

Educational Organisation Using Servicenow

Team id: NM2025TMID13250

Team Members: 04

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Team Member 1: NAVEEN M

Team Member 2: PRAVEEN J

Team Member 3: SHIYAM S

Objective: To develop a ServiceNow solution that streamlines student services, automates administrative workflows, and provides dashboards for academic and operational insights.

Skills: ServiceNow app development, Flow Designer, reporting & dashboards, JavaScript, database design, and workflow automation.

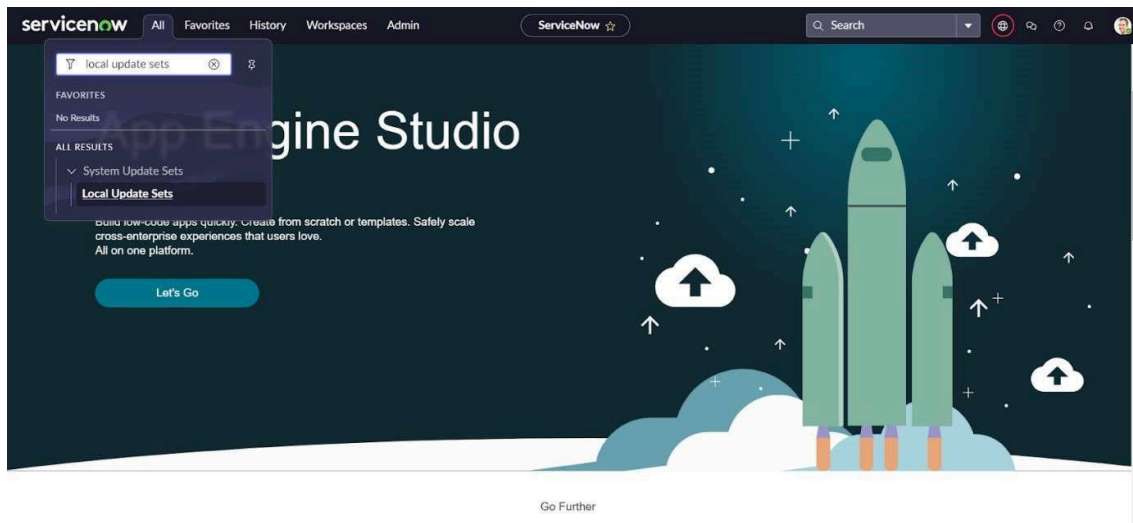
TASK INITIATION

Milestone 1 :Users

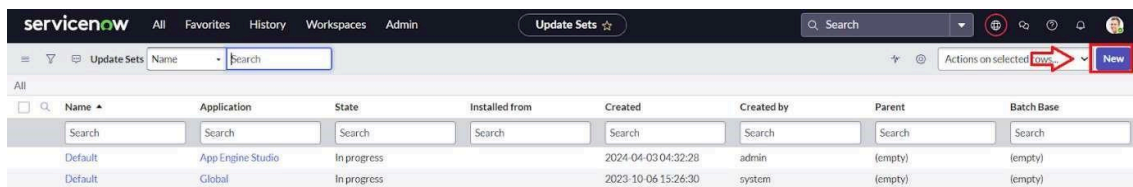
Activity 1: Create Users

Creating a Update Set

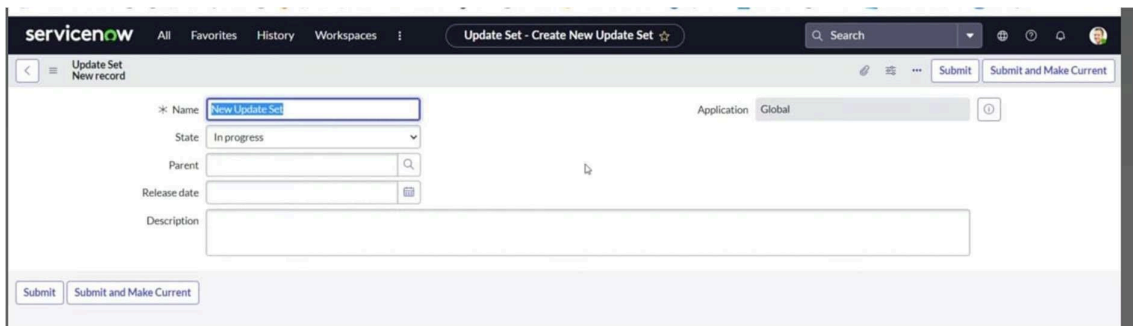
1. Click on All >> Local update sets .



2. Click on new

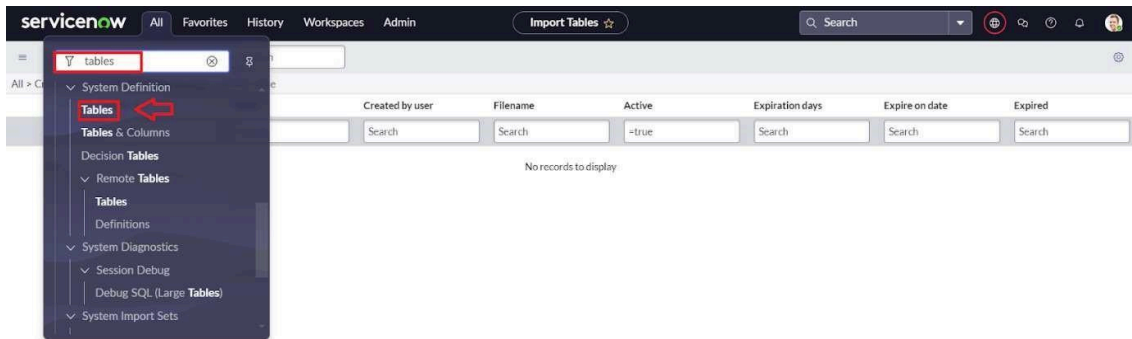


3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

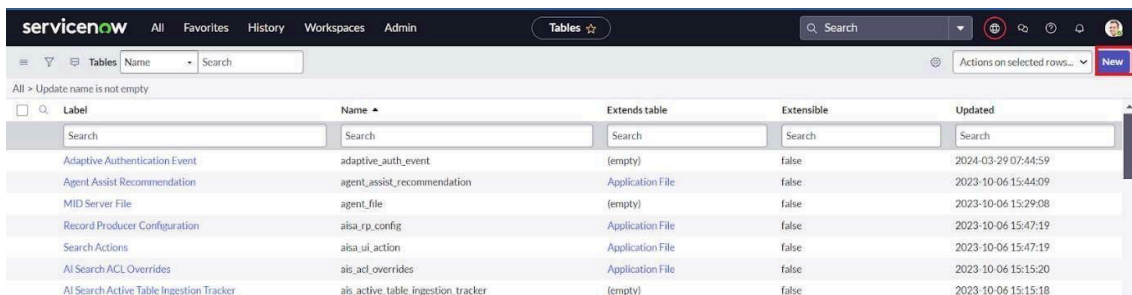


Creating Salesforce Table.

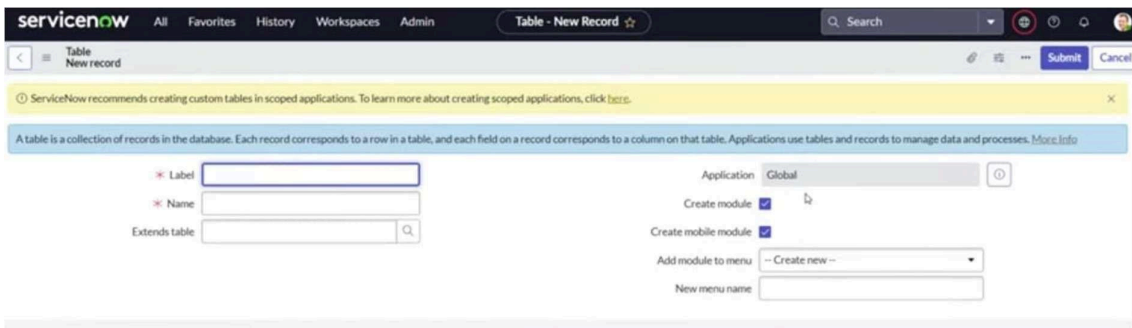
- All >> Tables.



- 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 .

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 🔍

Cres

Ad

Columns * Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length
<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>		

Submit Cancel

X

This record is in the Global application, but Educational Organisation is the current application. To edit this record click here.

Column label	Type	Reference	Max length	Display
Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	true
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	Display
Class	System Class Name	(empty)	80	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

Update Delete Delete All Records

1 to 15 of 15

New

- Click on controls >> Enable Extensible.

Column Controls Application Access

Extensible ☒ 

Live feed ☐

Prefix

Number

Number of digits

Create access controls ☒

* User role

- 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

- 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...

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: Application: +

* Name: Create module: ☒

Extends table: + +

Create module module: ☒ Add module to menu: +

Columns Controls Application Access

Table Columns: For test Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
<input type="text"/>					

Submit Cancel

Table: Admission Update Delete Delete All Records

Columns Controls Application Access

Table Columns: For test Search 1 to 29 of 29 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
App ID	App ID (GUID)	Imply()	32		false
Admin Status	Choice	Imply()	40		false
Admission Number	Reference	Submission	32		false
Area	String	Imply()	50		false
City	String	Imply()	40		false
Comments	String (Full UTF-8)	Imply()	255		false
District	String	Imply()	40		false
Fee	Price	Imply()	20		false
House No	String	Imply()	40		false
Mandal	String	Imply()	40		false
Pincodes	Choice	Imply()	40		false
Purpose of job	Choice	Imply()	40		false
School	Choice	Imply()	40		false
School Area	Choice	Imply()	40		false
Class	System Class Name	Imply()	50	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

Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/> New	New	en	1	false	2024-04-02 21:10:25
<input type="checkbox"/> Join in progress	In progress	en	2	false	2024-04-02 21:11:03
<input type="checkbox"/> Joined	Joined	en	3	false	2024-04-02 21:11:26
<input type="checkbox"/> Rejected	Rejected	en	4	false	2024-04-02 21:12:00
<input type="checkbox"/> Closed	Closed	en	5	false	2024-04-02 21:13:05
<input type="checkbox"/> Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
<input type="checkbox"/> Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27
<input type="checkbox"/> 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

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

- Create choice for Purpose of Join as:

Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

—

Actions on selected rows...

New

Choices

Q

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

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

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:

X	Admission Number	Reference	Salesforce	32	false
X	English	String	(empty)	40	false
X	Hindi	String	(empty)	40	false
X	Maths	String	(empty)	40	false
X	Percentage	String	(empty)	40	false
X	Result	String	(empty)	40	false
X	Science	String	(empty)	40	false
X	Social	String	(empty)	40	false
X	Telugu	String	(empty)	40	false
X	Total	String	(empty)	40	false
Insert a new row...					

Configuring Table form for Student Progress Table

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

Table student progress			
✖	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

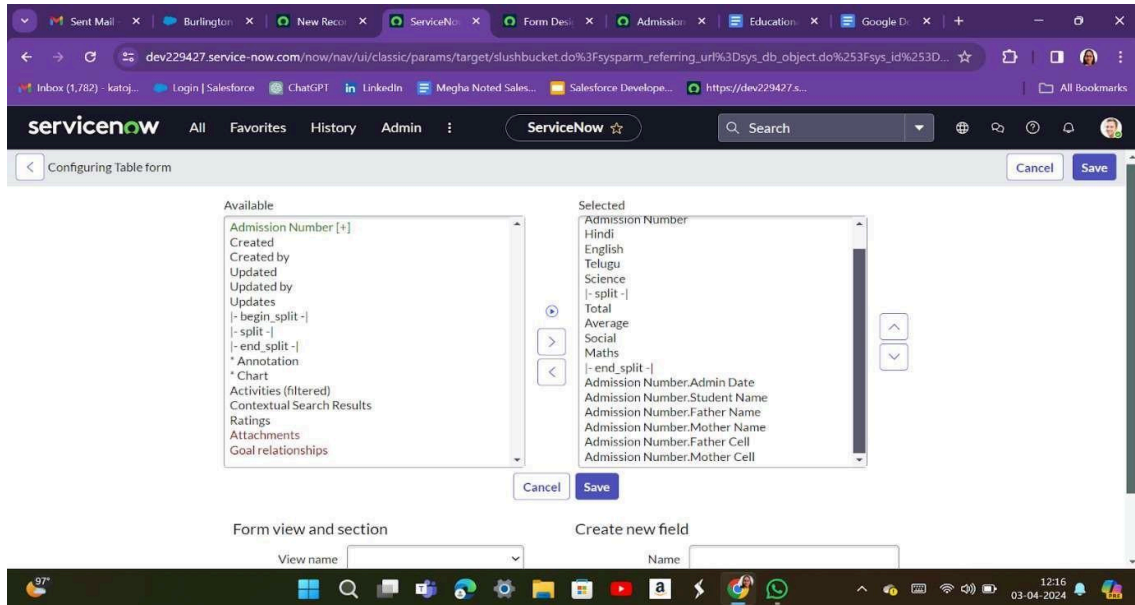
Form view and section

View name Default view

Create new field

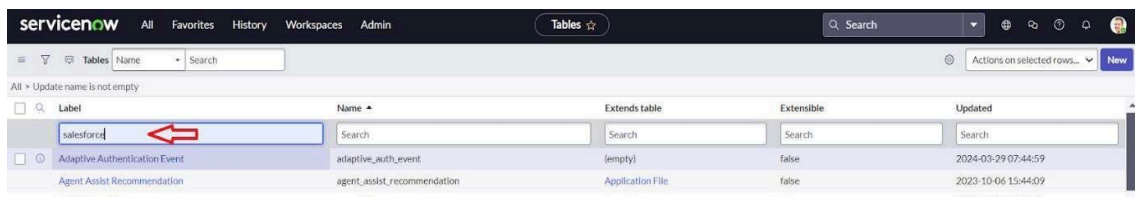
Name

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

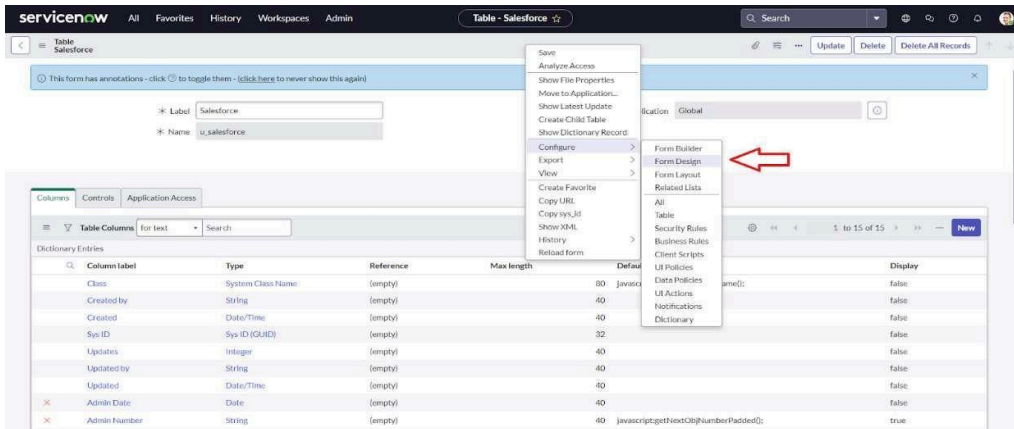


Creating Form Design for Salesforce Table

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



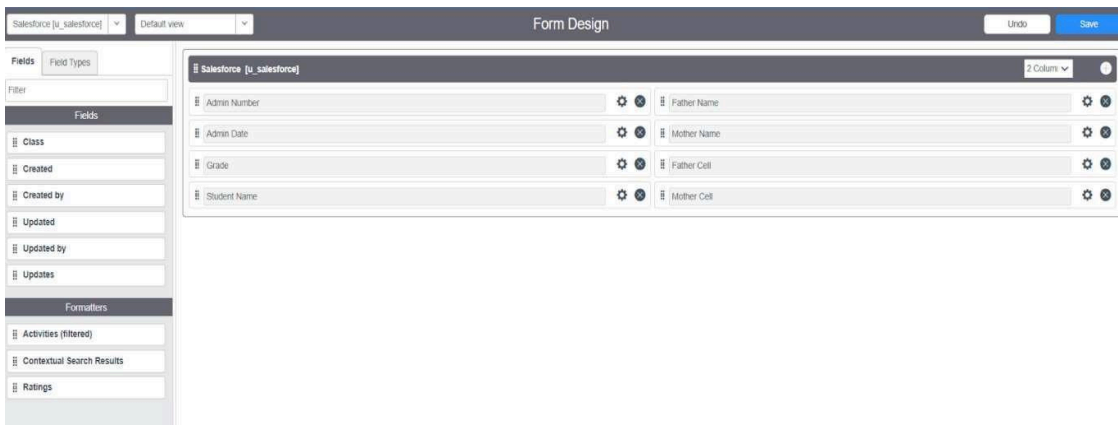
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_salesforce).



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



6. Save.

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 Table'. The sidebar on the left lists field types: Fields, Field Types, Filter, Fields, Admis Number, Class, Created, Created by, Updated, Updated by, Updates, Formatters, Activities (Filtered), Contextual Search Results, and Ratings. The main area displays the form structure with sections: Admission (Admission Number, Purpose of join, Student Name, Father Name, Mother Name, Admis Code, Grade, Fee, Father Cell, Mother Cell, Admis Status), School Details (School Area, School), and Address (Pincode, Area, Mandal, City, District).

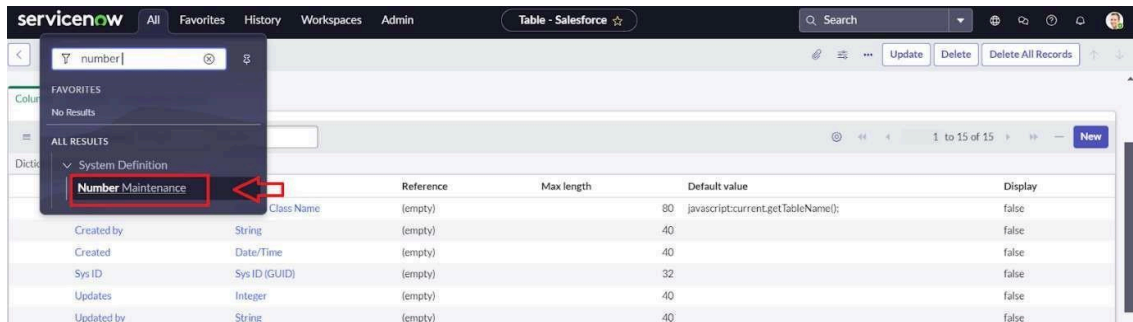
Creating Form Design for Student progress Table

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 lists field types: Fields, Field Types, Filter, Fields, Class, Created, Created by, Social, Updated, Updated by, Update, Formatters, Activities (Filtered), Contextual Search Results, and Ratings. The main area displays the form structure with sections: New Section (Admission Number, Admission Number Grade, Admission Number Father Name, Admission Number Mother Name, Admission Number Father Cell, Admission Number Mother Cell) and Student Progress (Telugu, Hindi, English, Maths, Science, Total, Percentage, Result).

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New



- Fill the details >> Submit.

Table: Salesforce
Profile: SAL
Number: 1000
Application: Global

Update Delete

Related Links
[Show Counter](#)

Daily Expenses [u_daily_expenses] 2 Column

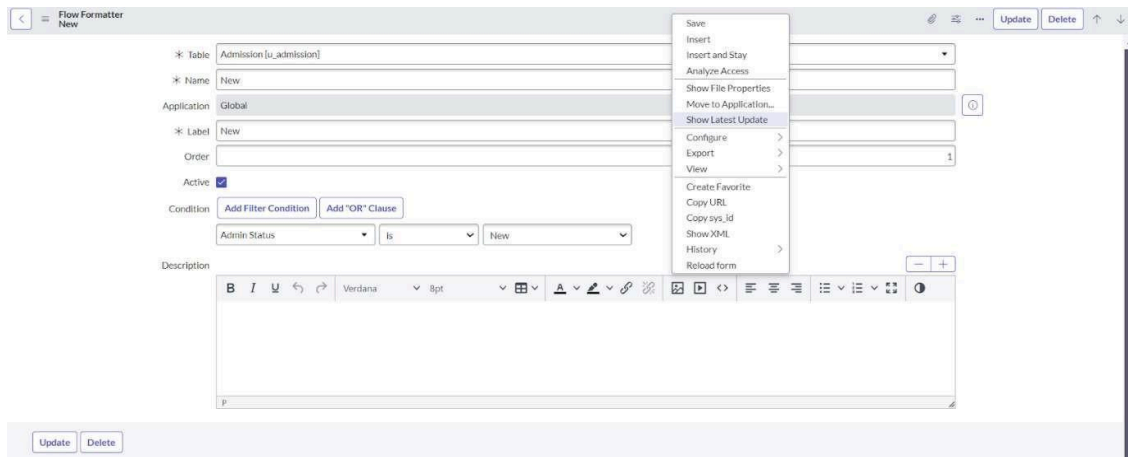
Number	Date	Family Member Name	Expense
--------	------	--------------------	---------

Comments 1 Column

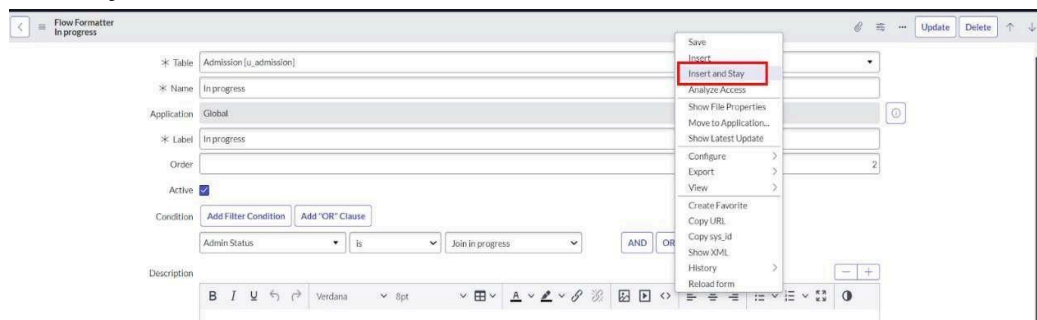
Comments

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.

Creating “Auto populate” Client Scripts for Admission Table

1. All >> Client Scripts >> New.
2. Fill the Details as given.

3.

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

5. function onChange(control, oldValue, newValue, isLoading, isTemplate) {

6. if (isLoading || newValue === "") {

7. return;

8. }

9. //Type appropriate comment here, and begin script below

10. var a =
 g_form.getReference('u_admission_number');

11. g_form.setValue('u_admin_date',a.u_admin_date);

12. g_form.setValue('u_grade',a.u_grade);

13. g_form.setValue('u_student_name',a.u_student_name);

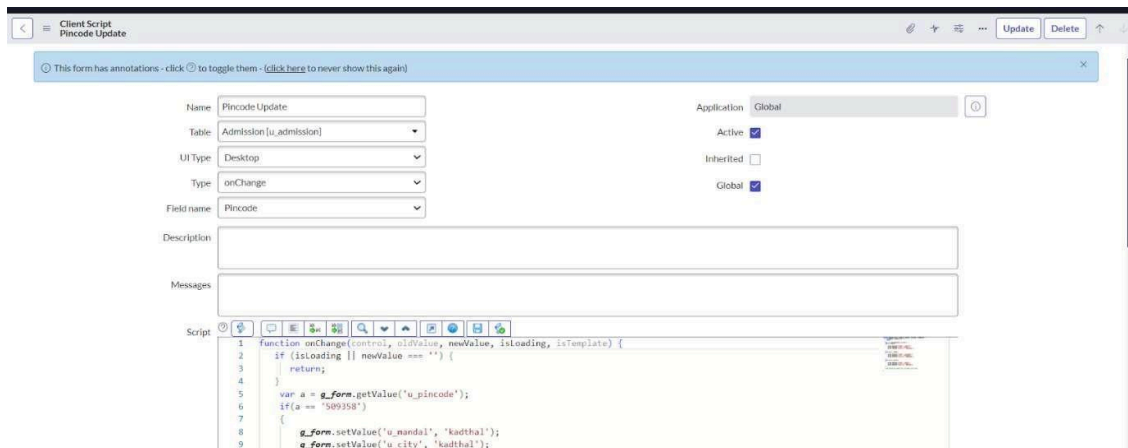
14. g_form.setValue('u_father_name',a.u_father_name);

15. g_form.setValue('u_mother_name',a.u_mother_name);

16. `g_form.setValue('u_father_cell',a.u_father_cell);`
17. `g_form.setValue('u_mother_cell',a.u_mother_cell)`
`;`
18. `g_form.setDisabled('u_admin_date',a.u_admin_date);`
19. `g_form.setDisabled('u_grade',a.u_grade);`
20. `g_form.setDisabled('u_student_name',a.u_student_name);`
21. `g_form.setDisabled('u_father_name',a.u_father_name);`
22. `g_form.setDisabled('u_mother_name',a.u_mother_name);`
23. `g_form.setDisabled('u_father_cell',a.u_father_cell);`
24. `g_form.setDisabled('u_mother_cell',a.u_mother_cell);`
25. `}`
26. 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.



- 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.

- 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);`

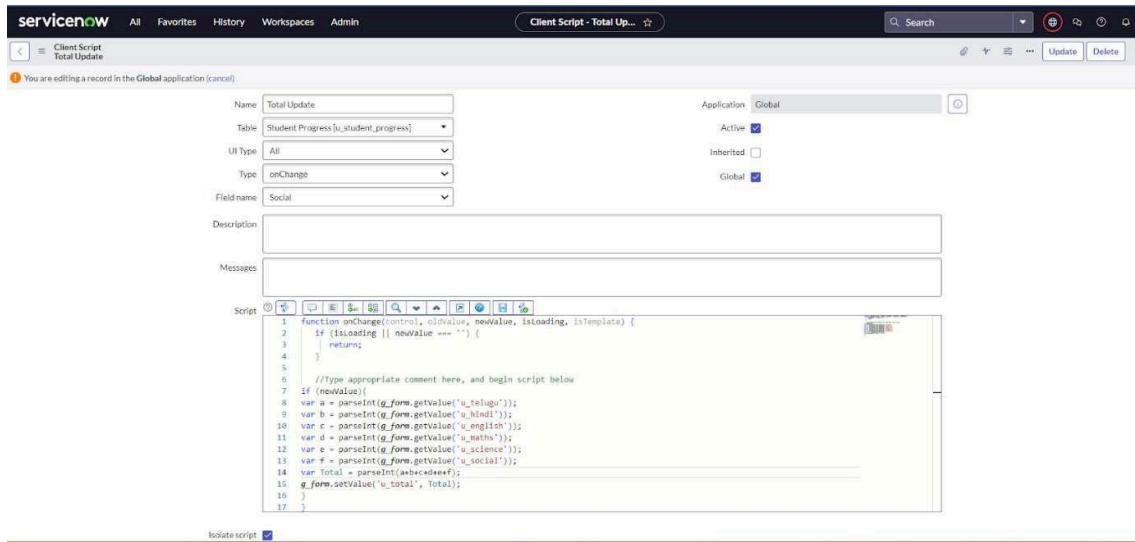
`g_form.setDisabled('u_percentage',true);`

`g_form.setDisabled('u_result',true);`

`}`

Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.



- 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'));

```

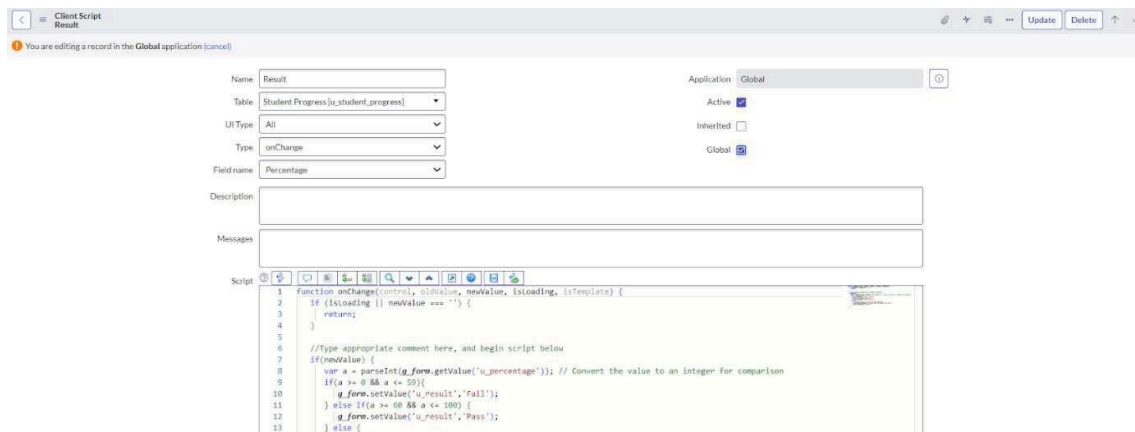
```

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.



- 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');
```

```

            }
```

```

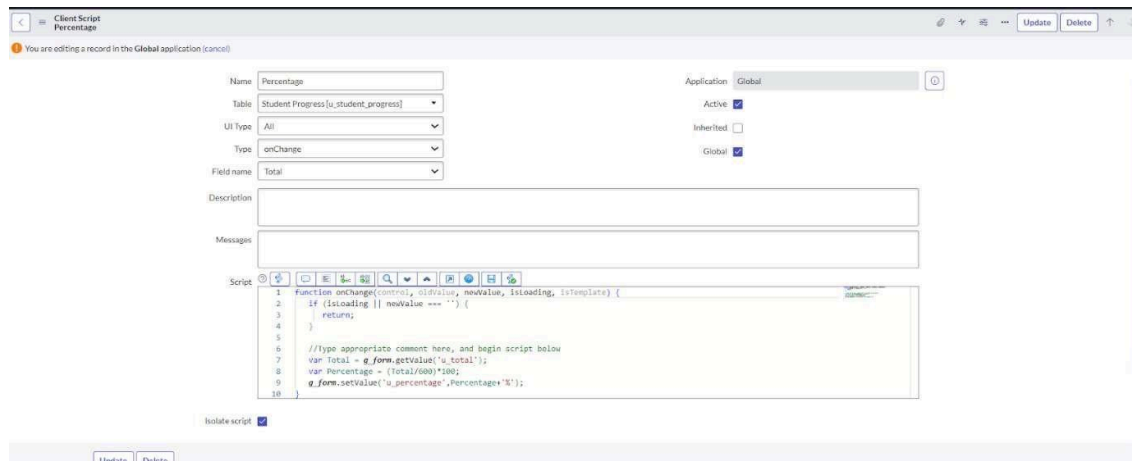
        }
```

```

    }
```

Creating “Percentage” 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 var Total = g_form.getValue('u_total'); var
Percentage = (Total/600)*100;
g_form.setValue('u_percentage',Percentage+'%');
}

Conclusion : Whether for business or personal use, servicenow proves to be powerful tool for structured expense management.