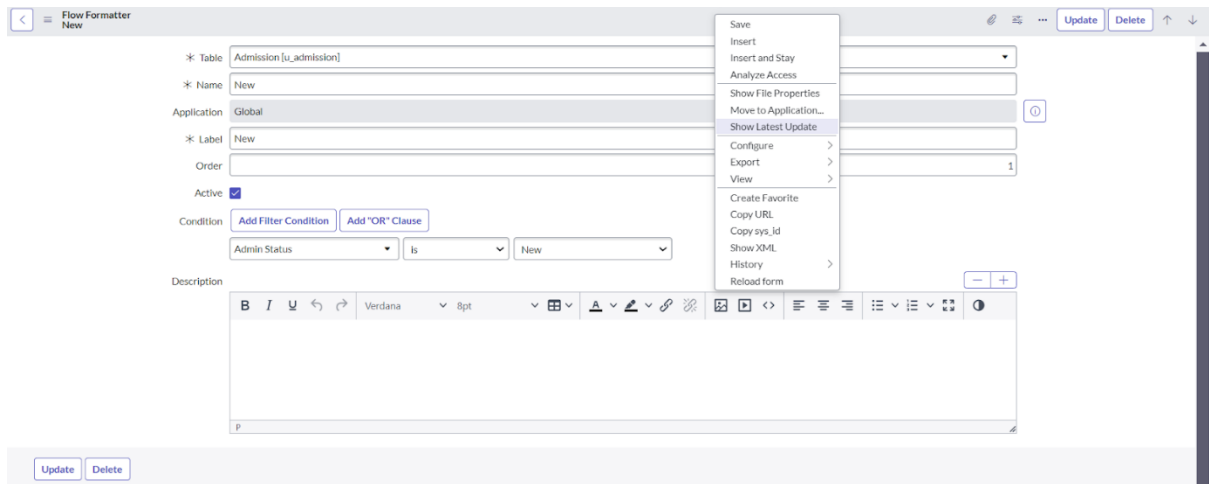
- Fill the details >> Submit.

The screenshot shows the 'Number - SAL' interface in ServiceNow. The form shows fields for 'Table' (Salesforce), 'Prefix' (SAL), 'Number' (1000), 'Application' (Global), and 'Number of digits' (7). The 'Update' and 'Delete' buttons are visible at the bottom.

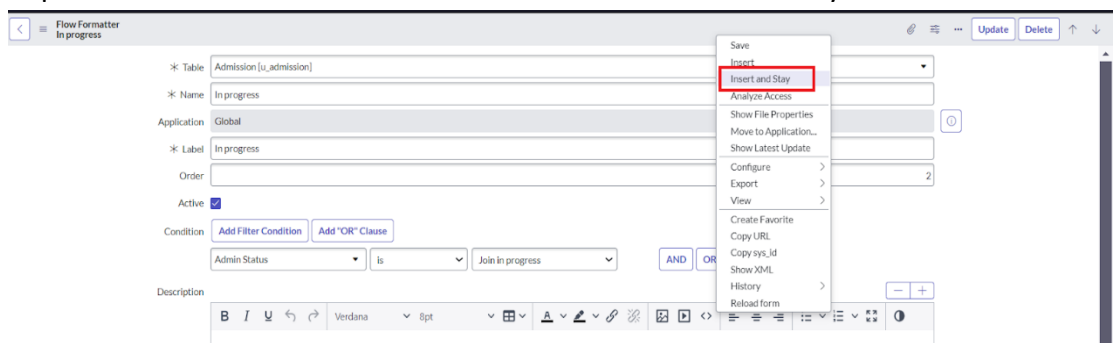
Milestone6: Process Flow

Activity1: 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.

Milestone7: Client Script

Activity1: Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.
- Fill the Details as given.

Client Script
New record

This form has annotations - click ⓘ 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     //Type appropriate comment here, and begin script below
6
7
8 }

```

- 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 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);
}

```

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

Activity2: Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.

The screenshot shows the 'Client Script Pincode Update' configuration window. The 'Name' field is 'Pincode Update'. The 'Table' is 'Admission [u_admission]'. The 'UI Type' is 'Desktop'. The 'Type' is 'onChange'. The 'Field name' is 'Pincode'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Inherited' checkbox is unchecked. The 'Global' checkbox is checked. The 'Description' and 'Messages' fields are empty. The 'Script' field contains the following code:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
10  }
11 }

```

- 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
```

```
}
```

Activity3: Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.

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

Name: Disable Fields

Table: Student Progress [u_student_progress]

UI Type: All

Type: onLoad

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

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);
```

```
}
```

Activity4: Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.

servicenow All Favorites History Workspaces Admin Client Script - Total Up...

You are editing a record in the Global application (cancel)

Name: Total Update

Table: Student Progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Social

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     if (newValue) {
8         var a = parseInt(g_form.getValue('u_telugu'));
9         var b = parseInt(g_form.getValue('u_hindi'));
10        var c = parseInt(g_form.getValue('u_english'));
11        var d = parseInt(g_form.getValue('u_maths'));
12        var e = parseInt(g_form.getValue('u_science'));
13        var f = parseInt(g_form.getValue('u_social'));
14        var Total = parseInt(a+b+c+d+e+f);
15        g_form.setValue('u_total', Total);
16    }
17 }

```

Isolate script ☒

- 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);
}
}
```

Activity5: Creating “Result” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the Salesforce Client Script editor interface. At the top, there's a header bar with 'Client Script' and 'Result' tabs, and buttons for 'Update' and 'Delete'. Below the header, a message states 'You are editing a record in the Global application (cancel)'. The main form contains several fields: 'Name' (Result), 'Table' (Student Progress [s_student_progress]), 'UI Type' (All), 'Type' (onChange), and 'Field name' (Percentage). To the right, there are checkboxes for 'Active' (checked), 'Inherited' (unchecked), and a 'Global' button. Below these fields are empty text areas for 'Description' and 'Messages'. At the bottom, the 'Script' editor shows the following code:

```
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     if(newValue) {
8         var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
9         if(a >= 0 && a <= 50){
10             g_form.setValue('u_result','Fail');
11         } else if(a >= 50 && a <= 100) {
12             g_form.setValue('u_result','Pass');
13         } else {
14             // ...
15         }
16     }
17 }
```

- 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');
```

```
        }
```

```
    }
```

```
}
```

Activity6: Creating “Percentage” Client Scripts for Student progress Table

- Fill the Details as given.

Client Script
Percentage

You are editing a record in the Global application (cancel)

Name: Percentage

Table: Student Progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Total

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     var Total = g_form.getValue('u_total');
8     var Percentage = (Total/600)*100;
9     g_form.setValue('u_percentage', Percentage+'%');
10 }

```

Isolate script: ☒

Update Delete

- 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+'%');
```

```
}
```

Milestone8: Result

Salesforce
New record

Admin Number: SAL0001078

Admin Date:

Grade: --None--

Student Name:

Father Name:

Mother Name:

Mother Cell:

Father Cell:

Submit

Admission
New record

New
In progress
Joined
Rejected
Rejoined
Closed
Cancelled

Admission Number

Admin Date

Purpose of join
-- None --

Grade
-- None --

Student Name

Fee
\$ 0.00

Father Name

Mother Name

Father Cell

Mother Cell

Admin Status
-- None --

Comments

School Details
Address

School Area
-- None --

School
-- None --

Submit

New Section
New record

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

Conclusion

Implementing ServiceNow in an educational organization helps streamline administrative tasks, improve communication, and enhance overall efficiency. By automating processes such as student support, IT services, HR requests, and facility management, the institution can save time and reduce manual errors. ServiceNow also provides a centralized platform where students, faculty, and staff can easily access services, track requests, and resolve issues quickly. This not only increases transparency but also improves the user experience. Ultimately, adopting ServiceNow enables educational organizations to focus more on delivering quality education and innovation rather than being slowed down by operational challenges.