

EDUCATIONAL ORGANISATION USING SERVICENOW

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Team Members : 4

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Problem Statement :

Educational organizations today face multiple challenges in delivering quality learning experiences while managing administrative efficiency. Rapid technological advancements, diverse learner needs, limited resources, and outdated management practices often create barriers to achieving their educational goals.

Objectives:

To provide accessible, inclusive, and high-quality education by integrating innovative teaching methods, efficient management systems, and supportive learning environments that prepare learners with the knowledge, skills, and values required for personal and professional success.

Skills:

Teaching Skills – Pedagogy, subject knowledge, assessment.

Digital Skills – Use of e-learning tools, smart classrooms.

Management Skills – Planning, organizing, decision-making.

Communication Skills – With students, parents, staff.

Leadership Skills – Guiding and motivating teachers/students.

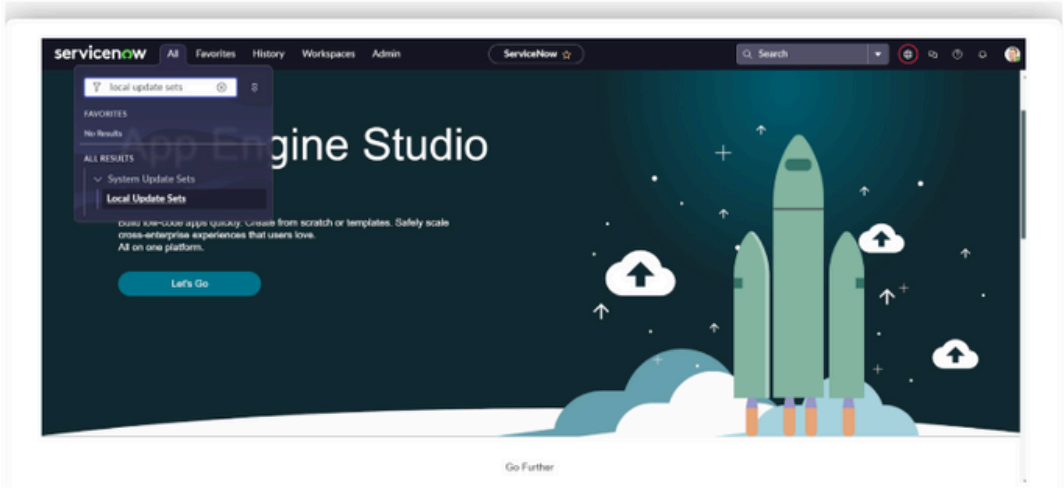
TASK INITIATION

Task 1:Creating a Update set

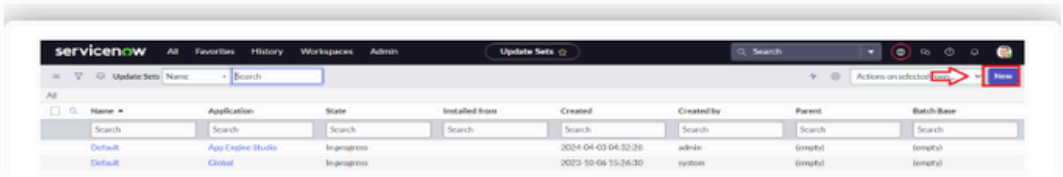
Activity : Creating Update set

Creating A Update Set

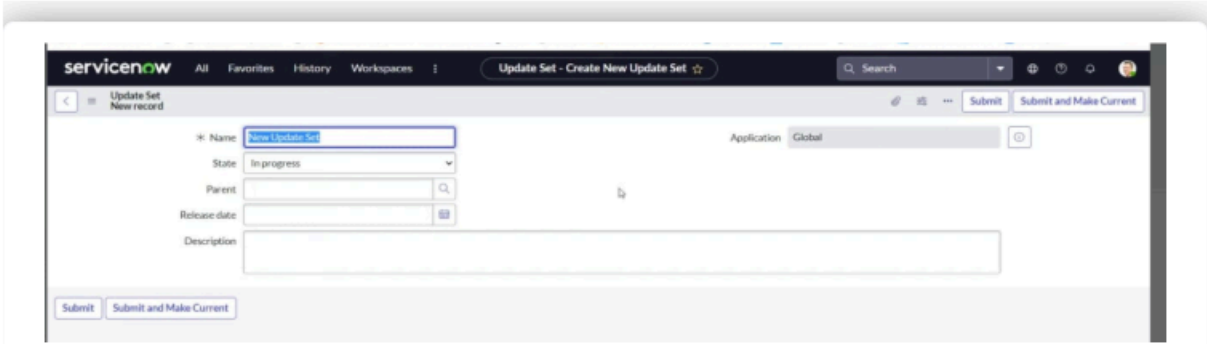
1. Click on All >> Local update sets .



2. Click on new



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

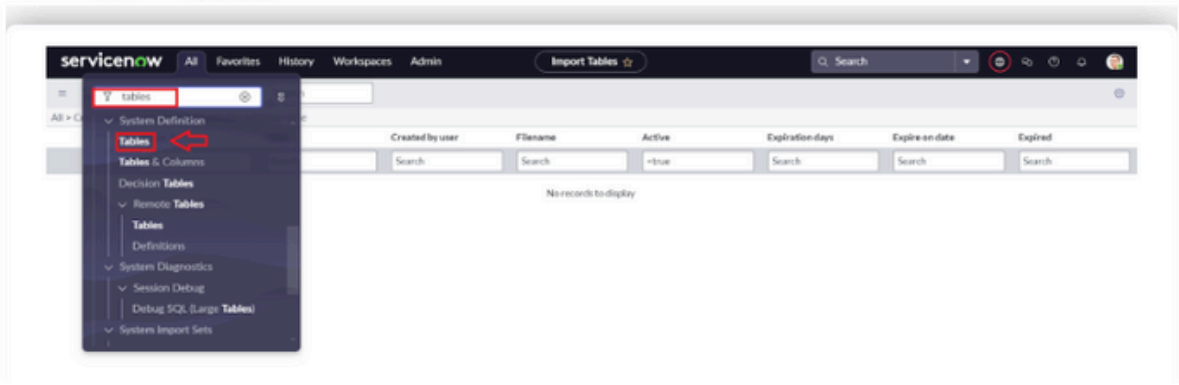


Task 2: Creating a Table

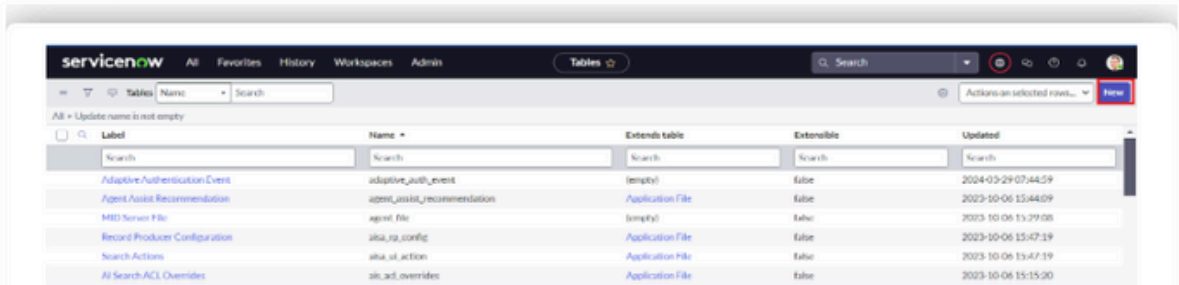
Activity 1: Creating Salesforce table

Creating Salesforce Table.

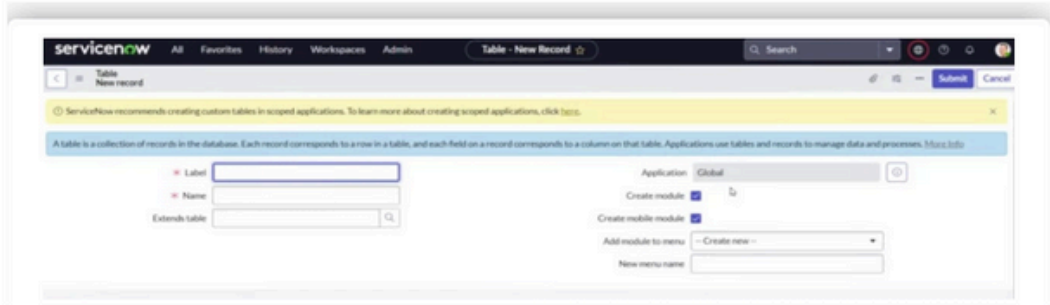
• All >> Tables.



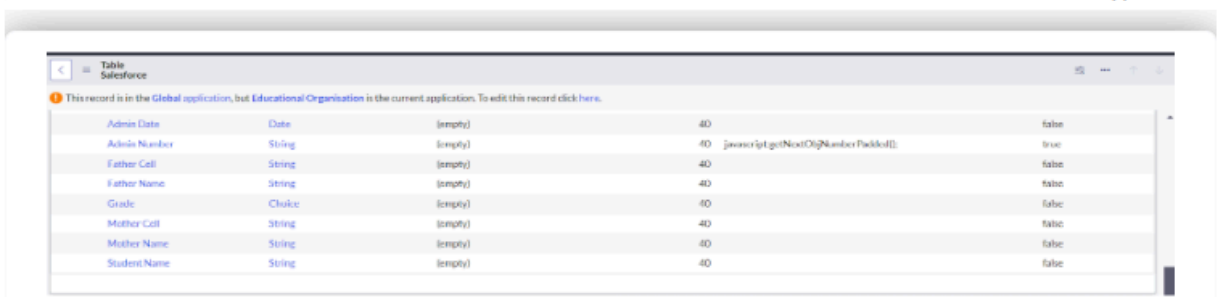
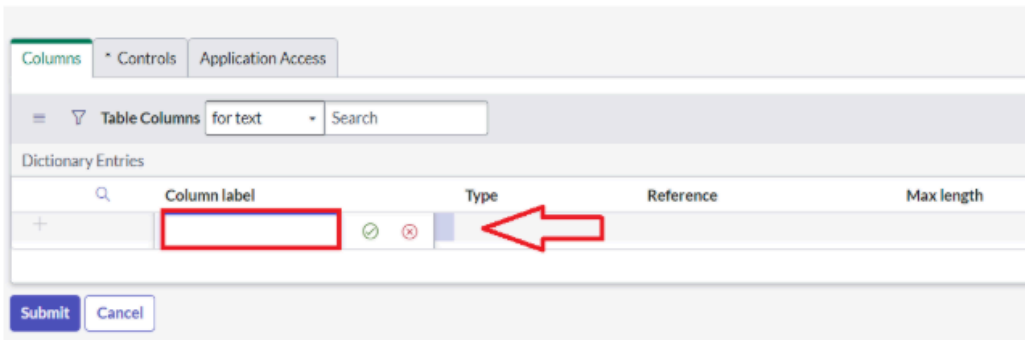
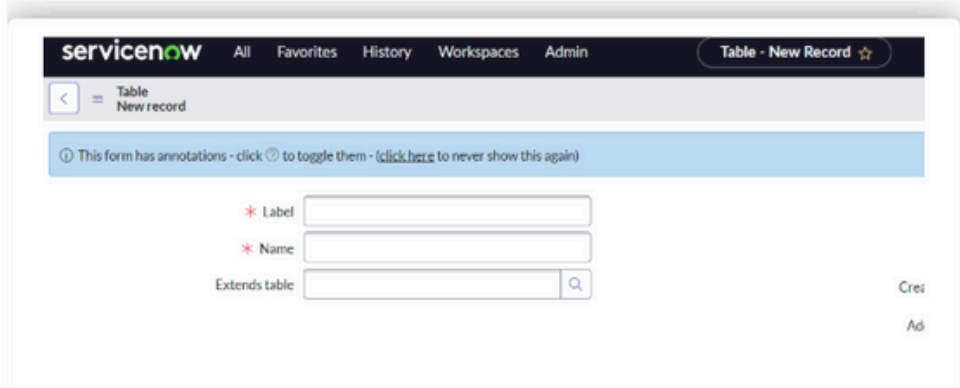
• Click on new



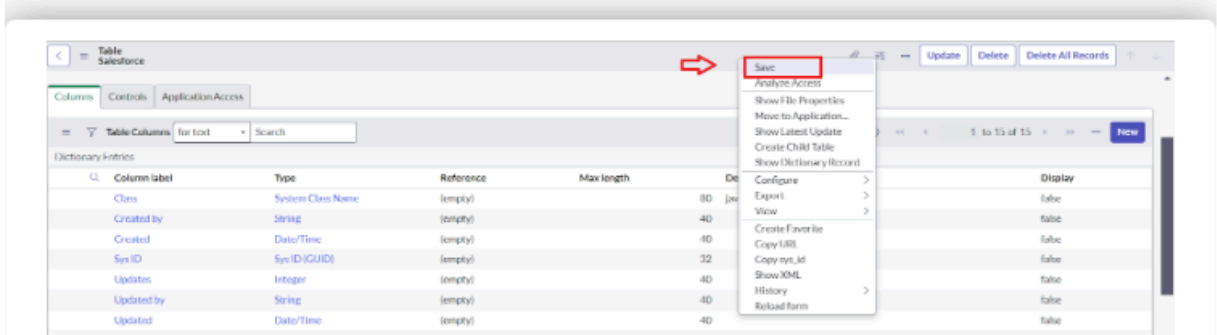
- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.



- 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 .



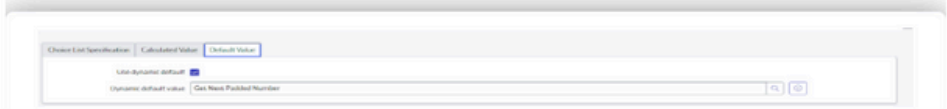
- For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.



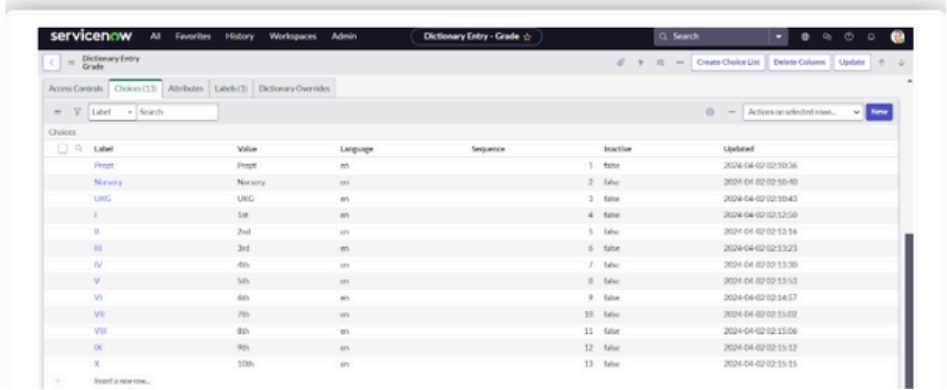
- Click on controls >> Enable Extensible.



- 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.



Activity 2: Creating Admission Table

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 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: uAdmission
Extends table: Salesforce
Application: Global
Create module: ☒
Create mobile module: ☒
Add module (optional): 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

Columns Controls Application Access

Table Columns: for text Search

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
Possible	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false

- Create choice for Admin Status as:

Dictionary Entry: Admin Status

Access Controls Choices (7) Attributes Labels (3) Dictionary Overrides

Label Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
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:

Dictionary Entry: Pincode

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides

Label Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
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:

Dictionary Entry: Purpose of Join

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides

Label Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
Tution	Tution	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:

Dictionary Entry: School

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides

Label Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:34
Harish B	Harish B	en	2	false	2024-04-02 21:19:35

Insert a new row...

- Create choice for School Area as:

Dictionary Entry: School Area

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides

Label Search

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...

Activity 3: Creating Student progress Table

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...				

Task 3:Form Layout

Activity 1: Configuration Table Form for student progress table

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 [+].

dev229427.servicenow.com/now/nav/ui/classic/params/target/slushbucket.do%3Fsysparm_referring_url%3Dsys_db_object.do%253Fsys_id%253D...

ServiceNow

Search

Configuring Table form

Cancel

Save

Available

Selected

Admission Number (+)

Created

Created by

Updated

Updated by

Updates

-begin_split-

-split-

Insert a new row...

-begin_split-

Admission Number

Hindi

English

Telugu

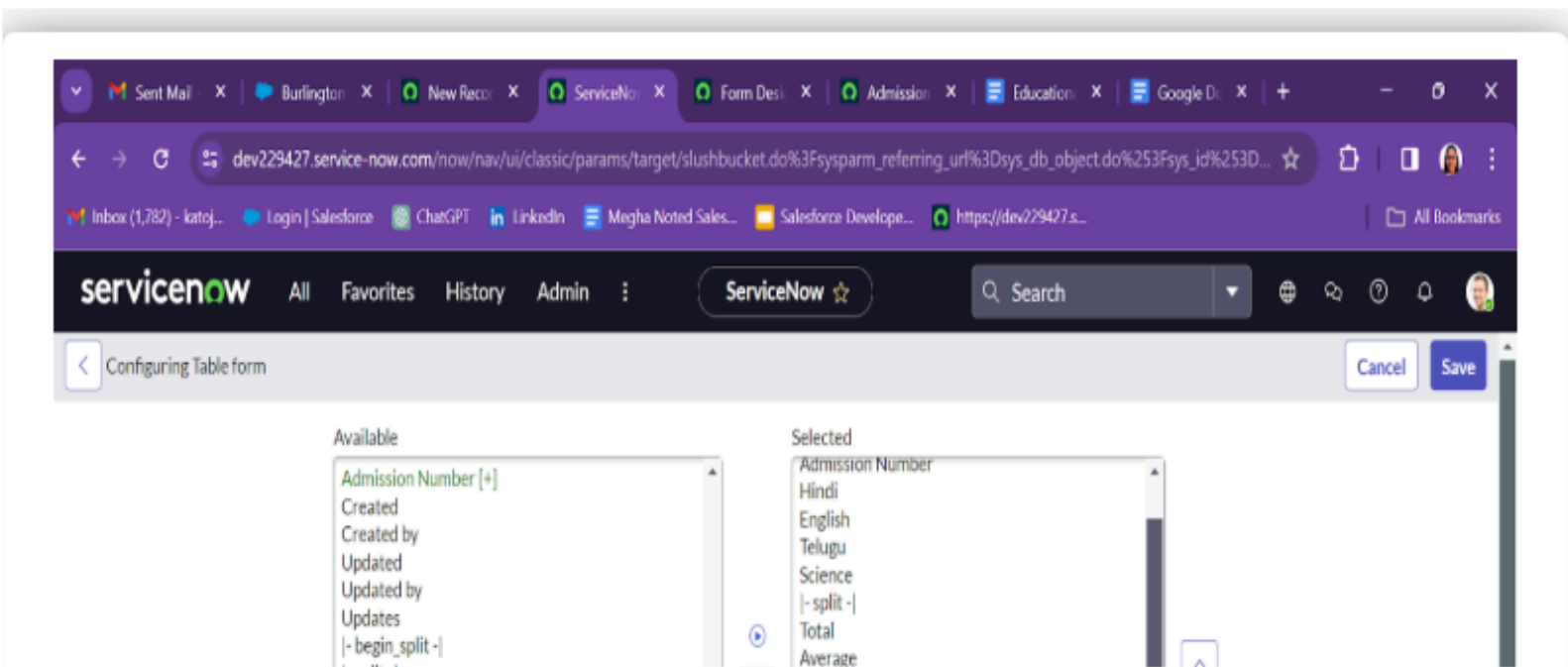
Science

-split-

Total

Insert a new row...

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

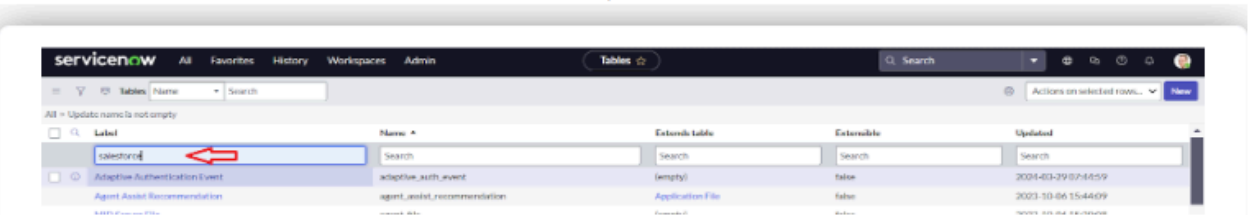


Task 4: Form Design

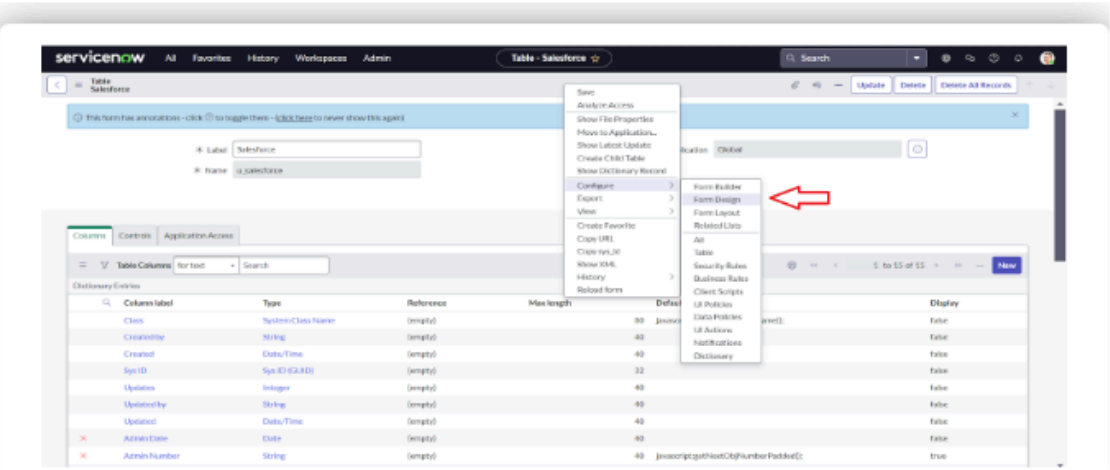
Activity 1: Creating Design for salesforce table

Creating Form Design For Salesforce Table

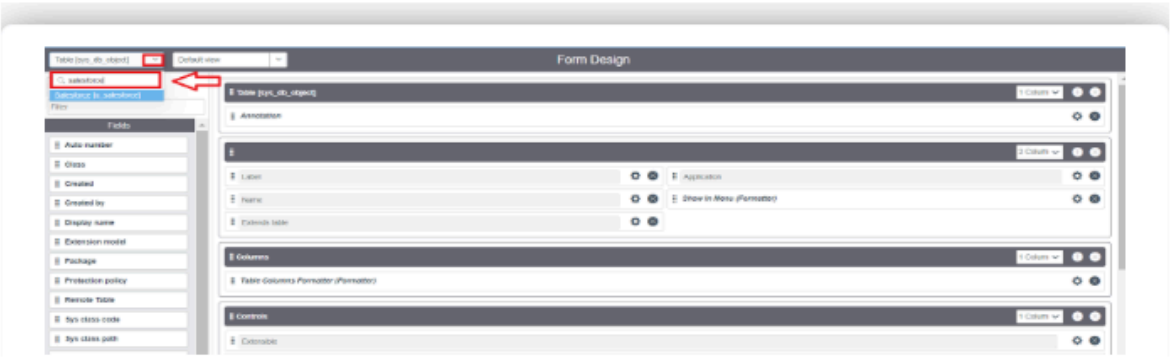
- 1. All >> System Definition >> Tables .
- 2. In Label Search for Salesforce and open .



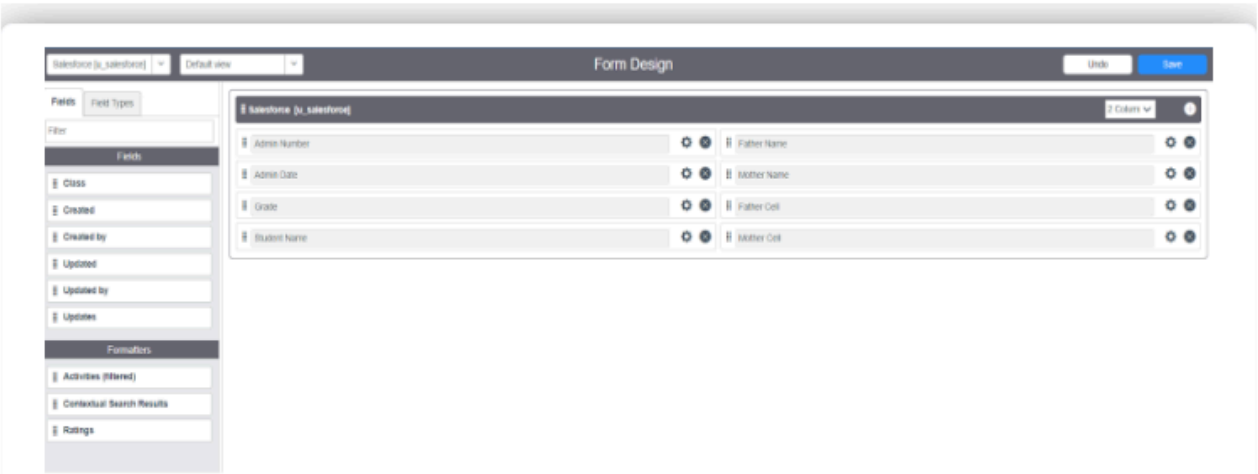
- 3. Right Click on top Toggle >> Configure >> Form Design.



- 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 for Admission table

Creating Form Design For Admission Table

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

[illegible]

Activity 3: Creating Design for student progress table

Creating Form Design For Student Progress Table

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

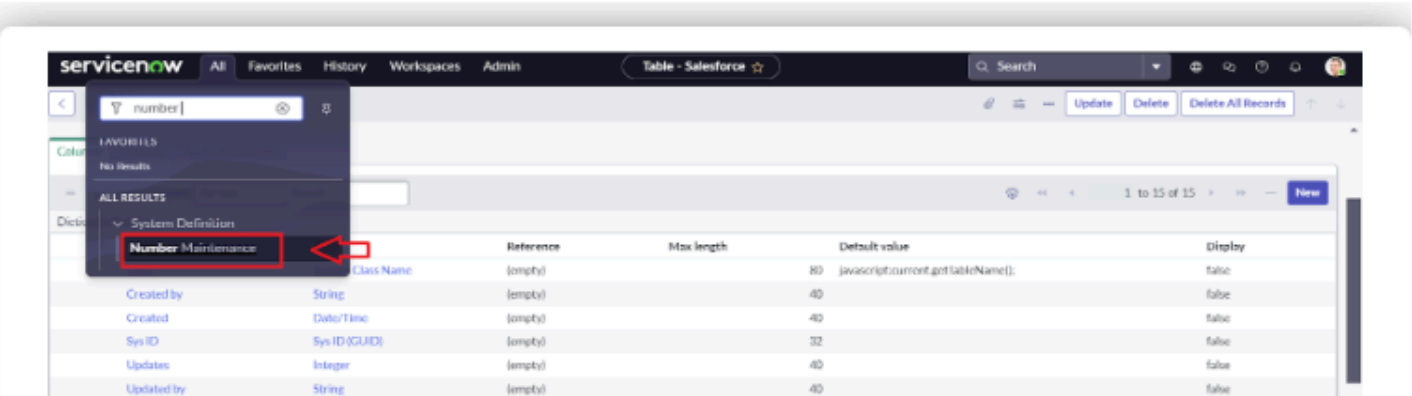
[illegible]

Task 5: Number Maintenance

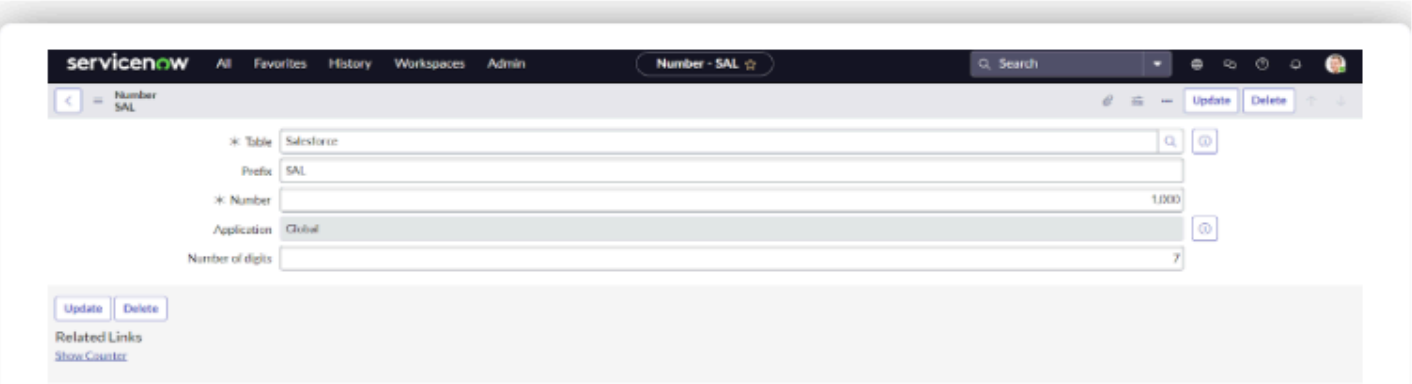
Activity 1: Creating number maintenance for admin number

Creating Number Maintenance For Admin Number

- All >> Number Maintenance >> New



- Fill the details >> Submit.

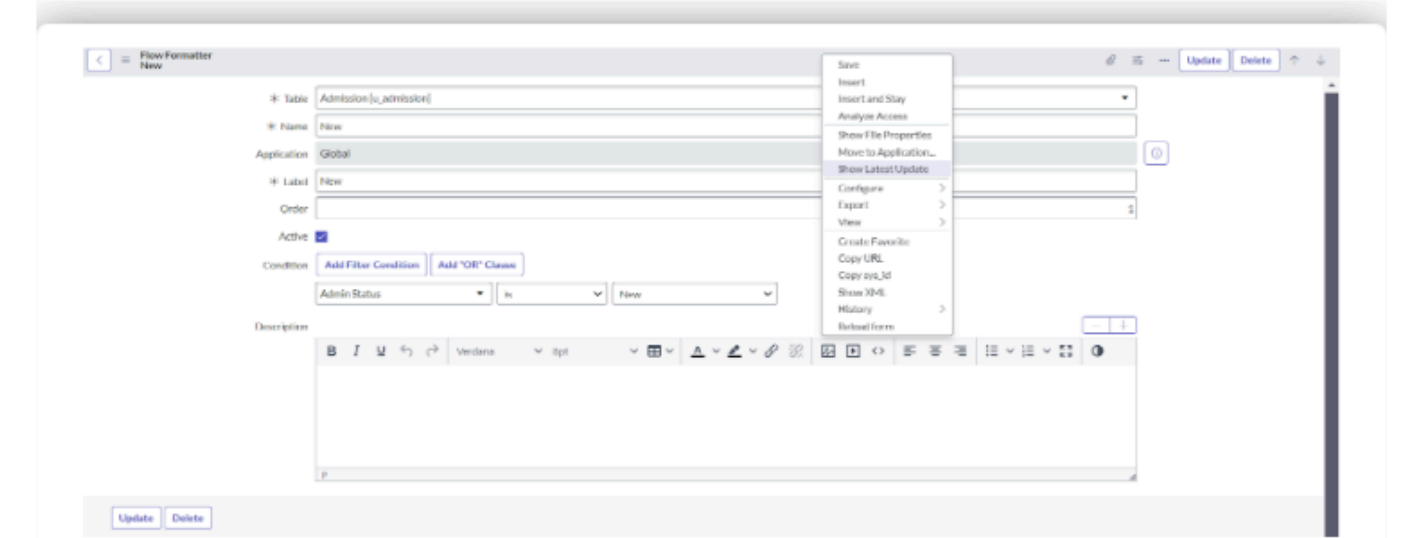


Task 6: Process flow

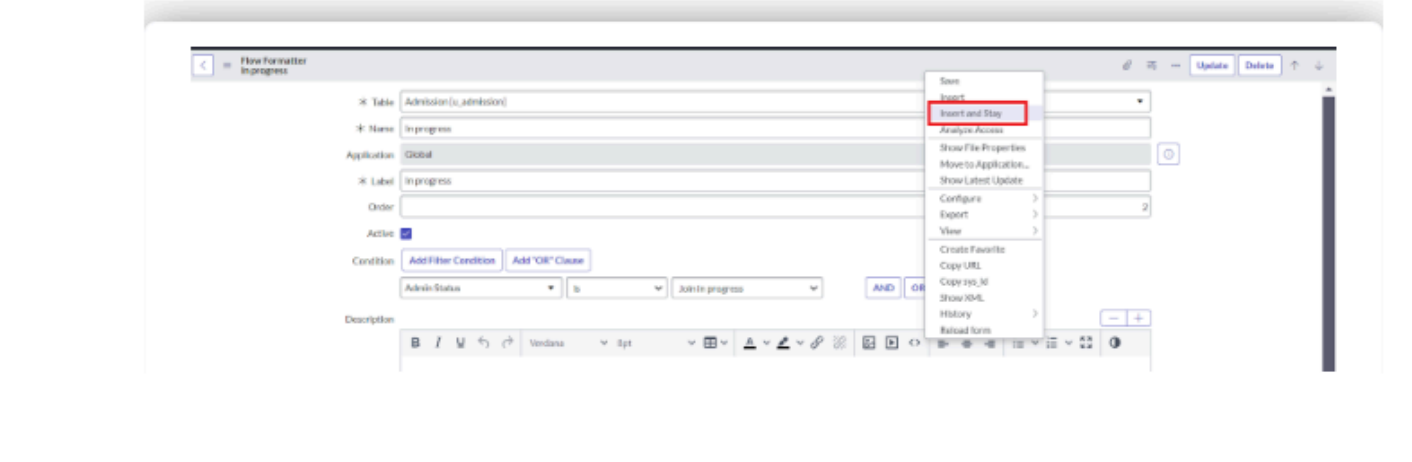
Activity 1: Creating process flow for Admission table

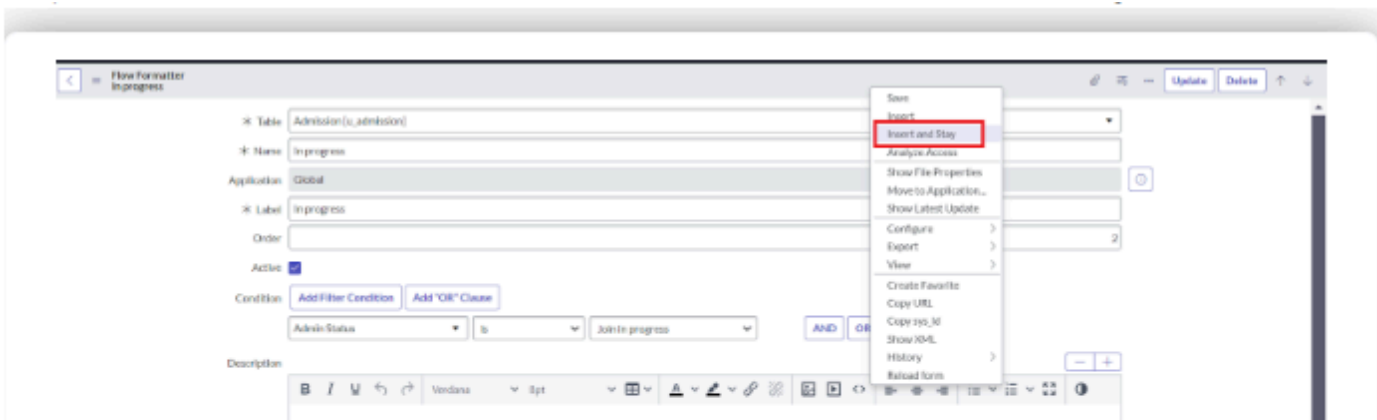
Creating Process Flow For Admission Table

- 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.





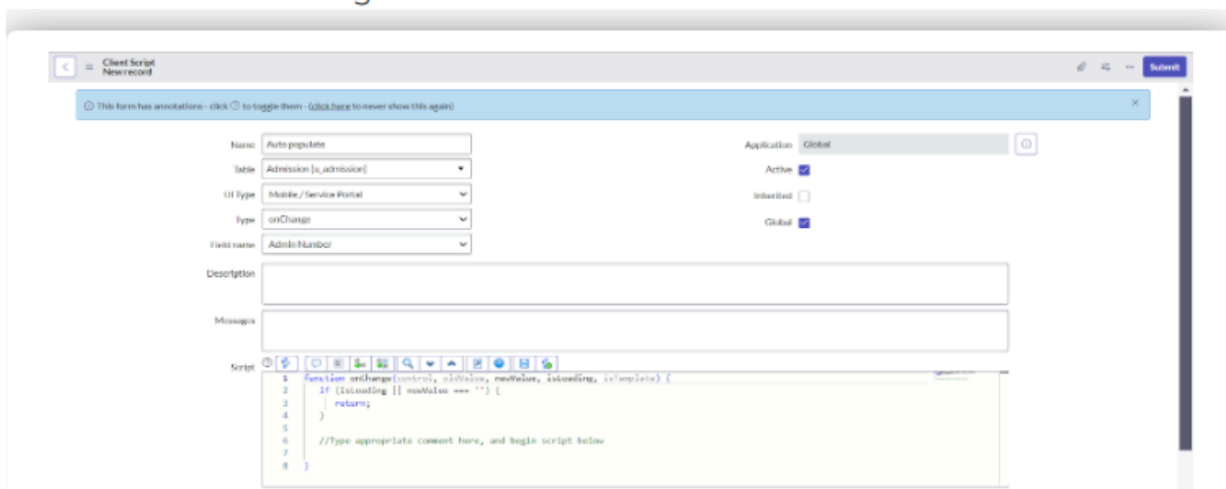
- Replace the Name and Label in order and click on Insert on stay. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Task 7: Client Script

Activity 1: Creating “Auto populate: client script for admission table

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);
```

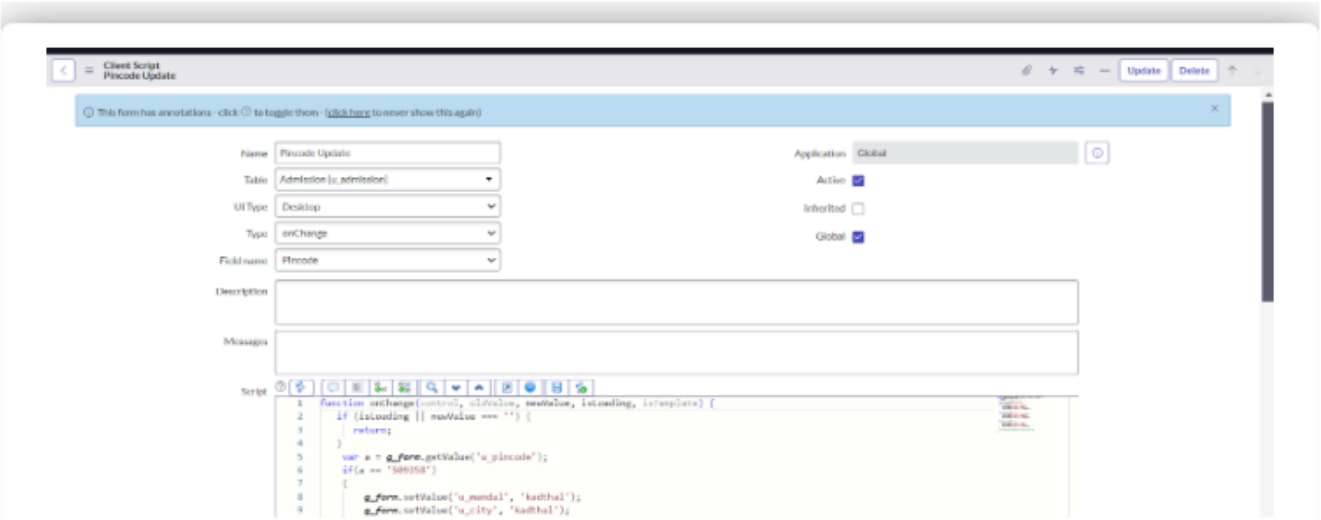
```
g_form.setDisabled('u_admin_date',a.u_admin_date);
g_form.setDisabled('u_grade',a.u_grade);
g_form.setDisabled('u_student_name',a.u_student_name);
g_form.setDisabled('u_father_name',a.u_father_name);
g_form.setDisabled('u_mother_name',a.u_mother_name);
g_form.setDisabled('u_father_cell',a.u_father_cell);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

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

Activity 2: Creating “ Pincode update “ client script for admission table

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
}

```
,  
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');  
}
```

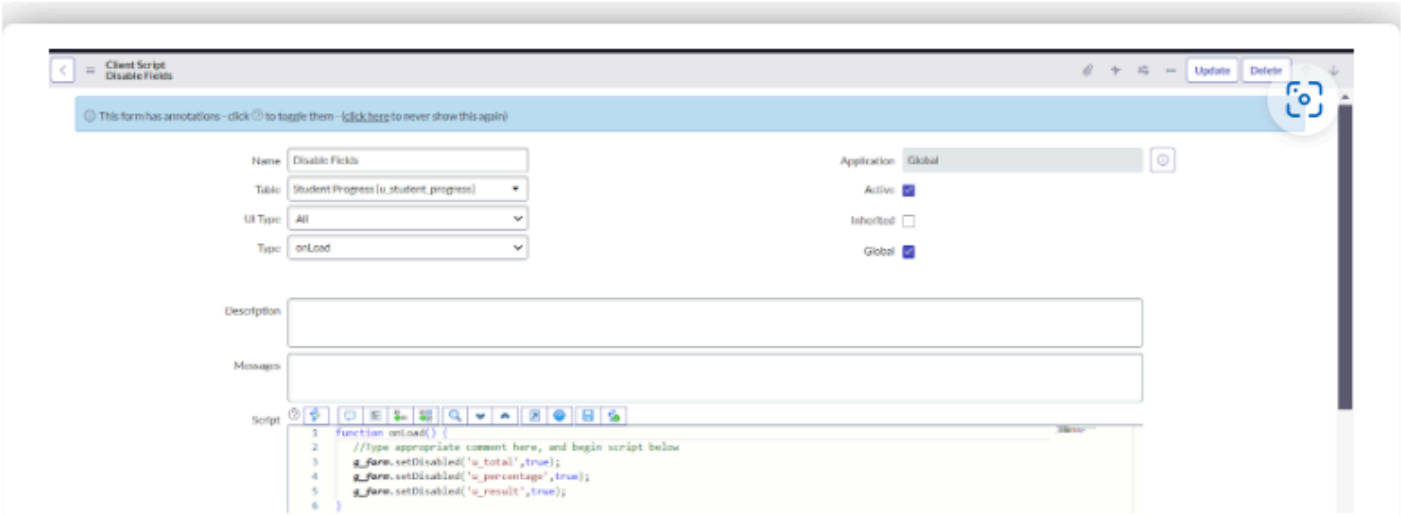
//Type appropriate comment here, and begin script below

```
}
```

Activity 3: Creating “ Disable Fields” client Scripts for progress table

Creating “Disable Fields” Client Scripts For Student Progress Table

- Fill the Details as given.



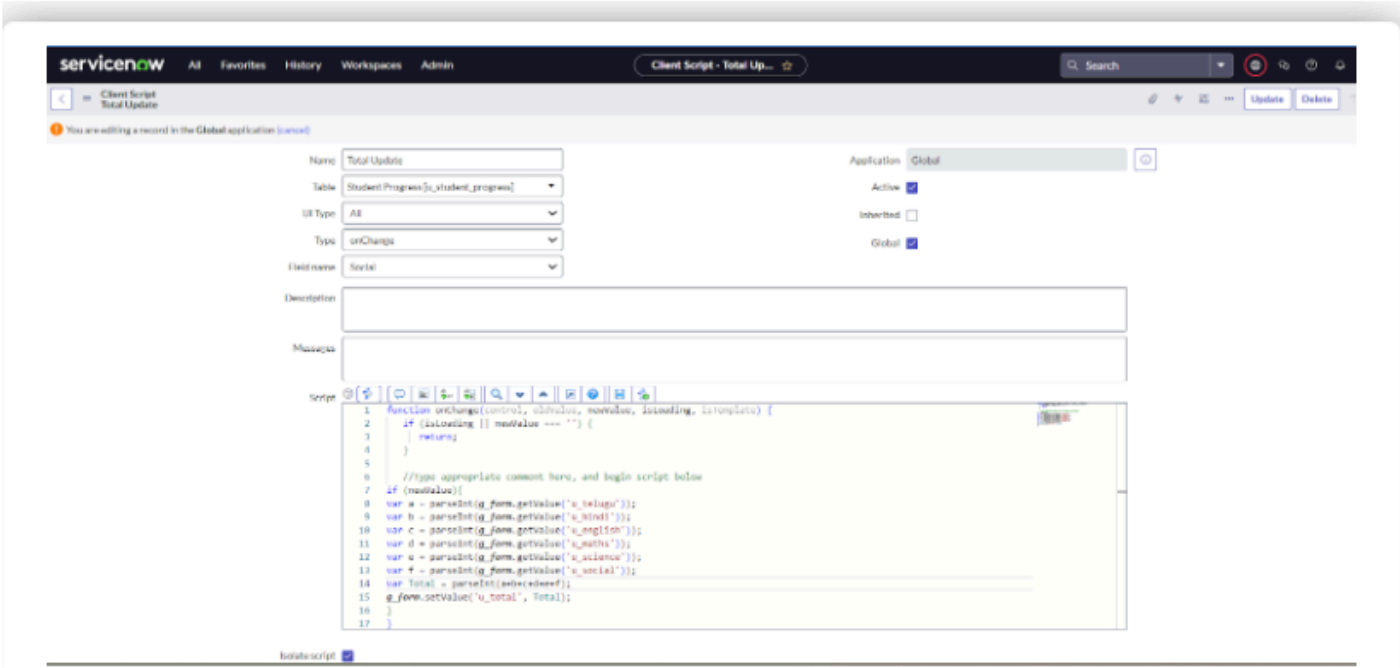
- Write the Code as below, Enable Isolate script and Save.

```
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

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;
  }
}
```

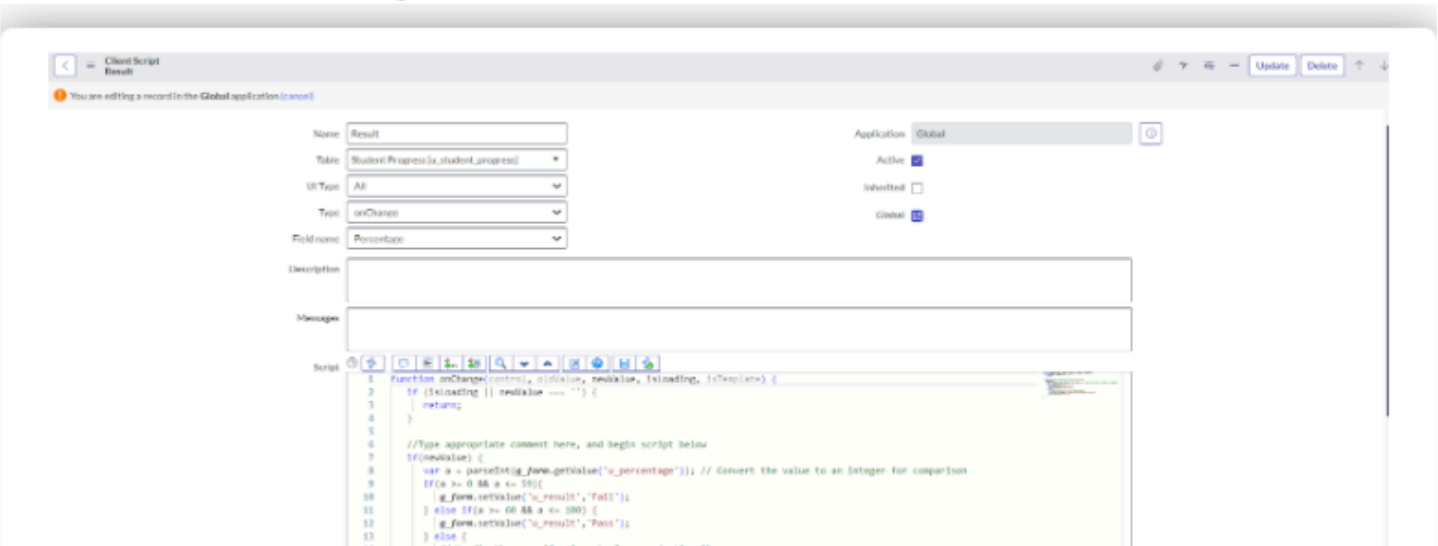
```

//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);
}
}
```

Activity 5: creating “ Result “ client script for student progress table

Creating “Result” Client Scripts For Student Progress Table

- Fill the Details as given.



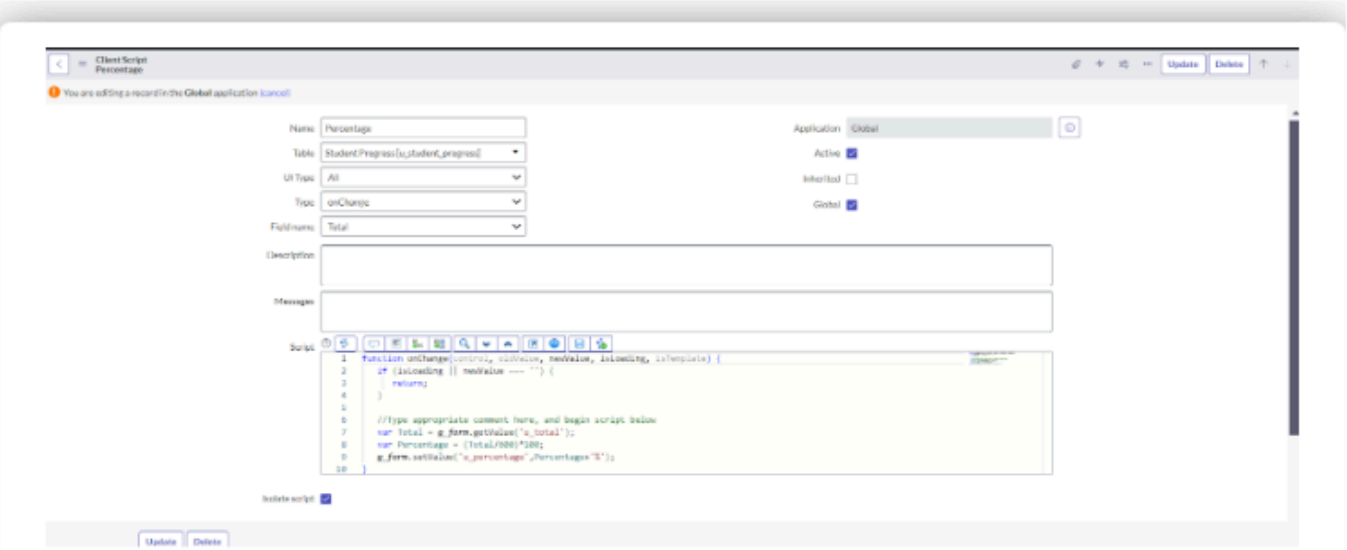
```

• 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.');
```


Activity 6: creating “Percentage” client scripts for student progress table

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:

Educational organization plays a vital role in ensuring that the teaching–learning process is systematic, efficient, and purposeful. By structuring resources, curriculum, methods, and administration effectively, it creates a supportive environment for both teachers and learners. A well-organized educational system not only improves academic performance but also fosters discipline, creativity, and holistic development. Ultimately, educational organization serves as the backbone of quality education, preparing individuals to meet personal, social, and professional challenges successfully.