

EDUCATIONAL ORGANISATION USING SERVICENOW

Team Id: NM2025TMID18113

Team Members: 5

Team Leader: YAMUNA K

Team Member 1: SWETHA J

Team Member 2: THENMOZHI V

Team Member 3: TSUNAMI DEEPIKA K

Team Member 4: VIDHYARENI S

Problem Statement:

Objective:

ServiceNow is a tool that schools and colleges use to make work easier, fix issues faster, and give students and staff one place to get help.

Skills:

- ServiceNow Catalog Item Creation**
- Testing & Deployment**
- Team Collaboration**

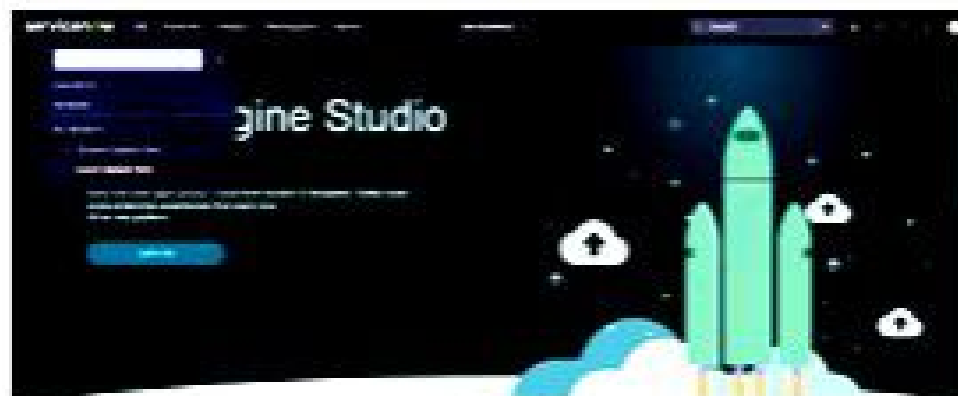
Task Initiation:

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 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.



MILESTONE 3: Creating a Table

Activity 1: Creating Salesforce Table.

- All >> Tables.



- Click on new

servicenow | Home | Favorites | History | Workspaces | Admin | Tools | New Feature

Form
New record

The form has associations - click to toggle them - click again when done this split

Label
Name
Extendable

Create
Style

Controls | Application Scripts

TableColumns | Search

Columns/Labels

Columns/Labels	Type	Reference	Index/Length
CustomerLabel			

Submit Cancel

- Click on controls >> Enable Extensible.

Table

Table Columns

Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns
Table Columns	Table Columns	Table Columns	Table Columns	Table Columns	Table Columns

- 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



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



- **Create Fields as shown**

default value >> Update .



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



Activity 2: Creating Admission Table

- Create an Admission Table with Columns given.

NAME	FIRST NAME	MIDDLE NAME	LAST NAME	PHONE
1	JOHN	DAVID	SMITH	909-999-9999
2	JANE	DAVID	SMITH	909-999-9999
3	JOHN	DAVID	SMITH	909-999-9999
4	JANE	DAVID	SMITH	909-999-9999
5	JOHN	DAVID	SMITH	909-999-9999
6	JANE	DAVID	SMITH	909-999-9999
7	JOHN	DAVID	SMITH	909-999-9999
8	JANE	DAVID	SMITH	909-999-9999
9	JOHN	DAVID	SMITH	909-999-9999
10	JANE	DAVID	SMITH	909-999-9999

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

New

Enter the name of the new object. The name must be 1 to 30 characters long and can contain letters, numbers, and underscores.

Enter a label for the new object. The label must be 1 to 30 characters long and can contain letters, numbers, and underscores.

Enter the API name for the new object. The API name must be 1 to 30 characters long and can contain letters, numbers, and underscores.

Name:

Label:

API Name:

Next:

- 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 .

NAME	TYPE	LENGTH	DEFAULT	UNIQUE	INDEX
NAME	VARCHAR	100			
AGE	NUMBER	10			
SEX	VARCHAR	10			
ADDRESS	VARCHAR	200			
PHONE	VARCHAR	20			

- Create choice for School as:

NAME	TYPE	LENGTH	DEFAULT	UNIQUE	INDEX
NAME	VARCHAR	100			
AGE	NUMBER	10			
SEX	VARCHAR	10			
ADDRESS	VARCHAR	200			
PHONE	VARCHAR	20			

- Create choice for School area as:

NAME	TYPE	LENGTH	DEFAULT	UNIQUE	INDEX
NAME	VARCHAR	100			
AGE	NUMBER	10			
SEX	VARCHAR	10			
ADDRESS	VARCHAR	200			
PHONE	VARCHAR	20			

Activity 3: Creating Student Progress Table

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

NAME	TYPE	LENGTH	DEFAULT	UNIQUE	INDEX
NAME	VARCHAR	100			
AGE	NUMBER	10			
SEX	VARCHAR	10			
ADDRESS	VARCHAR	200			
PHONE	VARCHAR	20			
PROGRESS	NUMBER	10			
DATE	DATE				
TIME	TIME				
DAY	DATE				
MONTH	DATE				
YEAR	DATE				

Activity 1:Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

Number Maintenance

Number Range: 000001

Number: 000001

Description:

Status: Active

Valid From: 2020-01-01

Valid To: 2020-01-01

Created By:

Created On: 2020-01-01

Last Modified By:

Last Modified On: 2020-01-01

Action: Create

Save

- Fill the details >> Submit.

Milestone 7:Process Flow

Activity 1:Creating Process Flow for Admission Table

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

New Process Flow

Process Flow Name: Admission Table

Process Flow Type: Table

Process Flow Description:

Status: Active

Valid From: 2020-01-01

Valid To: 2020-01-01

Created By:

Created On: 2020-01-01

Last Modified By:

Last Modified On: 2020-01-01

Action: Create

Save

Follow the same steps as Activity 1. Configure the fields as below and Save.

Case No.	Case Name	Case Type	Case Status	Case Date	Case Time	Case Location	Case Description	Case Action	Case Result
1	Case 1	Case Type 1	Case Status 1	Case Date 1	Case Time 1	Case Location 1	Case Description 1	Case Action 1	Case Result 1
2	Case 2	Case Type 2	Case Status 2	Case Date 2	Case Time 2	Case Location 2	Case Description 2	Case Action 2	Case Result 2
3	Case 3	Case Type 3	Case Status 3	Case Date 3	Case Time 3	Case Location 3	Case Description 3	Case Action 3	Case Result 3
4	Case 4	Case Type 4	Case Status 4	Case Date 4	Case Time 4	Case Location 4	Case Description 4	Case Action 4	Case Result 4
5	Case 5	Case Type 5	Case Status 5	Case Date 5	Case Time 5	Case Location 5	Case Description 5	Case Action 5	Case Result 5
6	Case 6	Case Type 6	Case Status 6	Case Date 6	Case Time 6	Case Location 6	Case Description 6	Case Action 6	Case Result 6
7	Case 7	Case Type 7	Case Status 7	Case Date 7	Case Time 7	Case Location 7	Case Description 7	Case Action 7	Case Result 7
8	Case 8	Case Type 8	Case Status 8	Case Date 8	Case Time 8	Case Location 8	Case Description 8	Case Action 8	Case Result 8
9	Case 9	Case Type 9	Case Status 9	Case Date 9	Case Time 9	Case Location 9	Case Description 9	Case Action 9	Case Result 9
10	Case 10	Case Type 10	Case Status 10	Case Date 10	Case Time 10	Case Location 10	Case Description 10	Case Action 10	Case Result 10

Activity 3: Creating Form Design for Student progress Table

Follow the same steps as Activity 1. Configure the fields as below and Save.

The screenshot shows the AWS IAM console 'Groups' page. The 'Groups' list is empty. The 'Users' list shows two users: 'root' and 'Administrator'. The 'Groups' list is empty.

Milestone 6: Number Maintenance



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



6. Save.

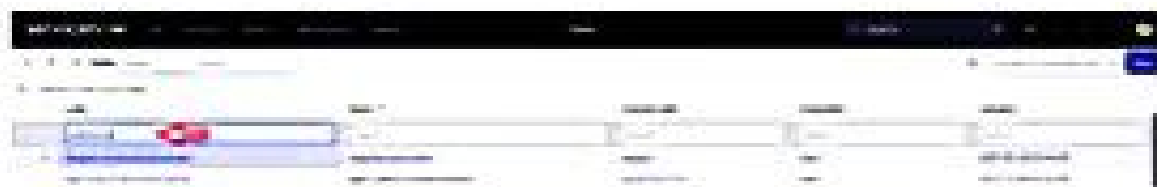


Activity 2: Creating Form Design for Admission Table

MILESTONE 5 :Form Design

Activity 1:Creating Form Design for Salesforce Table

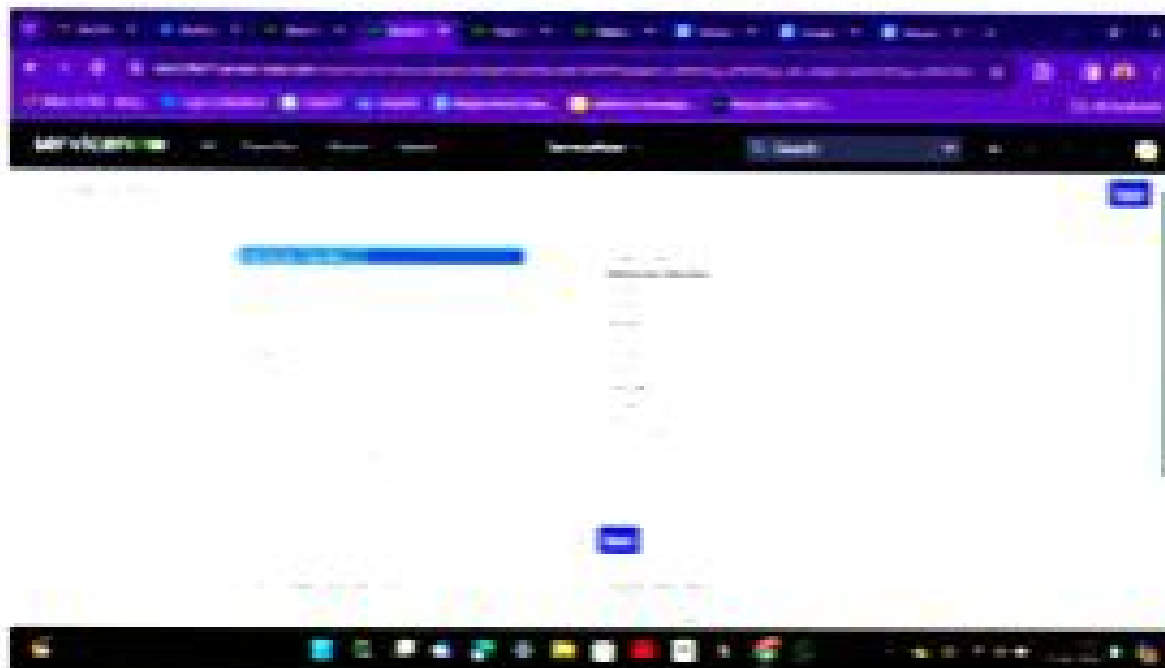
- 1. All >> System Definition >> Tables .**
- 2. In Label Search for Salesforce and open .**



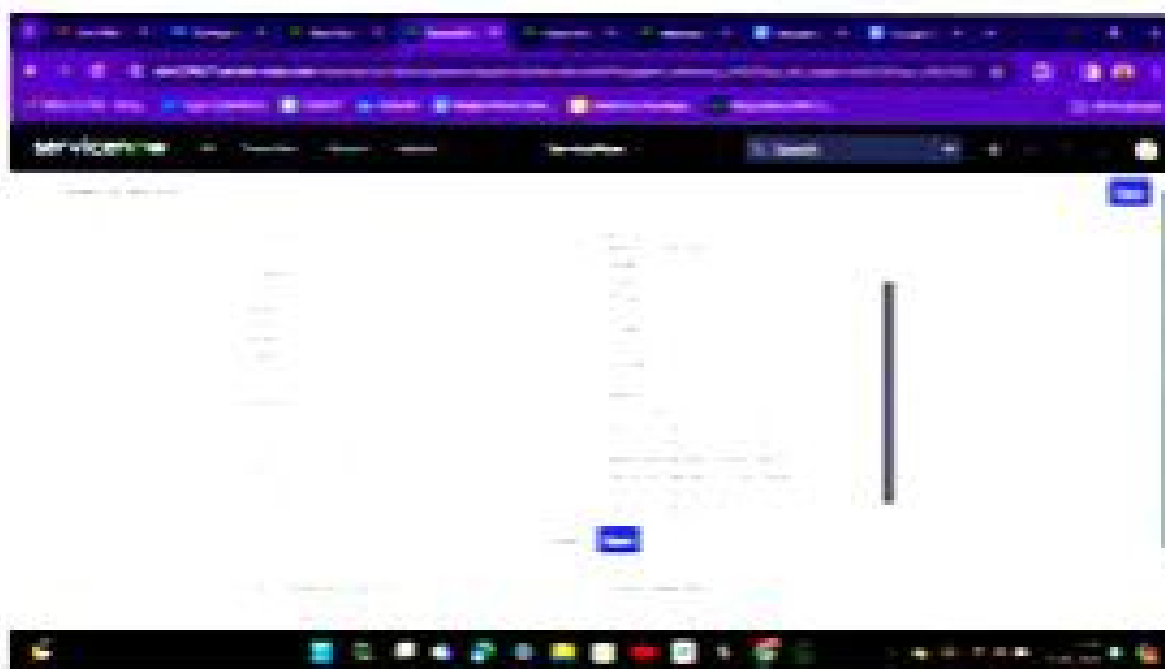
- 3. Right Click on top Toggle >> Configure >> Form Design.**



- 4. In drop down select Salesforce(u_salesforce)**



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



MILESTONE 4 : Form Layout

Activity 1:Configuring Table form for Student Progress Table

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

Admission Number	Name	Status	Progress
1001	John Doe	Active	85%
1002	Jane Smith	Inactive	70%

Layouts | Columns | Customize the Row styles

ReOrder Layouts

- Admission Number
- Name
- Status
- Progress
- Progress Percentage
- Progress Color
- Progress Icon
- Progress Label

- Click on Admission Number [+].



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);
```

- **Right Click on taggle 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

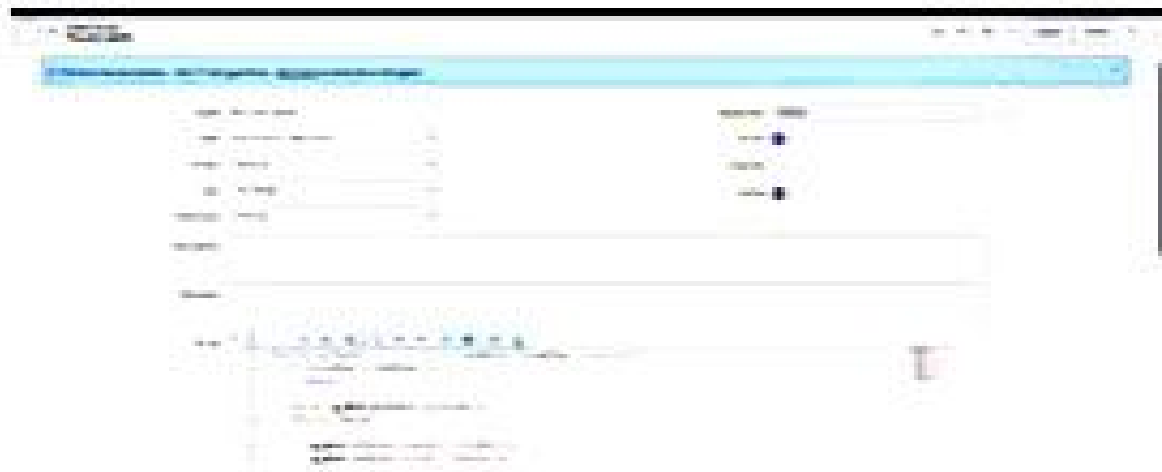
Activity 1: Creating “Auto populate” Client Scripts for Admission Table

All >> Client Scripts >> New.

Fill the Details as given.

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 == '508358')
```

```
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 Scripts for Admission

```

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

```

Activity 4: Creating “Total Update” Client Scripts for Student progress Table

Fill the Details as given.

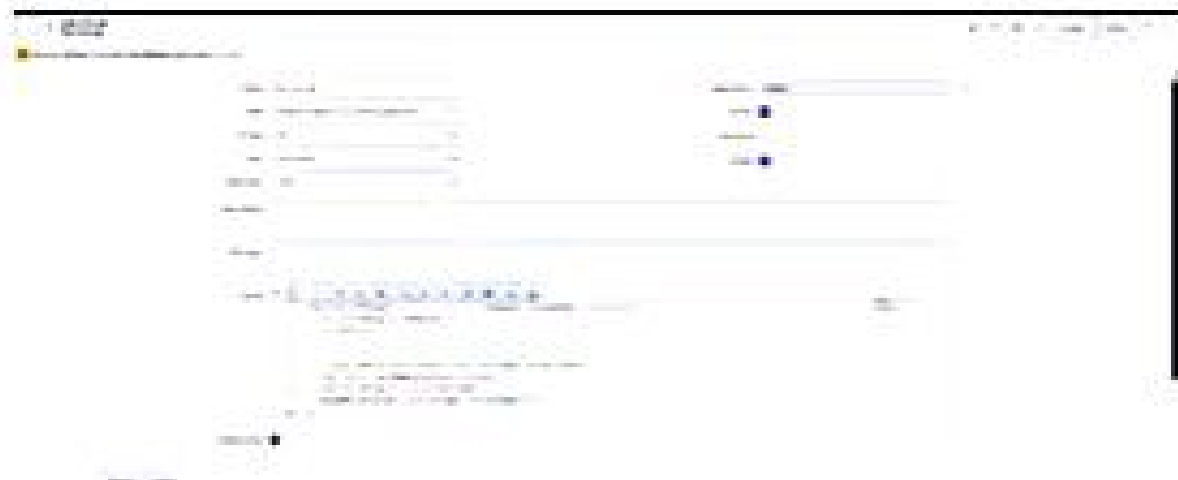


Write the Code as below, Enable Isolate script and Save.

```

function onChange(control, oldValue, newValue, isLoading,
isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
}

```



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+'%');
```

```
}
```

```
        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.

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){


```
//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 Scripts for Student progress Table

```
//Type appropriate comment here, and begin script below
```

```
}
```

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.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');  
  
}
```

Results:

[illegible]