ServiceNow Administration
Project Documentation

Team Details

Team ID: LTVIP2025TMID30103

Team Size: 3

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Project Title – Educational Organization Using ServiceNow

Problem Statement

Educational institutions face challenges in managing student admissions, parent communication, and tracking academic progress. Manual systems result in delays, errors, and inefficiencies, especially in capturing, maintaining, and analyzing student data.

This project aims to provide a complete digital solution using **ServiceNow**. Our system includes modules for student admission, student progress tracking, and parental contact information through custom forms and tables, with dynamic functionalities, calculated fields, and update sets for deployment.

Implementation Workflow

1. Setting Up ServiceNow Instance

- Logged into ServiceNow Developer site
- Requested personal developer instance
- Activated the instance and opened ServiceNow studio

2. Create Local Update Set

● **Purpose**: To track all changes made during the development of the **Educational Organisation Using ServiceNow**

1. Log in to your ServiceNow instance.

2. Navigate to:

    All → Update Sets → Local Update Sets

3. Click New to create a new update set.

4. Fill in the following details:

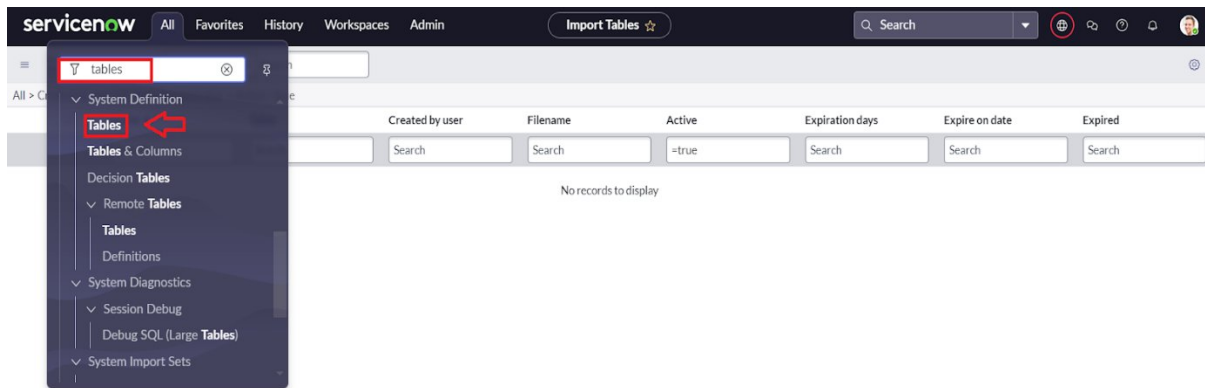   ○ Name: **Educational Organisation Using ServiceNow**

5. Click **Submit** and then click **Make Current** to activate the update set.

3. Creating Tables

✓ <u>Creating a SalesForce Table</u>

• All >> Tables.

➢ Click on New

➢ Enter the Label: 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.

➢ 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 .

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

- Added necessary columns like Admission Number, Student Name, Grade, etc.

✓ .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

After That:

- Create choice for Admin Status as:

- Create choice for Pincode as:

- Create choice for Purpose of Join as:

- Create choice for School as:

	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:

	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
+	Insert a new row...						

✓ **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...				

4. Form Layout

- Modified form sections for clarity
- **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 [+] .

-

- Select below Admission Number fields in Available side and send it to selected side as below >> save.
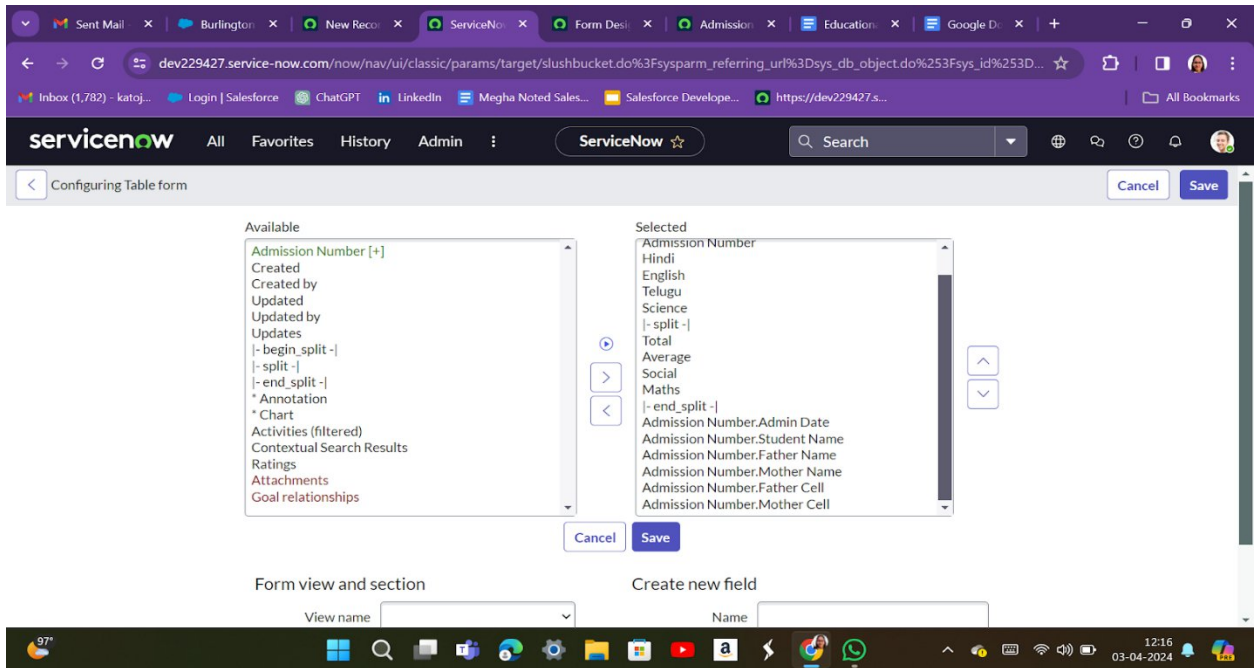
- Added tabs like **School Details** and **Address** under the Admission form

5. Form Design

Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .

2. In Label Search for Salesforce and open .
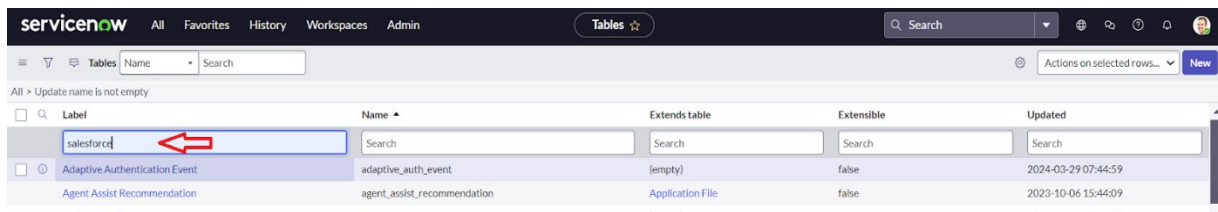
3. Right Click on top Toggle >> Configure >> Form Design.
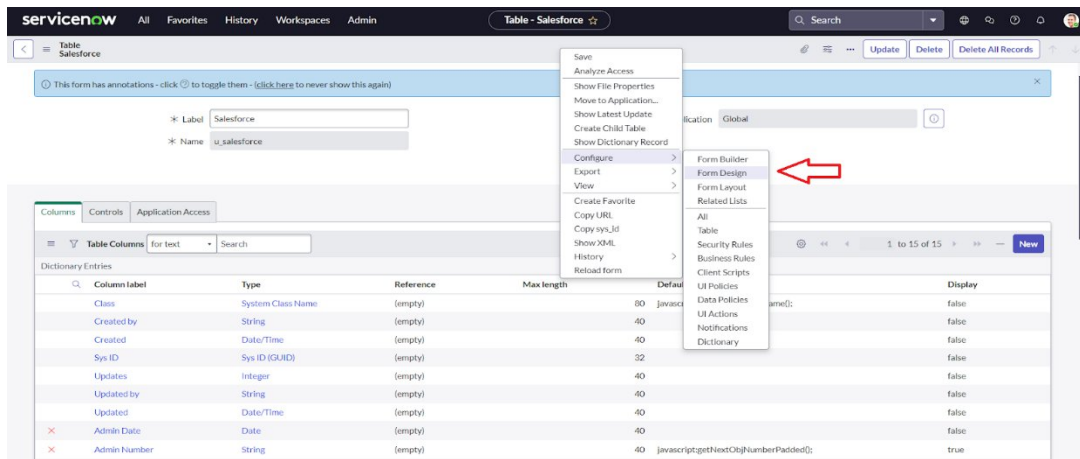
4.   In drop down select Salesforce(u_salesforce).
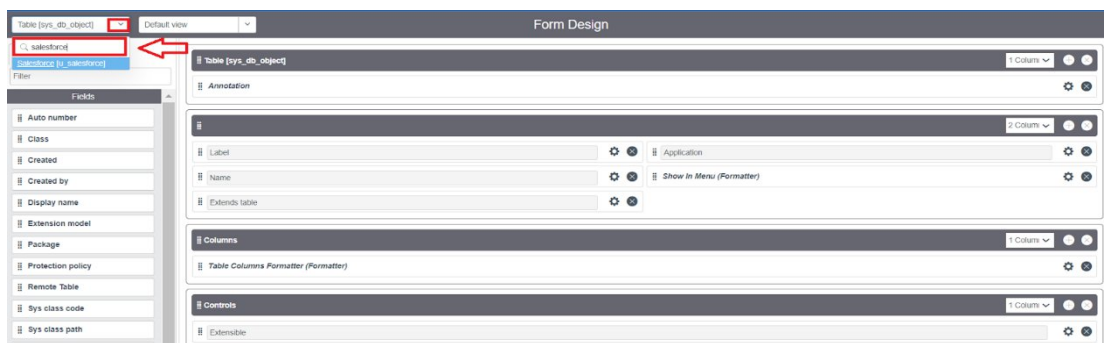
5.   Drag and drop the fields to the left side as below.
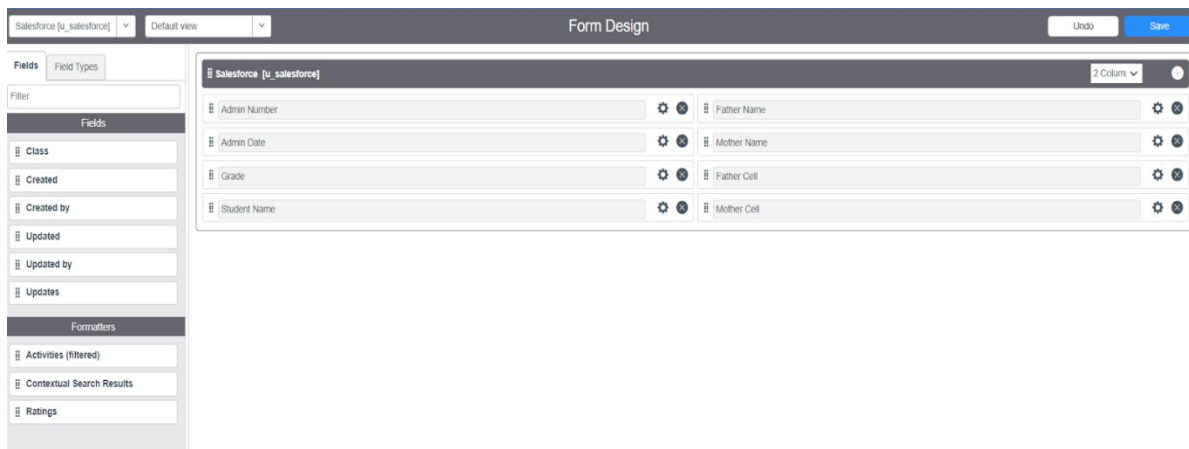
1. Save.

➢ **DO same for __Admission Table__ and __Student Progress Table__ As per our Project Requirements .You Can Organize in Form Design**

6. Number Maintenance

- **Creating Number Maintenance for Admin Number**

- All >> Number Maintenance >> New
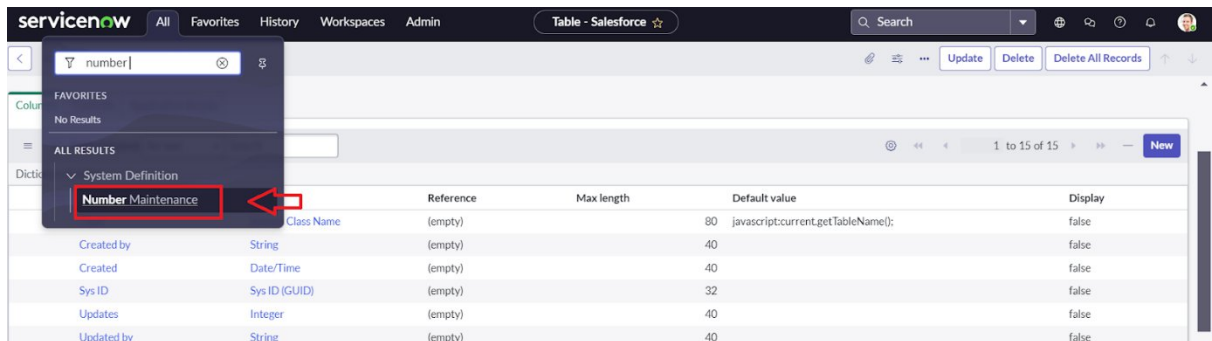
- Fill the details >> Submit.
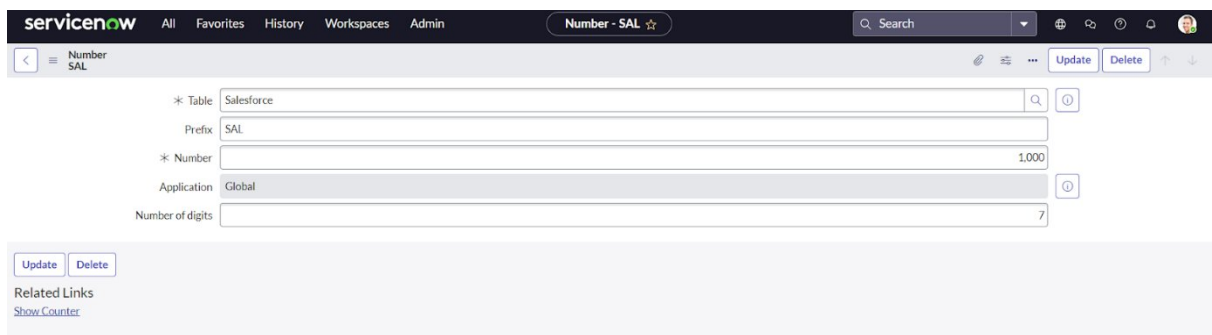
- Configured prefix SAL and a format for sequential IDs

7. Process Flow
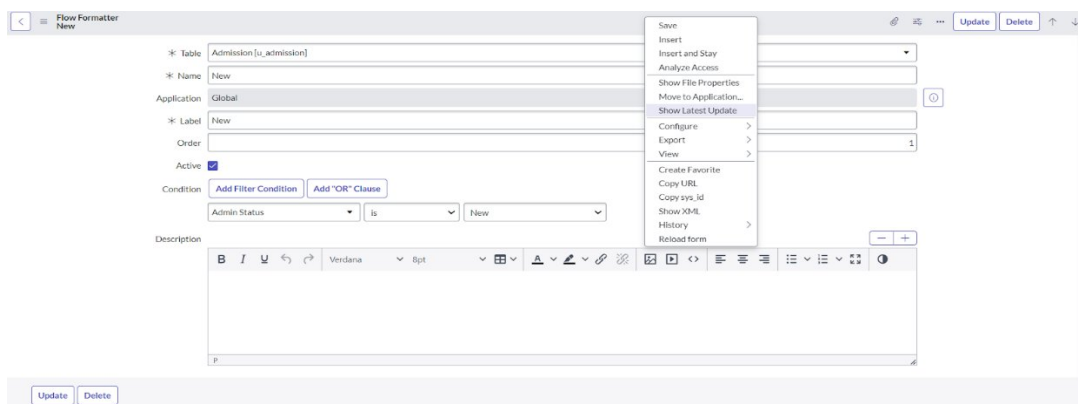
- Created a flow for admission status:
    - New → In Progress → Joined → Rejected → Rejoined → Closed → Cancelled
- Added business logic to transition between stages

8. Client Script:

- **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_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**

Do As per the Auto Populate Instructions and dor this you have to change the js

- • 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 Admission Table**
  - 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**
- **Creating "Result" Client Scripts for Student progress Table**
- **Creating "Percentage" Client Scripts for Student progress Table**

9. Result

Admin Number	SAL0001078	Father Name	
Admin Date		Mother Name	
Grade	-- None --	Mother Cell	
Student Name		Father Cell	

Submit

| 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		Father Cell	
Mother Name		Mother Cell	
		Admin Status	-- None --
Comments			

School Details | Address

| School Area | -- None -- | School | -- None -- |

Submit

Admission Number			
Grade	-- None --	Father Name	
Student Name		Mother Name	
		Father Cell	
		Mother Cell	

Student Progress

Telugu		Total	
Hindi		Percentage	
English		Result	
Maths			
Science			
Social			

Submit

Conclusion

The Student Management System developed on ServiceNow digitizes the key workflows in an educational organization. It simplifies the admission process, ensures accurate student records, and automates progress tracking.