

Educational Organisation Using ServiceNow

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Team Members:4

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Problem Statement: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.

Objective:

- 1.stream line administrative process:to automate optimize routine administrative task such as student onbonding,hr, services, and facilities request using servicenow workflows.
- 2.Enhance IT service Management (ITSM):
To implement service now ITSM module for efficient management of IT support, incident tracking, and resolution within the educational institution
- 3.centralize service delivery:to provide a single platform for students, faculty, and staff to request service and support, improving user experience and satisfaction.
- 4.Improve communication and collaboration: to facilitate better communication across departments (example:IT,hr, finance) using servicenow unified service portal and collaboration tools
- 5.Enable data -driven dicission making : to leverage service now analytics and reporting tools for tracking service performance , identifying bottlenecks and improving educational efficiency

Skills:Tensorflow

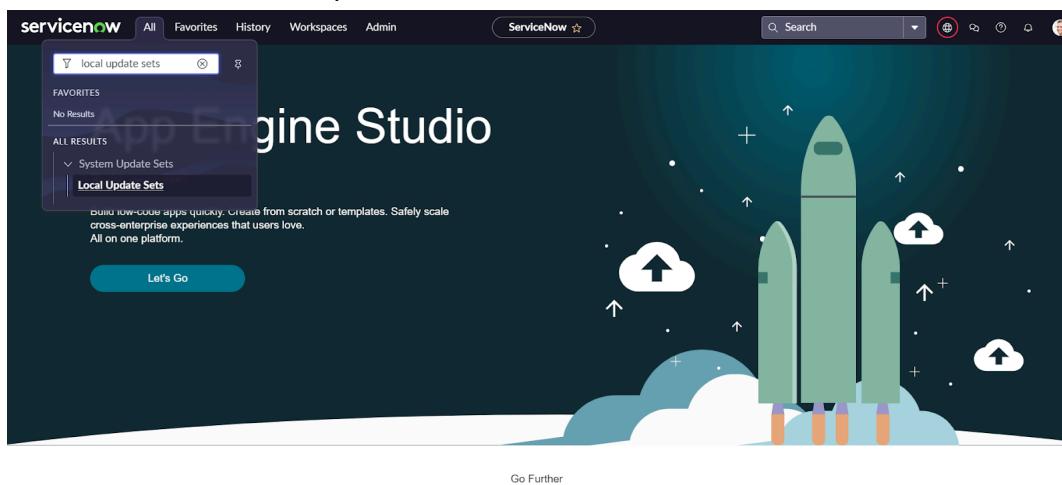
TASK INITIATION

Milestone 1 :Creating a Update Set

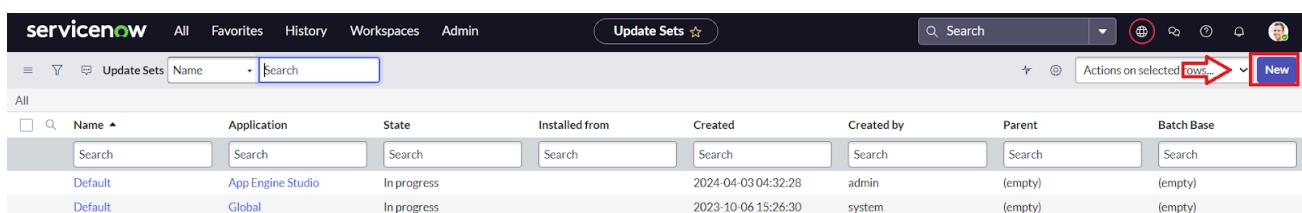
Activity 1: Create update set

1. Open Service now

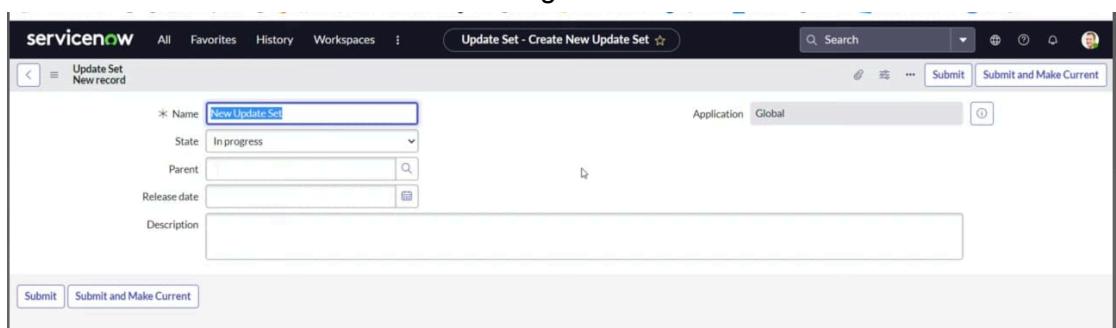
2. Click on All >> Local update sets



3. click on new



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

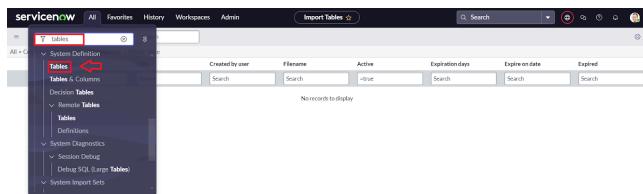


Milestone 2 : Creating a Table

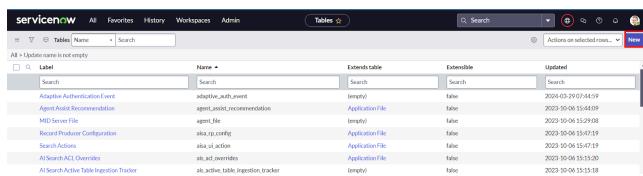
Activity 1:Creating Salesforce Table

1.open service now

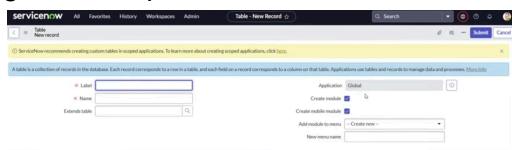
2.click A II >> Tables



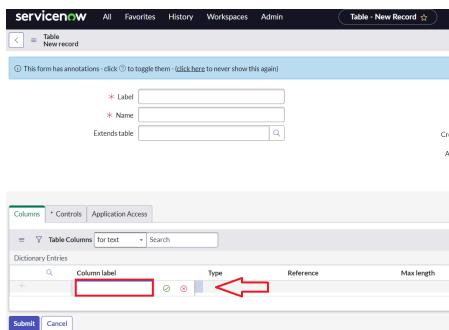
3.click on new



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



5.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



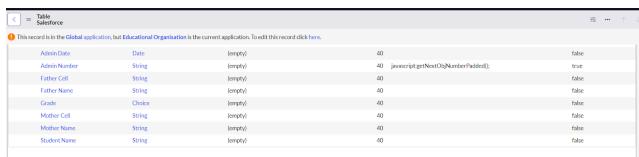
This form has annotations - click ⓘ to toggle them (click here to never show this again)

* Label

* Name

Extends table

Create Add



Column Controls Application Access

Table Columns for test Search

Dictionary Entries

Column label	Type	Reference	Max length
	<input type="button" value="Toggle"/>		

Submit Cancel

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

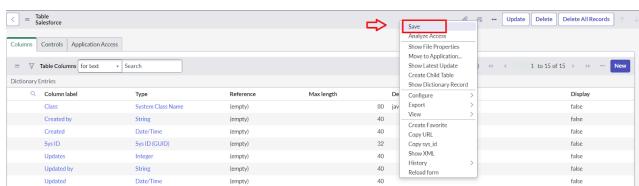


Table Salesforce

Column Controls Application Access

Table Columns for test Search

Dictionary Entries

Column label	Type	Reference	Max length	
Admin Date	Date	(empty)	40	Display: false
Admin Number	String	(empty)	40	Display: true (highlighted)
Admin Coll	String	(empty)	40	Display: false
Father Name	String	(empty)	40	Display: false
Grade	Choice	(empty)	40	Display: false
Mother Coll	String	(empty)	40	Display: false
Mother Name	String	(empty)	40	Display: false
Student Name	String	(empty)	40	Display: false

7. Click on controls >> Enable Extensible



Column Controls Application Access

Table Columns for test Search

Dictionary Entries

Column label	Type	Reference	Max length	
Coll	String	System Class Name	100	Display: false
Created By	String	(empty)	40	Display: false
Created	Date/Time	(empty)	40	Display: false
Sys ID	Sys ID (GUID)	(empty)	32	Display: false
Updated	Integer	(empty)	40	Display: false
Updated By	String	(empty)	40	Display: false
Updated	Date/Time	(empty)	40	Display: false

Extensible

Use field

Prefs: SQL

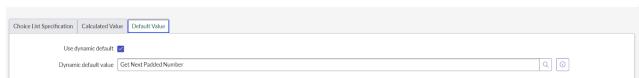
Number

Number of digits

Create access controls

User rule

8. 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



Choke Out Specification Calculated Value Default Value

Use dynamic default

Dynamic default value

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

Dictionary Entry - Grade						
Actions		Controls		Dictionary Entries		
				Label	Value	Language
				I	1st	en
				II	2nd	en
				III	3rd	en
				IV	4th	en
				V	5th	en
				VI	6th	en
				VII	7th	en
				VIII	8th	en
				IX	9th	en
				X	10th	en
Insert a new row...						

Activity 2: Creating Admission Table

1. Create an Admission Table with Columns given.
2. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce
3. Create Fields as shown

Table - New Record		Search	
Tables		New Record	Submit Cancel
This form has annotations - click  to toggle them.  to never show this again.			
 serviceNow recommends creating custom tables in scripted applications. To learn more about creating scripted applications, click here .			
<input type="text" value="Label: Admission"/>	<input type="text" value="Name: e_admission"/>	Application: Global	<input checked="" type="checkbox"/> Create module <input type="checkbox"/> Create mobile module <input type="checkbox"/> Add module to menu <input checked="" type="checkbox"/> Validate
Extends table: <input checked="" type="checkbox"/> Admission			
Columns	Controls	Application Access	
<input type="text" value="Table Column: SyNo"/>	<input type="button" value="New"/>		
<input type="text" value="Column label: SyNo"/>	<input type="button" value="New"/>	Type: String	
<input type="text" value="Reference: SyNo"/>	<input type="button" value="New"/>	Max length: 32	
<input type="text" value="Default value: null"/>	<input type="button" value="New"/>	Display:	
<input type="button" value="Select"/>	<input type="button" value="Cancel"/>		

Table - Admission						
Columns		Controls		Application Access		
				Label	Type	Reference
	SyNo	SyNo ID (PK)	String	String	32	null
	Admin_Status	Choice	String	String	40	false
	Admission_Number	Reference	Salesforce	String	32	false
	Area	String	String	String	40	false
	City	String	String	String	40	false
	Commsys	String (Multi-line)	String	String	255	false
	District	String	String	String	40	false
	Fee	Price	String	String	20	false
	House_No	String	String	String	40	false
	Marital	String	String	String	40	false
	Placecode	Choice	String	String	40	false
	Postcode_of_pin	Choice	String	String	40	false
	School	Choice	String	String	40	false
	School_Area	Choice	String	String	40	false
	Class	System Class Name	String	String	60	javascript:current.getTableName()

4. Create choice for Admin Status as

Dictionary Entry - Admin_Status						
Actions		Controls		Dictionary Entries		
				Label	Value	Language
				New	New	en
				In Progress	In Progress	en
				Accepted	Accepted	en
				Rejected	Rejected	en
				Closed	Closed	en
				Reopened	Reopened	en
				Cancelled	Cancelled	en
Insert a new row...						

5. Create choice for Pincode as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	509558	509558	en	1	false	2024-04-02 21:55:19
<input type="checkbox"/>	500079	500079	en	2	false	2024-04-02 21:55:46
<input type="checkbox"/>	500081	500081	en	3	false	2024-04-02 21:56:05
Insert a new row...						

6.Create choice for Purpose of Join as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Tutor	Tutor	en	1	false	2024-04-02 21:17:09
<input type="checkbox"/>	Coaching	Coaching	en	2	false	2024-04-02 21:17:31
<input type="checkbox"/>	Teacher	Teacher	en	3	false	2024-04-02 21:17:33
Insert a new row...						

7.Create choice for School as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Starby	Starby	en	1	false	2024-04-02 21:19:54
<input type="checkbox"/>	Narmi II	Narmi II	en	2	false	2024-04-02 21:19:35
Insert a new row...						

8.Create choice for School Area as:

Choices						
	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	New Market	New Market	en	1	false	2024-04-02 21:20:03
<input type="checkbox"/>	New Bus Stand	New Bus Stand	en	2	false	2024-04-02 21:21:24
Insert a new row...						

Activity 3:Creating Student Progress Table

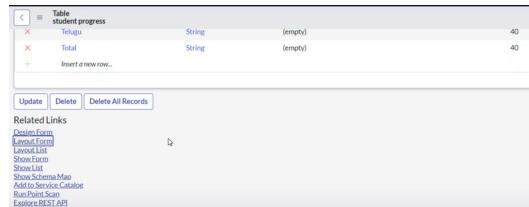
- 1.Create a Student Progress Table with Columns given.
- 2.Select Add module to menu >> Salesforce.
- 3.Create Fields as shown

<input type="checkbox"/>	Admission Number	Reference	Salesforce	32	false
<input type="checkbox"/>	English	String	(empty)	40	false
<input type="checkbox"/>	Hindi	String	(empty)	40	false
<input type="checkbox"/>	Maths	String	(empty)	40	false
<input type="checkbox"/>	Percentage	String	(empty)	40	false
<input type="checkbox"/>	Result	String	(empty)	40	false
<input type="checkbox"/>	Science	String	(empty)	40	false
<input type="checkbox"/>	Social	String	(empty)	40	false
<input type="checkbox"/>	Telugu	String	(empty)	40	false
<input type="checkbox"/>	Total	String	(empty)	40	false
Insert a new row...					

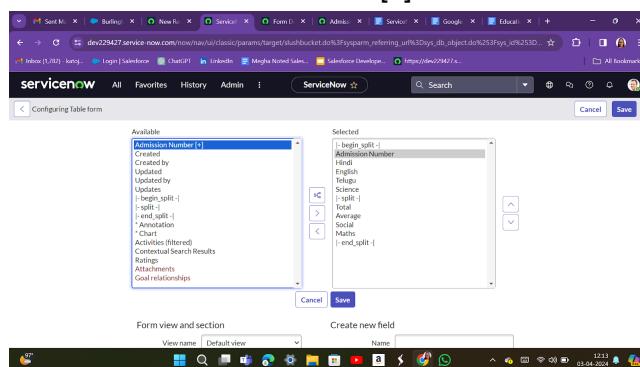
Milestone 3 : Form Layout

Activity 1:Configuring Table form for Student Progress Table

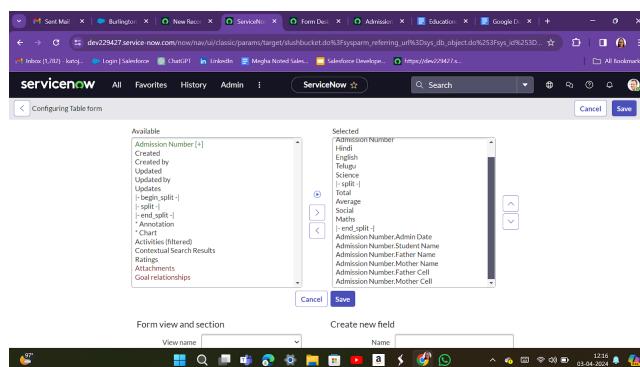
- 1.In the Student Progress Table Page , Click on Layout form



2. Click on Admission Number [+].



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



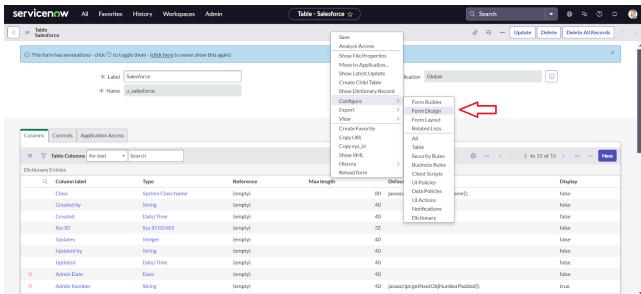
Milestone 4 :Form Design

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.



The screenshot shows the ServiceNow interface with the 'Salesforce' object selected. In the center, there is a table titled 'Dictionary Entities' with columns for 'Column Label', 'Type', 'Reference', and 'Max length'. A red arrow points to the 'Actions' dropdown menu, which includes options like 'Compare', 'Export', 'View', 'Create Favorite', 'Copy View', 'Show XML', 'History', and 'Relationships'. Below the table, there is a list of fields: 'Created by', 'Created', 'Sys ID', 'Updates', 'Updated by', 'Updated', 'Arrive Date', and 'Arrive Number'. The 'Arrive Number' field has a note: 'Scripted get method (if number is needed): \$script(\$getNumberIfNeed());'.

4.In drop down select Salesforce(u_salesforce).



The screenshot shows the ServiceNow Form Design interface for the 'Salesforce' object. On the left, there is a sidebar with tabs for 'Fields', 'Formulas', 'Activities (Workflow)', 'Contractual Search Results', and 'Ratings'. A red arrow points to the 'Fields' tab. The main area shows a form with fields: 'Label' (with radio buttons for 'Application' and 'Show in View (Formatter)'), 'Name' (with radio buttons for 'Show in View (Formatter)' and 'Show in View'), and 'Caption label'. Below this is a 'Columns' section with a 'Table Column Formatter (Formatter)' button. At the bottom, there are 'Controls' and 'Annotations' sections.

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



The screenshot shows the ServiceNow Form Design interface for the 'Salesforce' object. The left sidebar shows the 'Fields' tab is selected. The main area displays the configured fields: 'Admin Number', 'Arrive Date', 'Grade', and 'Student Name'. Each field has its configuration options visible on the right side of the interface.

6.Save.

Activity 2:Creating Form Design for Admission Table

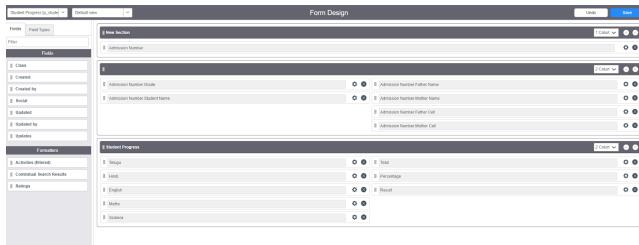
1.Follow the same steps as Activity1,Configure the fields as below and Save



The screenshot shows the ServiceNow Form Design interface for the 'Admission' object. The left sidebar shows the 'Fields' tab is selected. The main area displays the configured fields: 'Admission Number', 'Arrive Date', 'Grade', and 'Student Name'. Each field has its configuration options visible on the right side of the interface.

Activity 3:Creating Form Design for Student progress Table

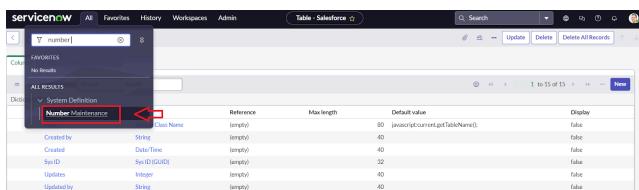
1.Follow the same steps as Activity1,Configure the fields as below and Save.



Milestone 5: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

1. Click All >> Number Maintenance >> New



2. Fill the details >> Submit.

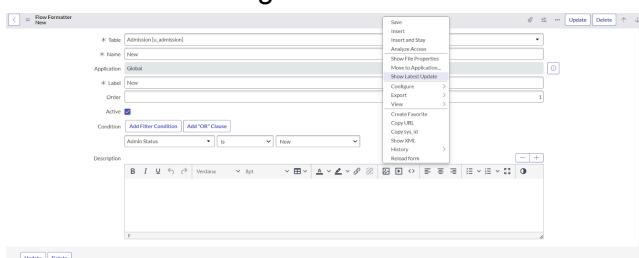


Milestone 6: Process Flow

Activity 1: Creating Process Flow for Admission Table

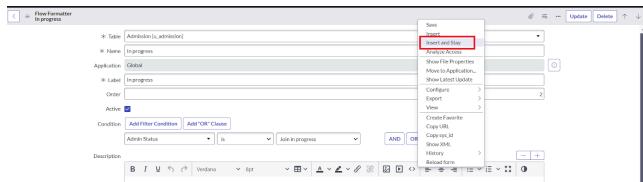
1. click All >> Process Flow >> New.

2. Fill the Details as given Below



3. Right Click on toggle and click on the save .

4.Replace the Name and Label as below and click on Insert on stay.



5.Replace the Name and Label in order and click on Insert on stay.
 Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

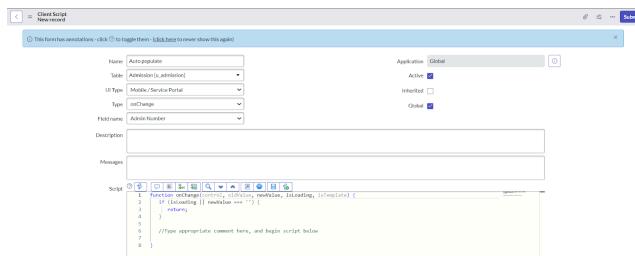
6.Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 7:Client Script

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

1.click All >> Client Scripts >> New.

2.Fill the Details as given.



3.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);
```

```

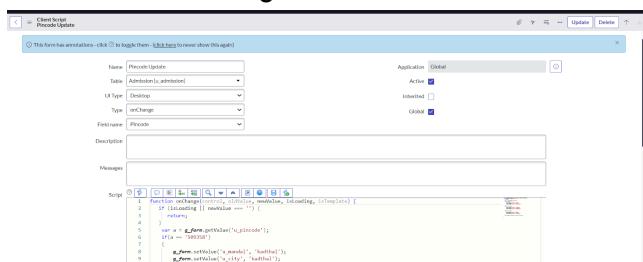
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
g_form.setValue('u_mother_cell',a.u_mother_cell);
g_form.setDisabled('u_admin_date',a.u_admin_date);
g_form.setDisabled('u_grade',a.u_grade);
g_form.setDisabled('u_student_name',a.u_student_name);
g_form.setDisabled('u_father_name',a.u_father_name);
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 Scripts for Admission Table

1.Fill the Details as given



2.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');
}

```

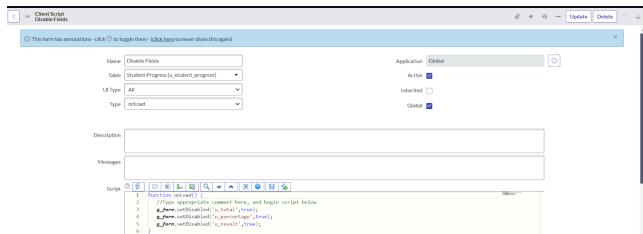
```

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
}

```

Activity 3:Creating “Disable Fields” Client Scripts for Student progress Table

1.Fill the Details as given



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

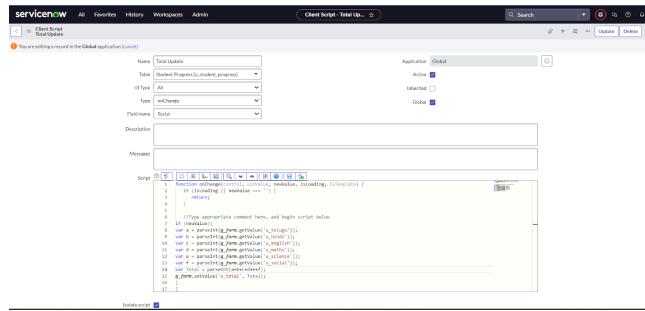
```

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

1.Fill the Details as given



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

```

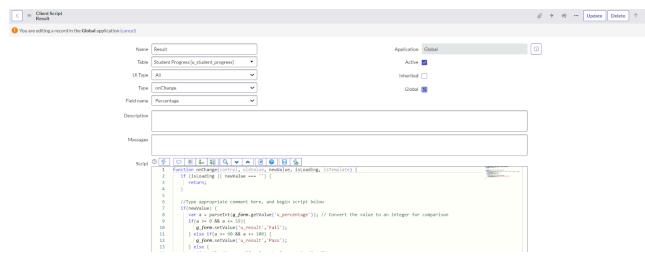
function onChange(control, oldValue, newValue, isLoading, isTemplate) {

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 Scripts for Student progress Table

1. Fill the Details as given.

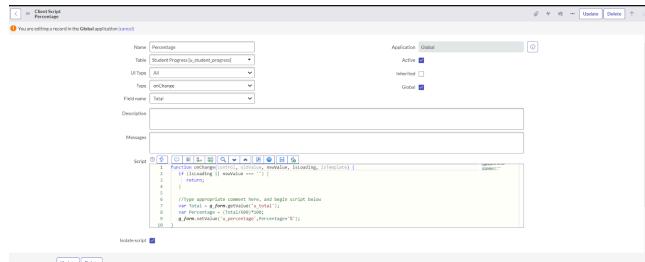


2. Write the Code as below, Enable Isolate script and Save.

```
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

1. Fill the Details as given



2. 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:

The integration of ServiceNow into an educational organization offers a transformative approach to managing services, streamlining operations, and enhancing the overall user experience for students, faculty, and administrative staff. By leveraging ServiceNow's robust platform, institutions can automate routine processes, improve response times, and foster a culture of transparency and efficiency.