









# PROJECT NAME: EDUCATIONAL ORGANISATION USING SERVICENOW

TEAM ID: NM2025TMID19637

#### A PROJECT REPORT

Submitted by

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#### **BACHELOR**

**OF** 

**COMPUTER APPLICATIONS** 

SRIDEVI ARTS AND SCIENCE COLLEGE KRISHNAPURAM, PONNERI-601 204

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# **Educational Organisation Using ServiceNow**

#### **Project Description:**

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

#### Milestone 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.

### Milestone 2: Creating an Update Set

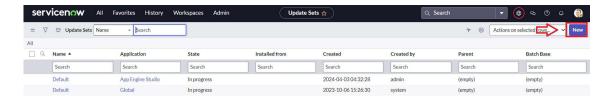
1. Click on All >> Local update sets.



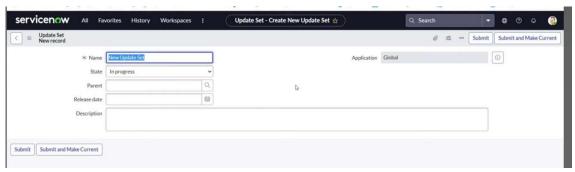
2. Click on new







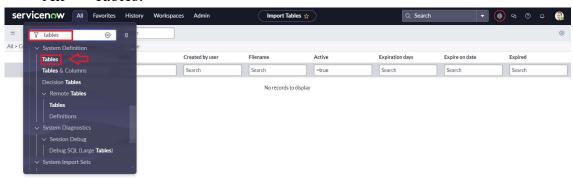
3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



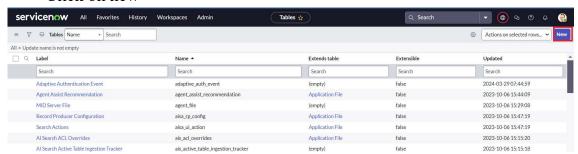
#### **Milestone 3: Creating a Table(Incident):**

**Activity 1: Creating Salesforce Table.** 

• All >> Tables.



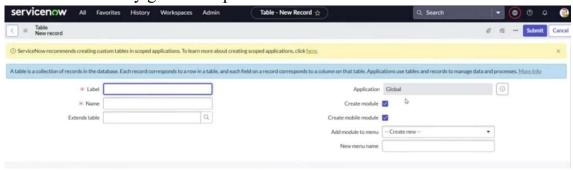
• Click on new



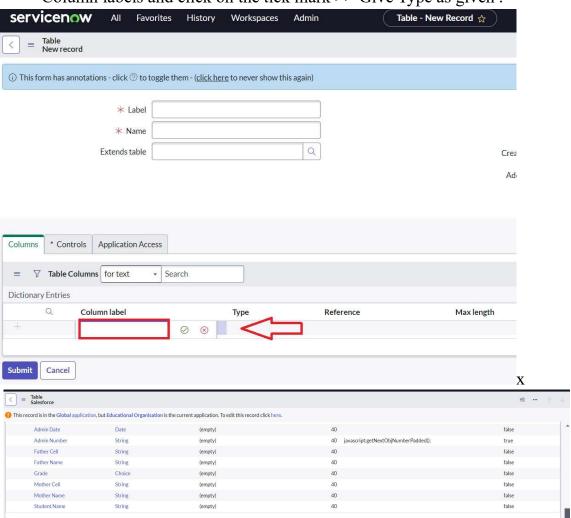




• Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.



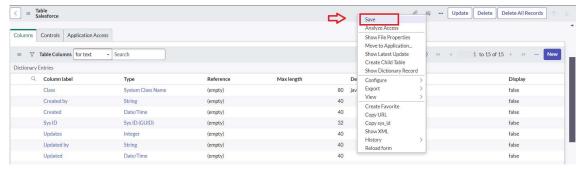
• Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given.



• For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.







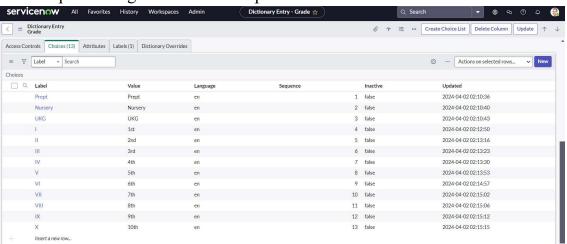
• Click on controls >> Enable Extensible>>Save.



 Click on "Admin Number" column, In Related Links Click on Advanced View >> Default Value (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 >> Update.



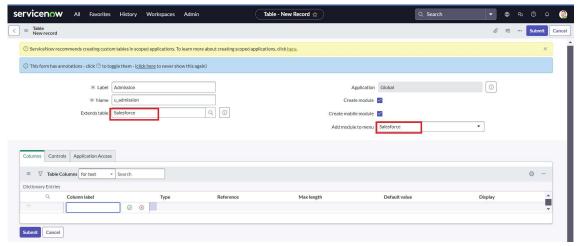
# **Activity 2: Creating Admission Table.**

• Create an Admission Table with Columns given.

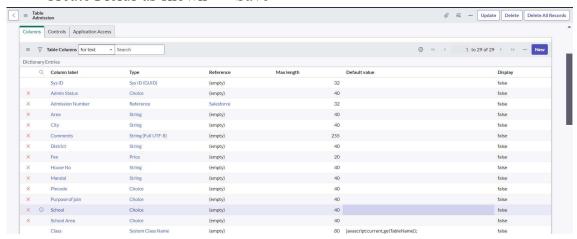




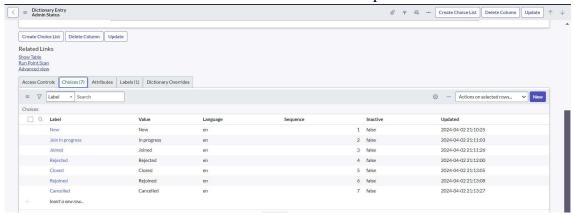
Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.



• Create Fields as shown >> Save



• Create a choice for "Admin Status" Field >> Update.



• Create a choice for Pincode >> Update.







• Create a choice for Purpose of Join >> Update.



• Create a choice for School >> Update.



• Create a choice for School Area >> Update.



#### **Activity 3: Creating Student Progress Table.**

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



#### **Milestone 4: Layout Form**

Activity: Configuring Table form for Student Progress Table.

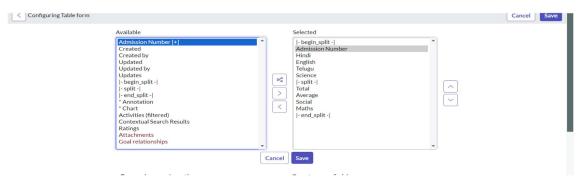
• In the Student Progress Table Page, Click on Layout form.



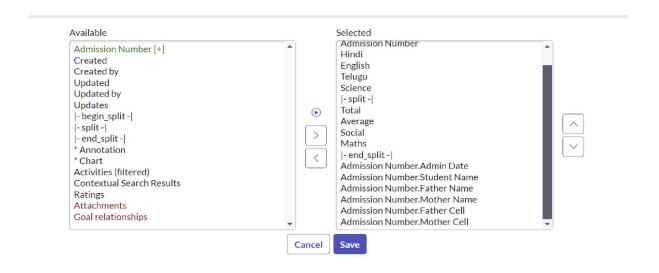




• Click on Admission Number [+].



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







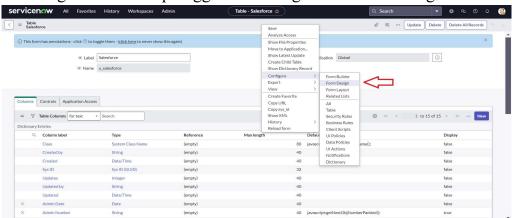
#### **Milestone 5: Form Design**

#### Activity 1: 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.

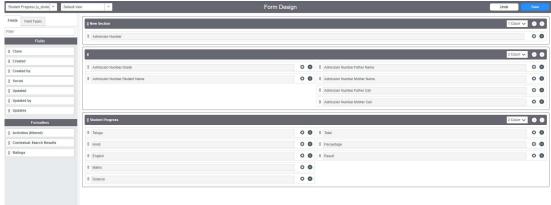
#### Activity 2: Creating Form Design for Admission Table.

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



## Activity 3: Creating Form Design for Student progress Table.

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



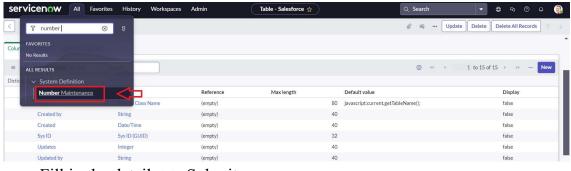




#### Milestone 6: Number Maintenance

**Activity: Creating Number Maintenance for Admin Number.** 

• All >> Number Maintenance >> New



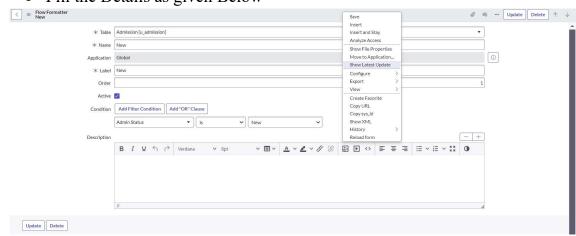
• Fill in the details >> Submit.



#### **Milestone 7:Process Flow**

**Activity: Creating Process Flow for Admission Table.** 

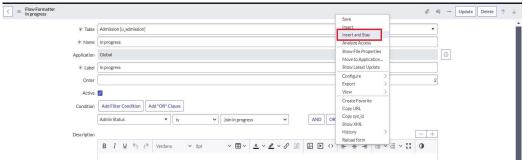
- All >> Process Flow>> New.
- Fill the Details as given Below







- Right Click on toggle and click on the save.
- Replace the Name and Label as below and click on Insert on stay.

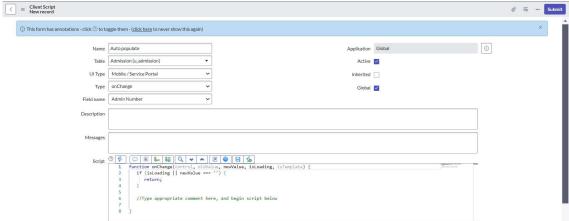


- Replace the Name and Label in order and click on Insert on stay. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

#### **Milestone 8: Client Script**

Activity 1: 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;
    }
```

//Type appropriate comment here, and begin script below var a = g\_form.getReference('u\_admission\_number');





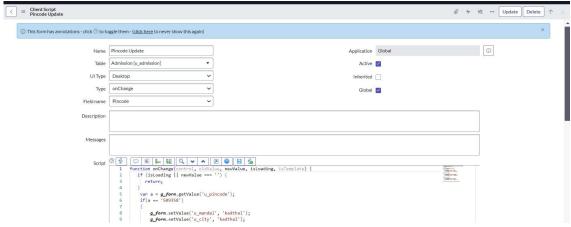
```
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
g_form.setValue('u_mother_cell',a.u_mother_cell);

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_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.

Activity 2: Creating "Pincode Update" Client Scripts for Admission Table.

• Fill the Details as given.

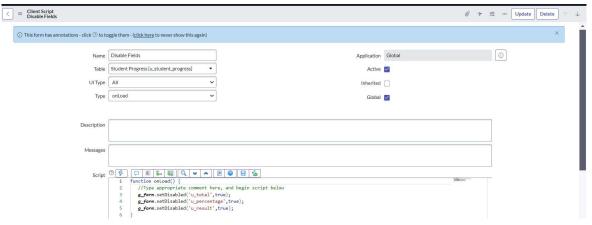


• Write the Code as below, Enable Isolate script and Save. function on Change (control, old Value, new Value, is Loading, is Template) { if (is Loading || new Value === ") { return; } var a = g\_form.get Value ('u\_pincode'); if (a == '509358')





Activity 3: 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() {

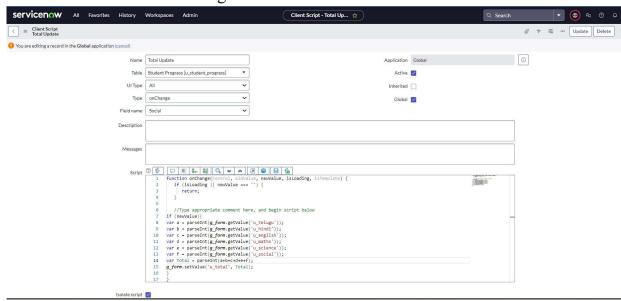




```
//Type appropriate comment here, and begin script below g_form.setDisabled('u_total',true); g_form.setDisabled('u_percentage',true); g_form.setDisabled('u_result',true); }
```

#### Activity 4: 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;
 }

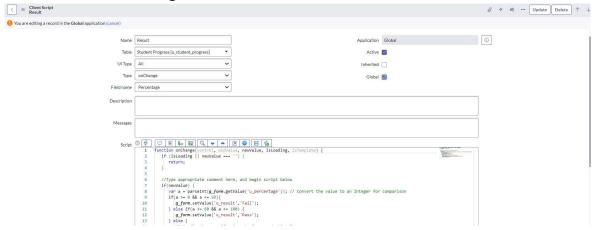
```
//Type appropriate comment here, and begin script below if (newValue) { var a = parseInt(g_form.getValue('u_telugu')); var b = parseInt(g_form.getValue('u_hindi')); var c = parseInt(g_form.getValue('u_english')); var d = parseInt(g_form.getValue('u_maths')); var e = parseInt(g_form.getValue('u_science')); var f = parseInt(g_form.getValue('u_science')); var Total = parseInt(a+b+c+d+e+f); g_form.setValue('u_total', Total); }
```





Activity 5: Creating "Result" Client Scripts for Student progress Table.

• Fill the Details as given.



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

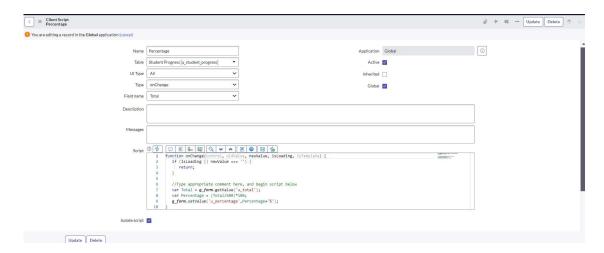
```
function onChange(control, oldValue, newValue, isLoading, isTemplate)
{    if (isLoading || newValue === ") {        return; }
    //Type appropriate comment here, and begin script below if(newValue) {
    var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison 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');
        }
    }
}
```

Activity 6: Creating "Percentage" Client Scripts for Student progress Table.

• Fill the Details as given.

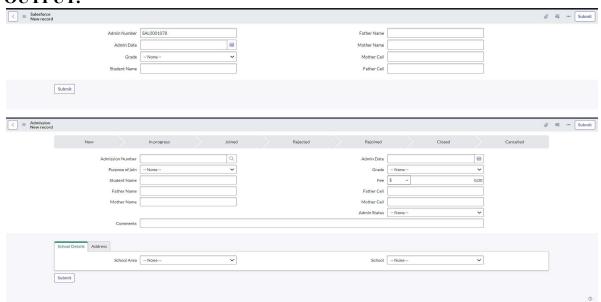






• Write the Code as below, Enable Isolate script and Save. function on Change (control, old Value, new Value, is Loading, is Template) { if (is Loading || new Value === ") { return; } } //Type appropriate comment here, and begin script below var Total = g\_form.get Value ('u\_total'); var Percentage = (Total/600)\*100; g\_form.set Value ('u\_percentage', Percentage+'%'); }

#### **OUTPUT:**







New Section New record				∅ ≋ … Submit
Admission Number			Q	
Grade	None 🔻	Father Name		
Student Name		Mother Name		
		Father Cell		
		Mother Cell		
Student Progress				$\vee$
Telugu		Total		
Hindi		Percentage		
English		Result		
Maths				
Science				
Social				
Submit				