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K.S.K COLLEGE OF ENGINEERING AND TECHNOLOGY

**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING
AND TECHNOLOGY**

EDUCATION ORGANIZATION USING SERVICENOW

TEAM ID : NM2025TMID05621

TEAM SIZE : 4

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PROBLEM STATEMENT:

Educational institutions often struggle with managing large volumes of student and staff information through manual or disconnected systems. Tasks such as admissions, student record management, and progress tracking become timeconsuming and prone to errors. The lack of a unified digital platform leads to inefficiency, communication gaps, and delays in decision-making. This project addresses these challenges by developing an Educational Management System on the ServiceNow platform to automate administrative workflows, centralize data, and improve institutional efficiency.

OBJECTIVES:

To design and implement a centralized system for managing student and teacher information using ServiceNow.

1. To automate key processes such as admissions, attendance, and progress monitoring.
2. To enable real-time access and updates of academic and administrative data.
3. To improve coordination among departments and reduce manual workloads.
4. To generate reports and analytics for better academic and administrative decision-making.
5. To enhance transparency and user experience for students, faculty, and administrators.

SKILLS AND TECHNOLOGIES USED:

Platform:

- ServiceNow

Skills:

- ServiceNow Administration and Configuration
- Form and Table Design
- Workflow and Flow Designer
- Reporting and Dashboard Creation

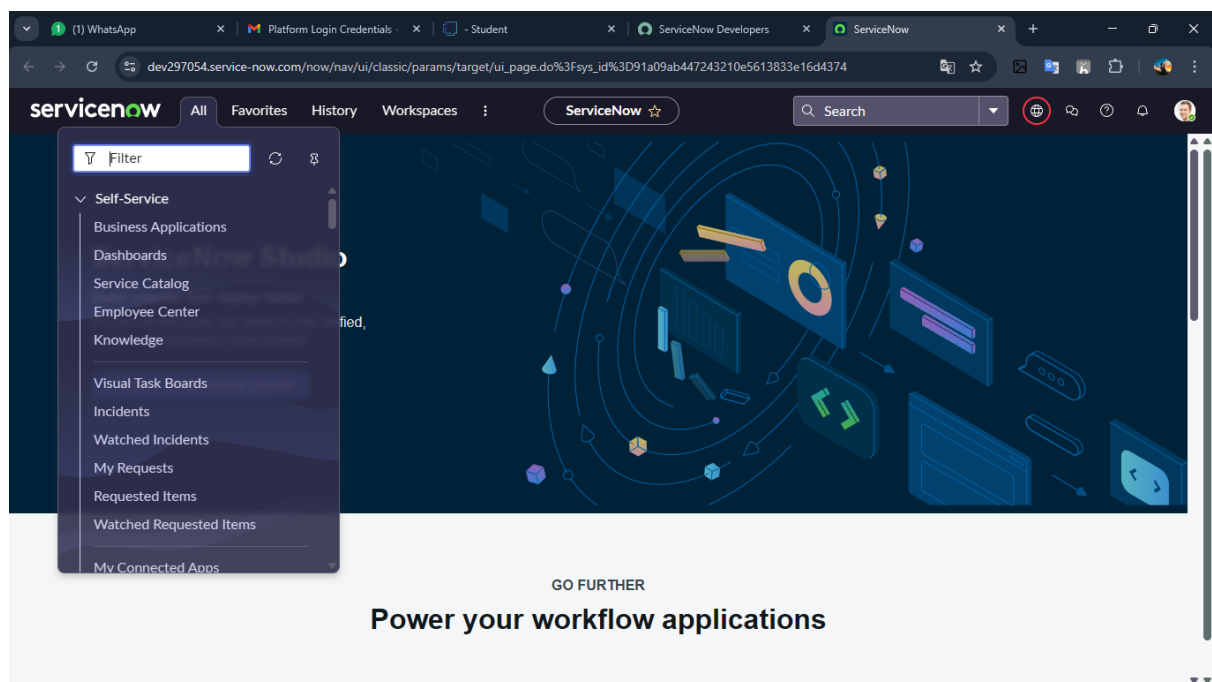
TASK INITIATION:

The Educational Organization Using ServiceNow project begins with the initiation phase, where the project scope, goals, and resources are clearly defined. The purpose of this phase is to establish a clear understanding of what the project aims to achieve and to prepare the foundation for successful implementation.

STEPS:

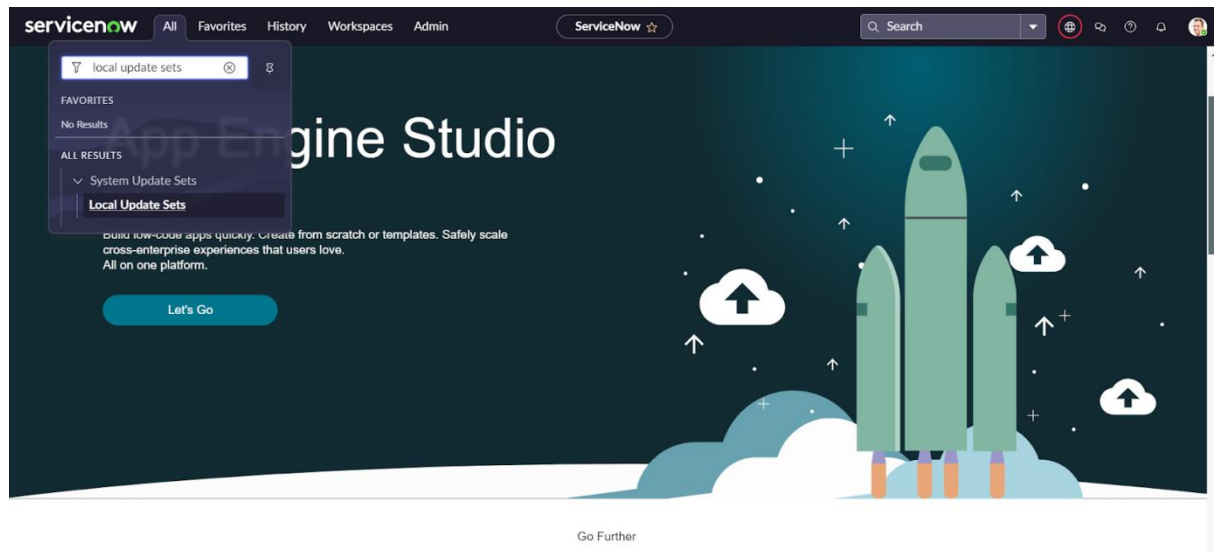
STEP 1: SETTING UP SERVICENOW INSTANCE

1. Sign up for a developer account on the ServiceNow Developer site “<https://developer.servicenow.com>”.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.



STEP 2: CREATING AN UPDATE SET

1. Click on All >> Local update sets .



2. Click on new

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	App Engine Studio	In progress		2024-04-03 04:32:28	admin	(empty)	(empty)
Default	Global	In progress		2023-10-06 15:26:30	system	(empty)	(empty)

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

Update Set
Education Organization

* Name: Education Organization

State: In progress

Parent: [Search]

Release date: [Calendar]

Install date: [Date]

Installed from: [Text]

Description: [Text Area]

Application: Global

Created: 2025-10-31 03:39:11

Created by: admin

Merged to: [Text]

[Update]

STEP 3: CREATING A TABLE:

1.Salesforce:

Table - Salesforce

Search

DeleteUpdateDelete All Records

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](#)

* LabelSalesforce

ApplicationGlobal

* Nameu_salesforce

ColumnsControlsApplication Access

Table Columnsfor text

Search

1 to 15 of 15New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display	Choice
Updated by	String	(empty)	40		false	
Updates	Integer	(empty)	40		false	
Updated	Date/Time	(empty)	40		false	
Sys ID	Sys ID (GUID)	(empty)	32		false	
Created by	String	(empty)	40		false	
Created	Date/Time	(empty)	40		false	

2.Admission:

Table - Admission

Search

DeleteUpdateDelete All Records

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](#)

* LabelAdmission

ApplicationGlobal

* Nameu_admission

Extends tableSalesforce

ColumnsControlsApplication Access

Table Columnsfor text

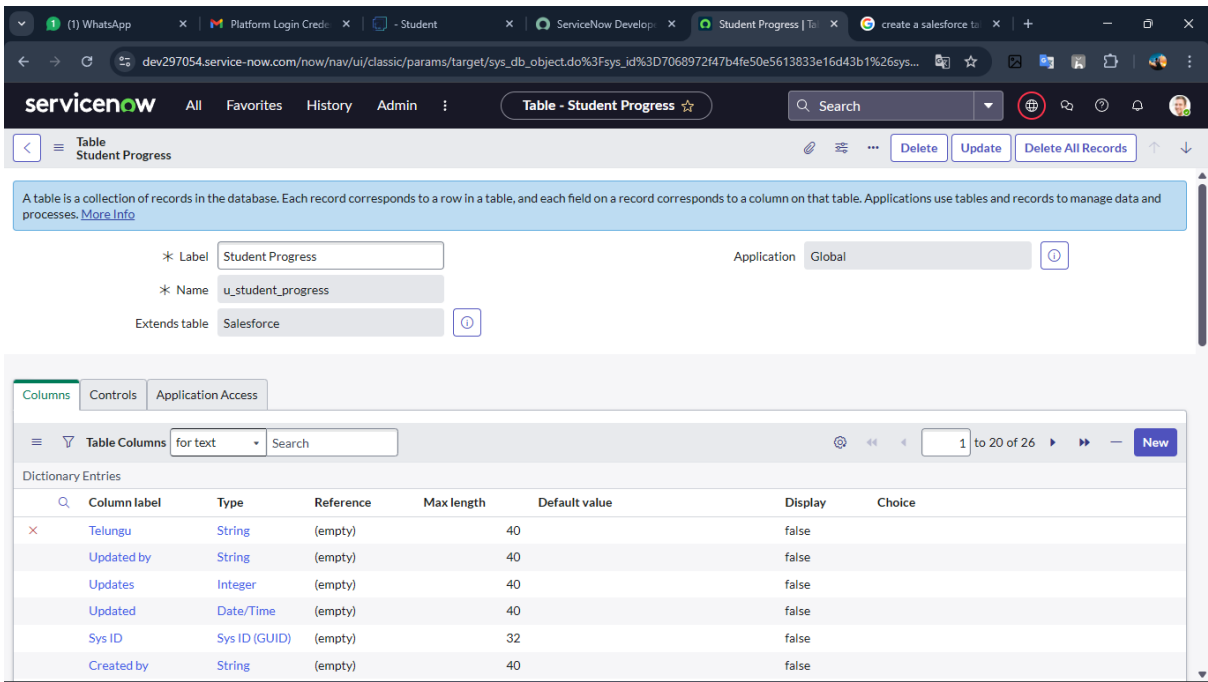
Search

1 to 20 of 28New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display	Choice
Comments	String (Full UTF-8)	(empty)	40		false	
City	String	(empty)	40		false	
School	Choice	(empty)	40		false	Dropdown with -- None --
Updated by	String	(empty)	40		false	
Updates	Integer	(empty)	40		false	
Updated	Date/Time	(empty)	40		false	

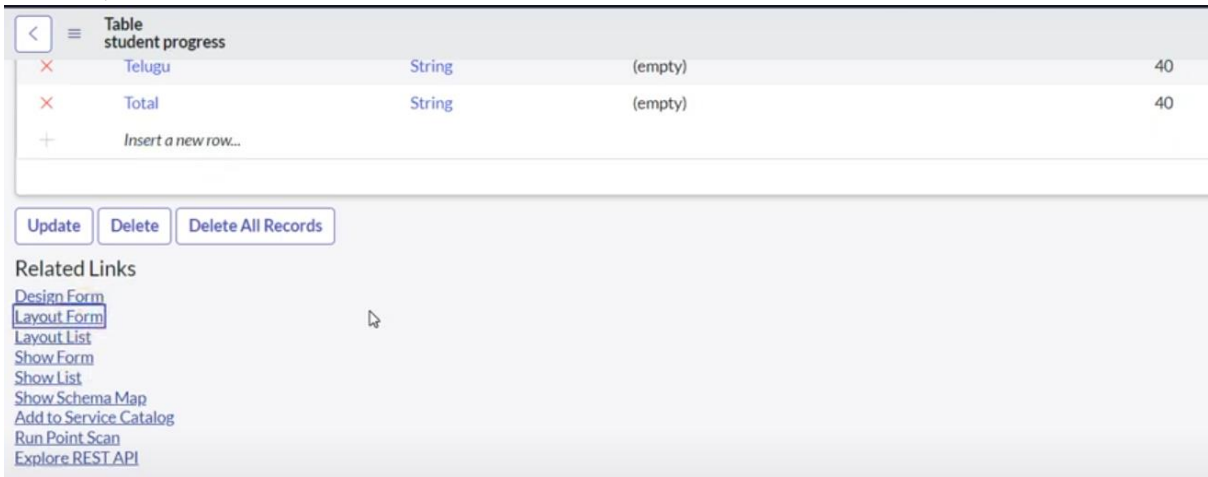
3.Student Progress:



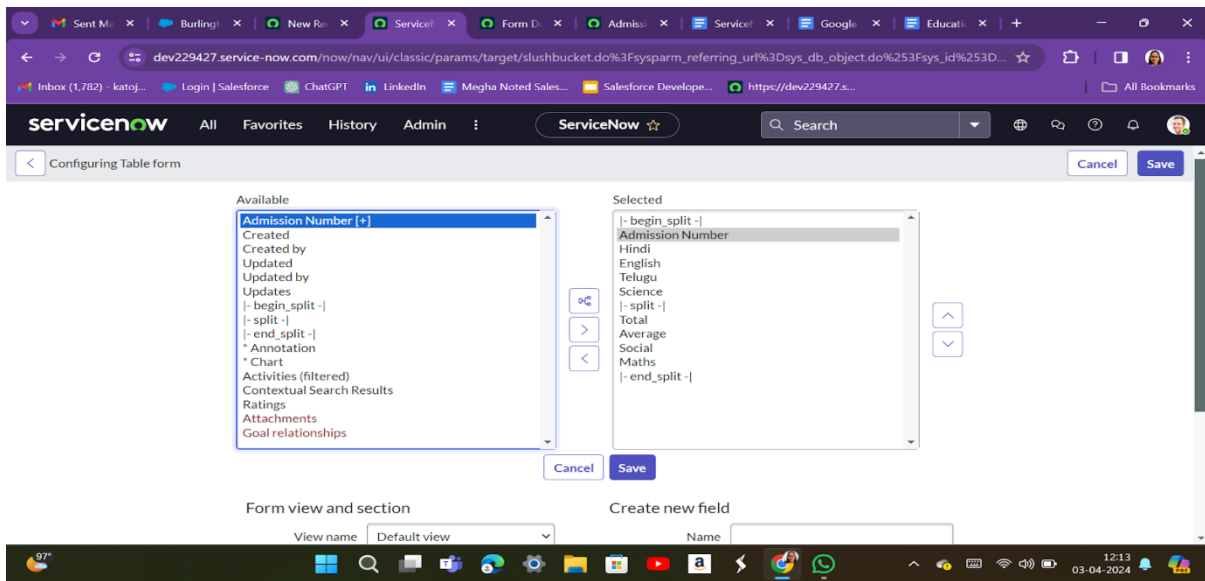
STEP 4: FORM LAYOUT

Configuring Table form for Student Progress Table

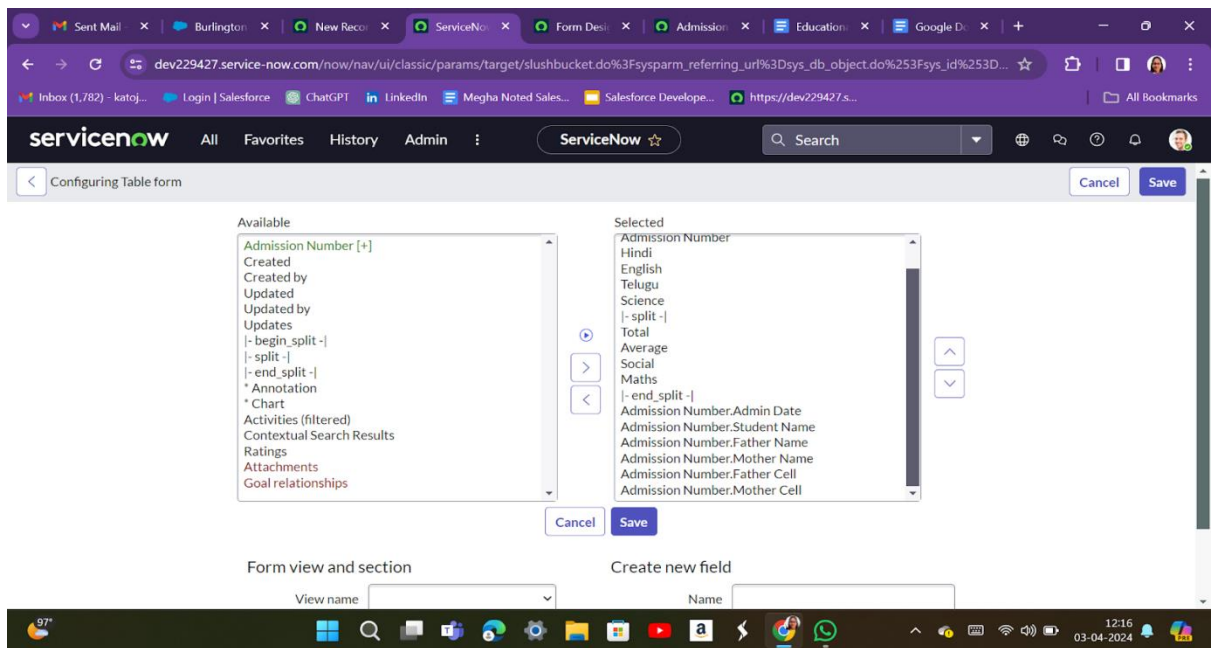
- In the Student Progress Table Page , Click on Layout form



- Click on Admission Number [+].



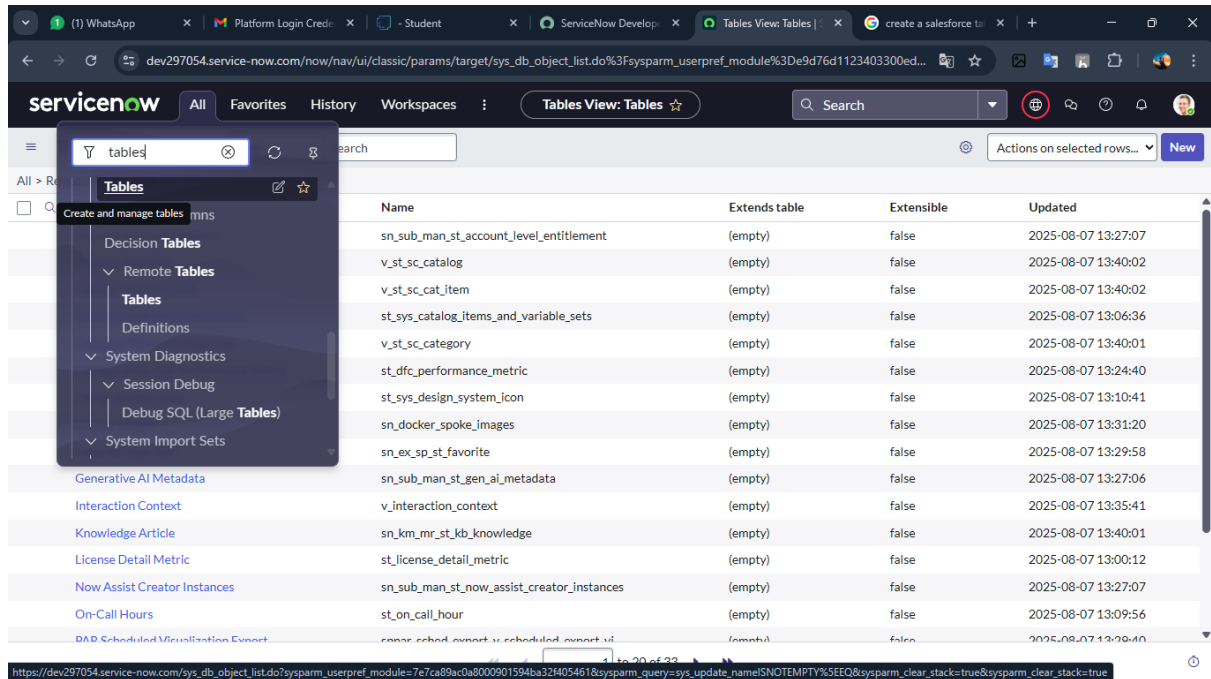
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



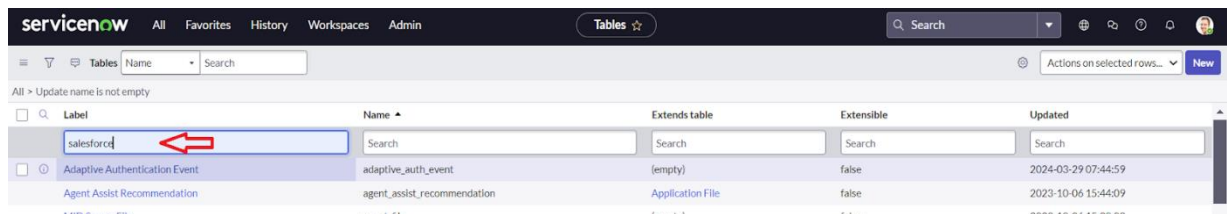
STEP 5: FORM DESIGN

CREATING FORM DESIGN FOR SALESFORCE TABLE

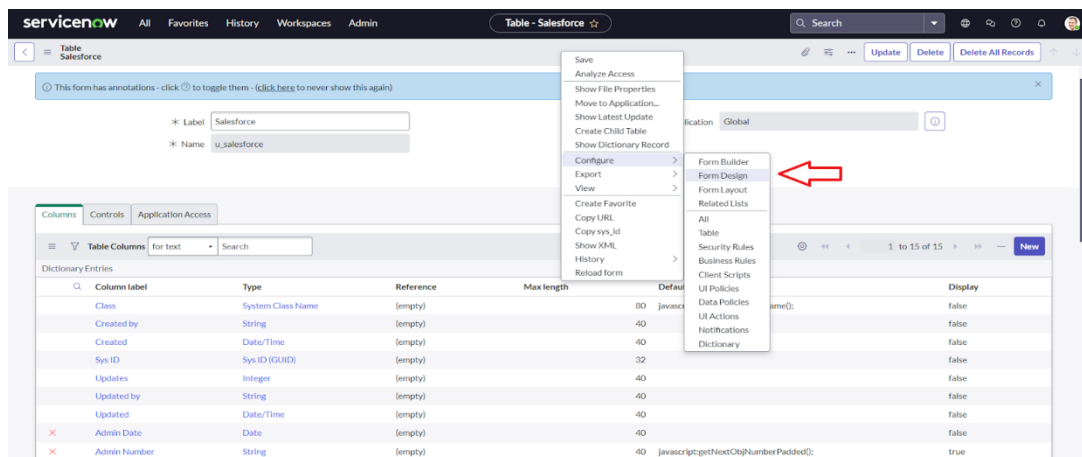
1.All >> System Definition >> Tables .



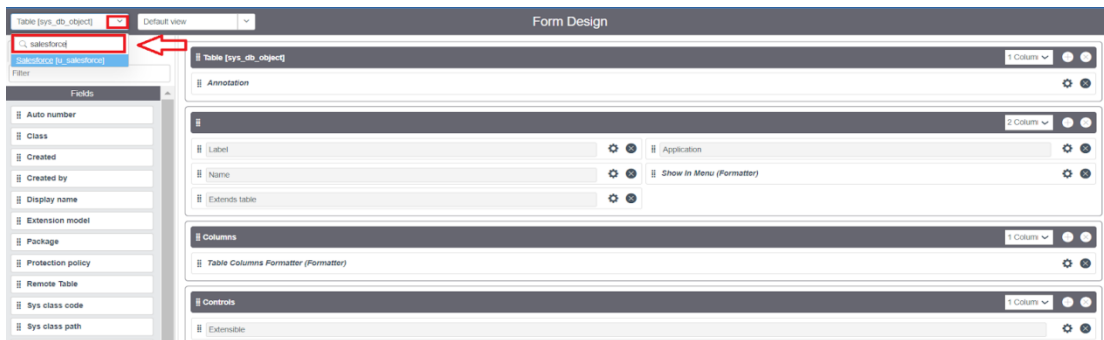
2.In Label Search for Salesforce and open .



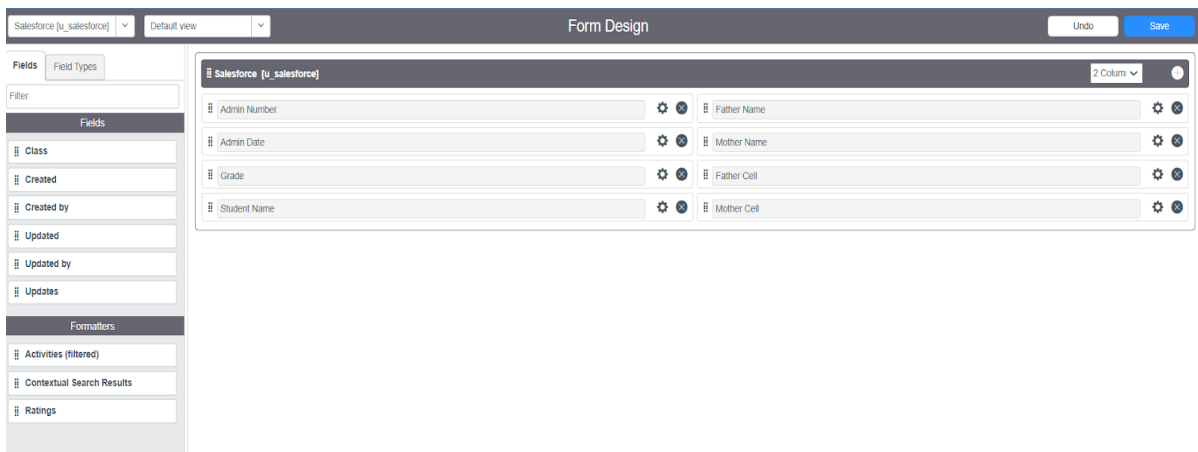
3.Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_salesforce).



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

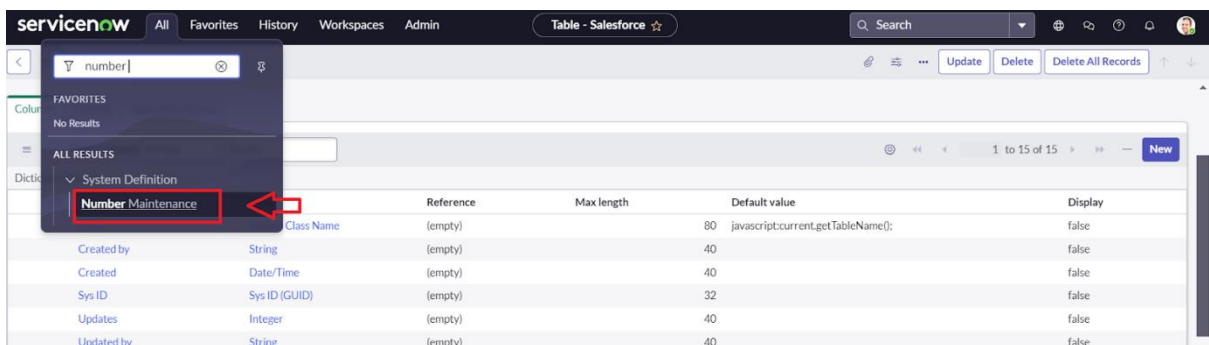


6. Save.

STEP 6: NUMBER MAINTAINANCE

CREATING NUMBER MAINTENANCE FOR ADMIN NUMBER

- All >> Number Maintenance >> New



- Fill the details >> Submit.

STEP 7: PROCESS FLOW

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.

STEP 8: CLIENT SCRIPT

CREATING “AUTO POPULATE” CLIENT SCRIPTS FOR ADMISSION TABLE

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

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
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;
  }
}

```

//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 .

CREATING “PINCODE UPDATE” CLIENT SCRIPTS FOR ADMISSION TABLE

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a field named 'Pincode Update'. The configuration includes the following details:

- Name:** Pincode Update
- Table:** Admission [u_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The **Script** tab is selected, showing 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');

```

- 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 'Disable Fields' client script configuration form. The form is titled 'Client Script Disable Fields'. It includes a toolbar with 'Update' and 'Delete' buttons. A notification bar at the top states: 'This form has annotations - click ⓘ to toggle them - (click here to never show this again)'. The form fields are as follows:

- 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.

The screenshot shows the ServiceNow interface for configuring a Client Script. The breadcrumb trail is 'Client Script - Total Up...'. The page title is 'Client Script - Total Update'. A notification at the top states: 'You are editing a record in the Global application (cancel)'. The configuration fields are as follows:

- Name: Total Update
- Table: Student Progress [u_student_progress]
- UI Type: All
- Type: onChange
- Field name: Social
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

The Description and Messages fields are empty. The Script editor contains 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_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 }
```

The 'Isolate script' checkbox is checked.

- 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.

The screenshot shows the 'Client Script' configuration window for the 'Result' field. The 'Name' is 'Result', 'Table' is 'Student Progress (u_student_progress)', 'UI Type' is 'All', 'Type' is 'onChange', and 'Field name' is 'Percentage'. The 'Application' is set to 'Global'. The 'Script' area contains the following code:

```
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   if(newValue) {
7     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
8     if(a >= 0 && a <= 59){
9       g_form.setValue('u_result','Fail');
10    } else if(a >= 60 && a <= 100) {
11      g_form.setValue('u_result','Pass');
12    } else {
13      // Handle the case if a is out of range (optional)
14      g_form.addErrorMessage('Percentage should be between 0 and 100.');
```

- 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.');
```

CREATING “PERCENTAGE” CLIENT SCRIPTS FOR STUDENT PROGRESS TABLE

- Fill the Details as given.

The screenshot shows the Salesforce Client Script editor. The top bar indicates 'Client Script Percentage' and 'You are editing a record in the Global application'. The main form has the following fields:

- Name: Percentage
- Table: Student Progress [u_student_progress]
- UI Type: All
- Type: onChange
- Field name: Total
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒
- Description: (empty text area)
- Messages: (empty text area)
- Script: (code editor with 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     var Total = g_form.getValue('u_total');
8     var Percentage = (Total/600)*100;
9     g_form.setValue('u_percentage', Percentage+'%');
10 }
      
```
- Isolate script: ☒

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

- 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+'%');
}
```

RESULT:

The ServiceNow-based Educational Management System successfully demonstrates the automation of student admission, academic progress, and information management. Data is centralized, workflows are simplified, and administrators can easily generate reports and monitor academic progress.

The screenshot shows the Salesforce 'New record' form for a student admission. The form has the following fields:

- Admin Number: SAL0001078
- Admin Date: (empty date field)
- Grade: -- None --
- Student Name: (empty text field)
- Father Name: (empty text field)
- Mother Name: (empty text field)
- Mother Cell: (empty text field)
- Father Cell: (empty text field)

At the bottom, there is a 'Submit' button.

Admission
New record

New
In progress
Joined
Rejected
Rejoined
Closed
Cancelled

Admission Number
Admin Date
Purpose of Join
Grade
Student Name
Fee
Father Name
Mother Cell
Mother Name
Admin Status
Comments

School Details
Address
School Area
School

Submit

New Section
New record

Admission Number
Grade
Student Name
Father Name
Mother Name
Father Cell
Mother Cell

Student Progress
Telugu
Hindi
English
Maths
Science
Social
Total
Percentage
Result

Submit

FEATURES:

1. Centralized management of student and teacher information on a single ServiceNow platform.
2. Automated workflows for admissions, attendance, and progress tracking.
3. Real-time data access with reporting and dashboard analytics.
4. User-friendly interface for administrators, faculty, and students to improve efficiency.

CONCLUSION:

The project “Educational Organisation Using ServiceNow” effectively addresses the common challenges faced by educational institutions in handling administrative and academic data. Through automation and centralization, it enhances efficiency, transparency, and collaboration across departments.

By leveraging ServiceNow’s powerful workflow and reporting tools, the system reduces human error, saves time, and supports data-driven decisions. This project stands as a practical example of how modern cloud platforms like ServiceNow can revolutionize educational management systems, paving the way for a smarter and more connected academic environment.