**Educational Organisation Using ServiceNow**

**Team Id:**NM2025TMID14203

**Team Members:**4

**Team Leader:**A.Afrin

**Team Member 1**:R.Divya

**Team Member 2**:M.Harini

**Team Member 3**:V.Pooja

**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

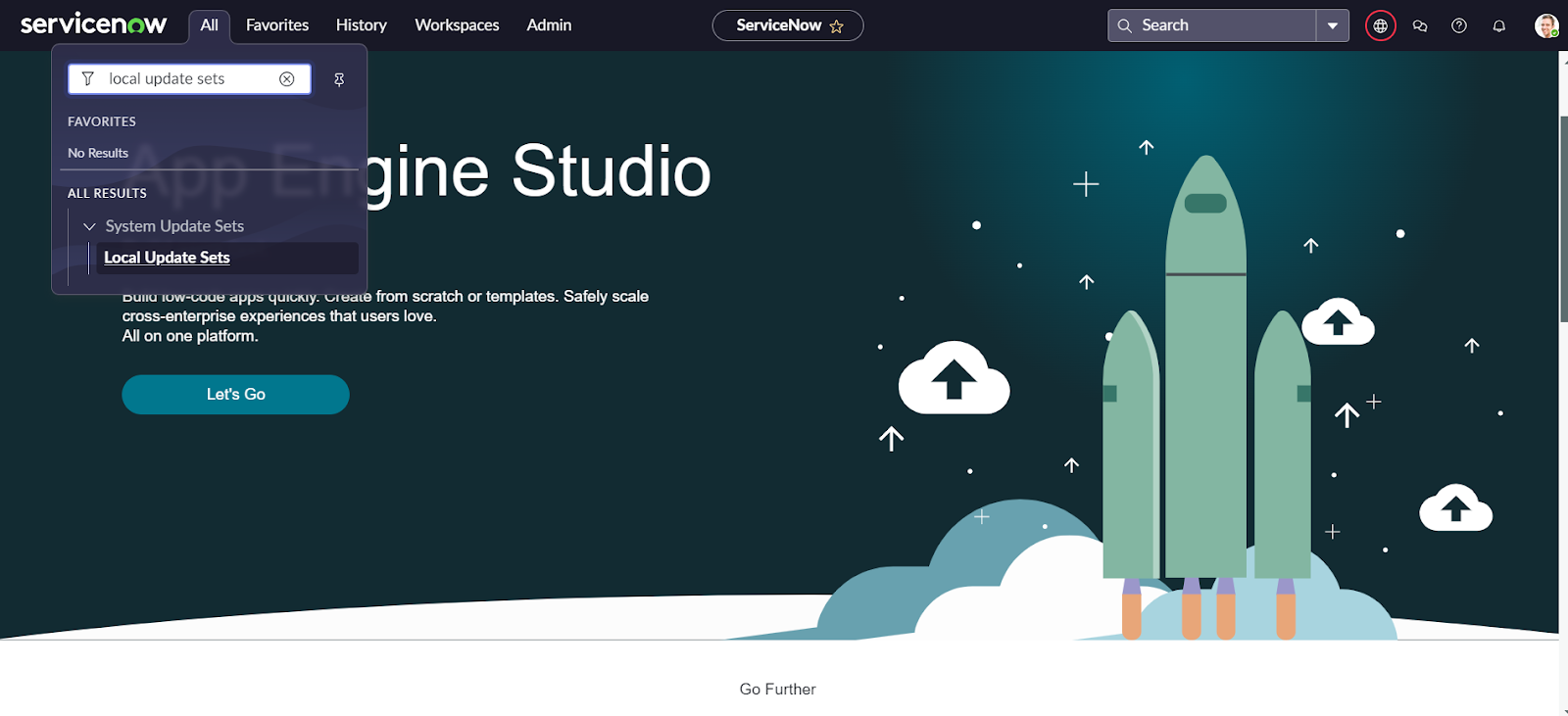
**TASK INITIATION**

**Milestone** 1 :Creating a Update Set

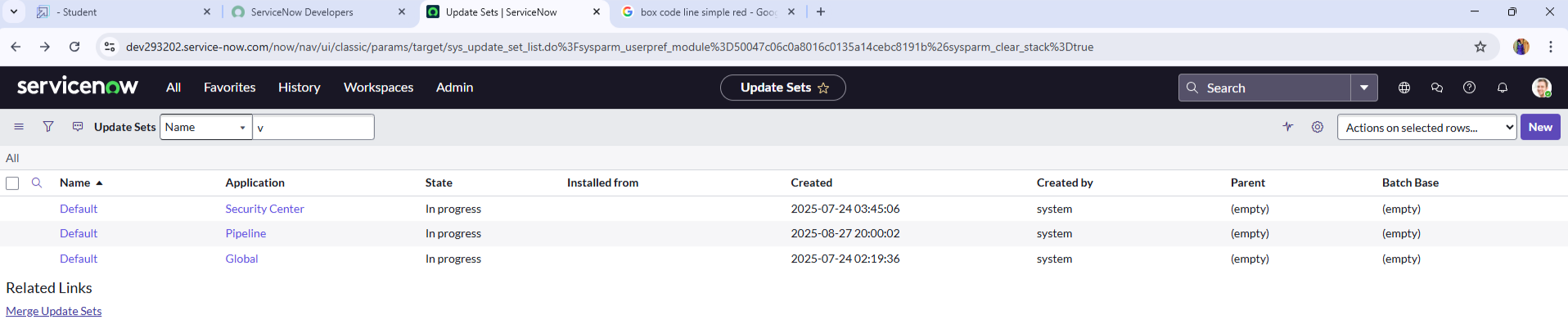
**Activity 1:** Crate update set

1.Open Service now

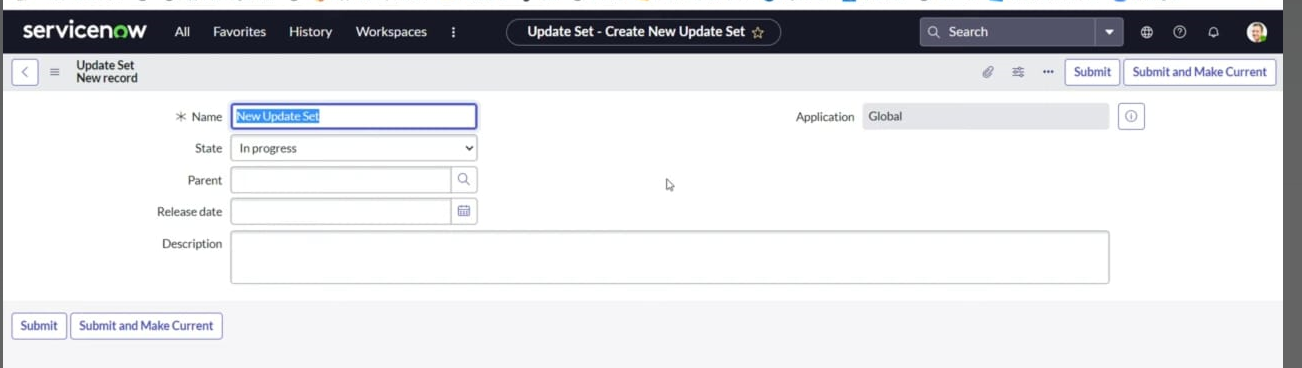
2.Click on All >> Local update sets

****

3.click on new



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

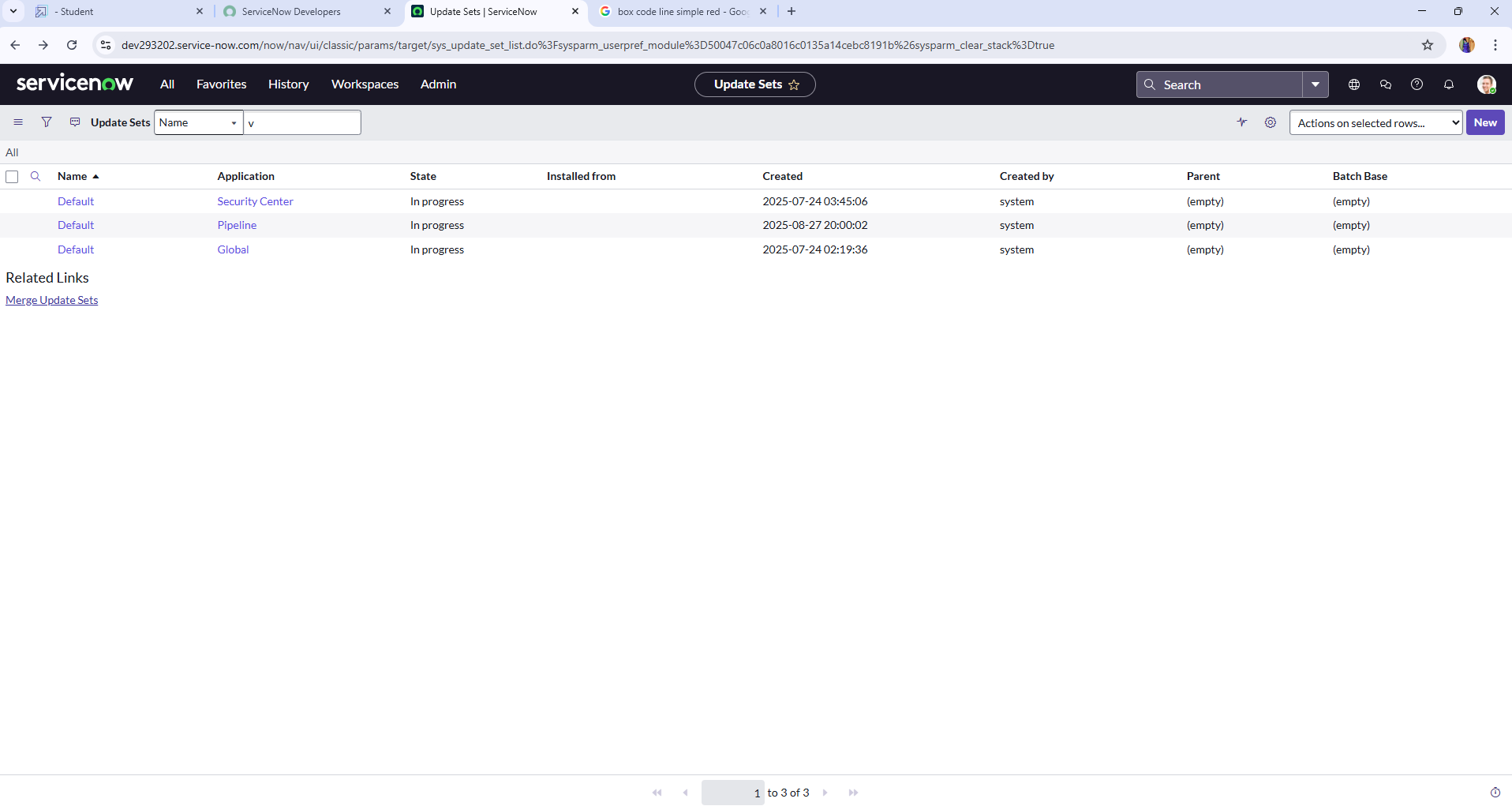


**Milestone 2 :** Creating a Table

**Activity 1:**Creating Salesforce Table

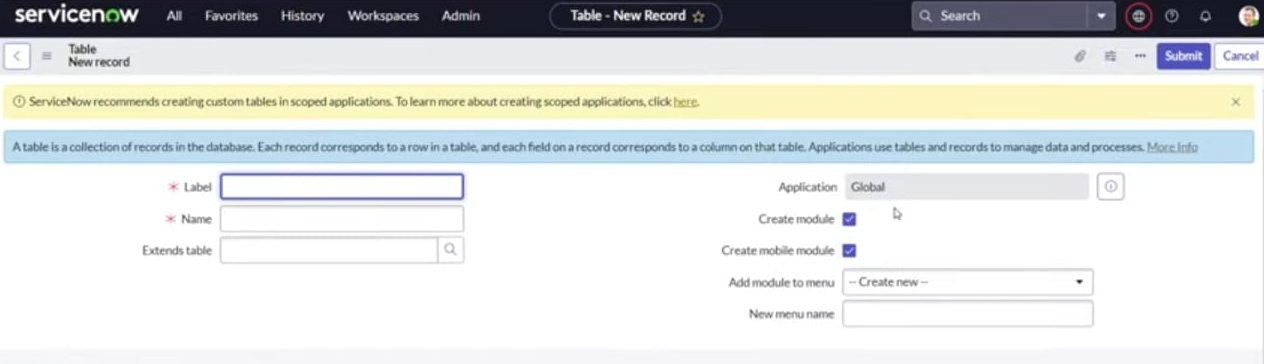
1.open service now

2.click A ll >> Tables

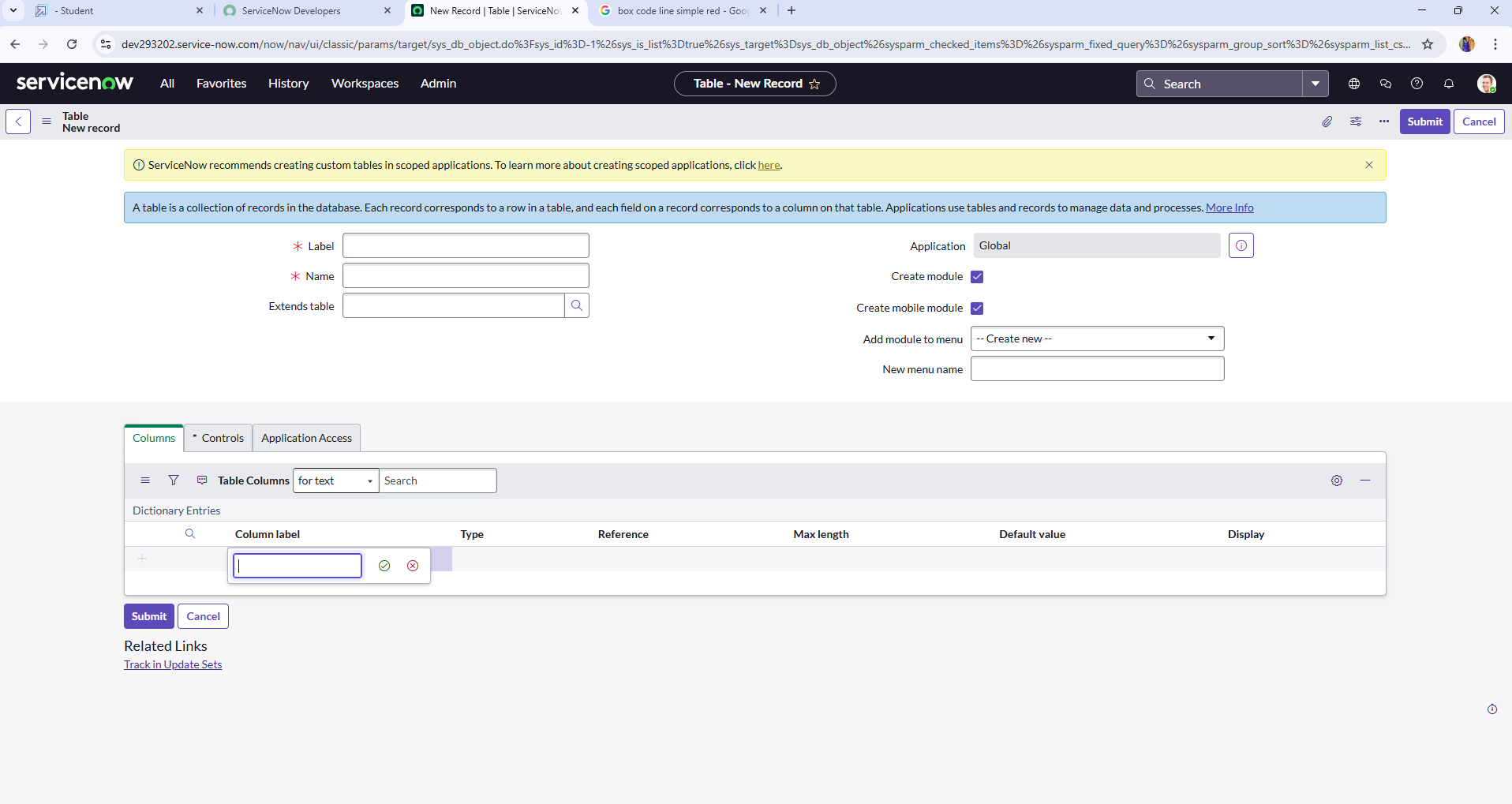


3.click on new

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

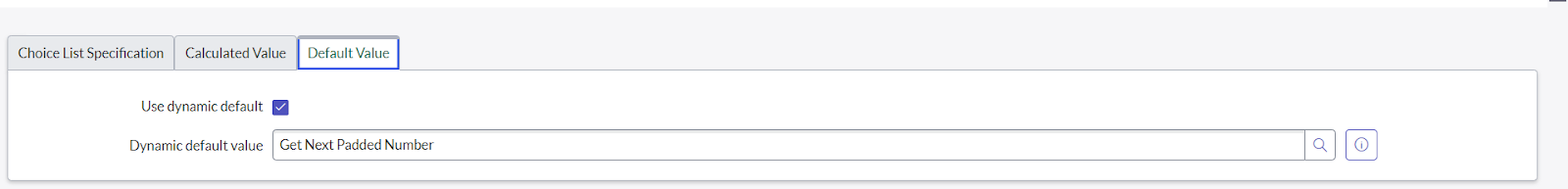




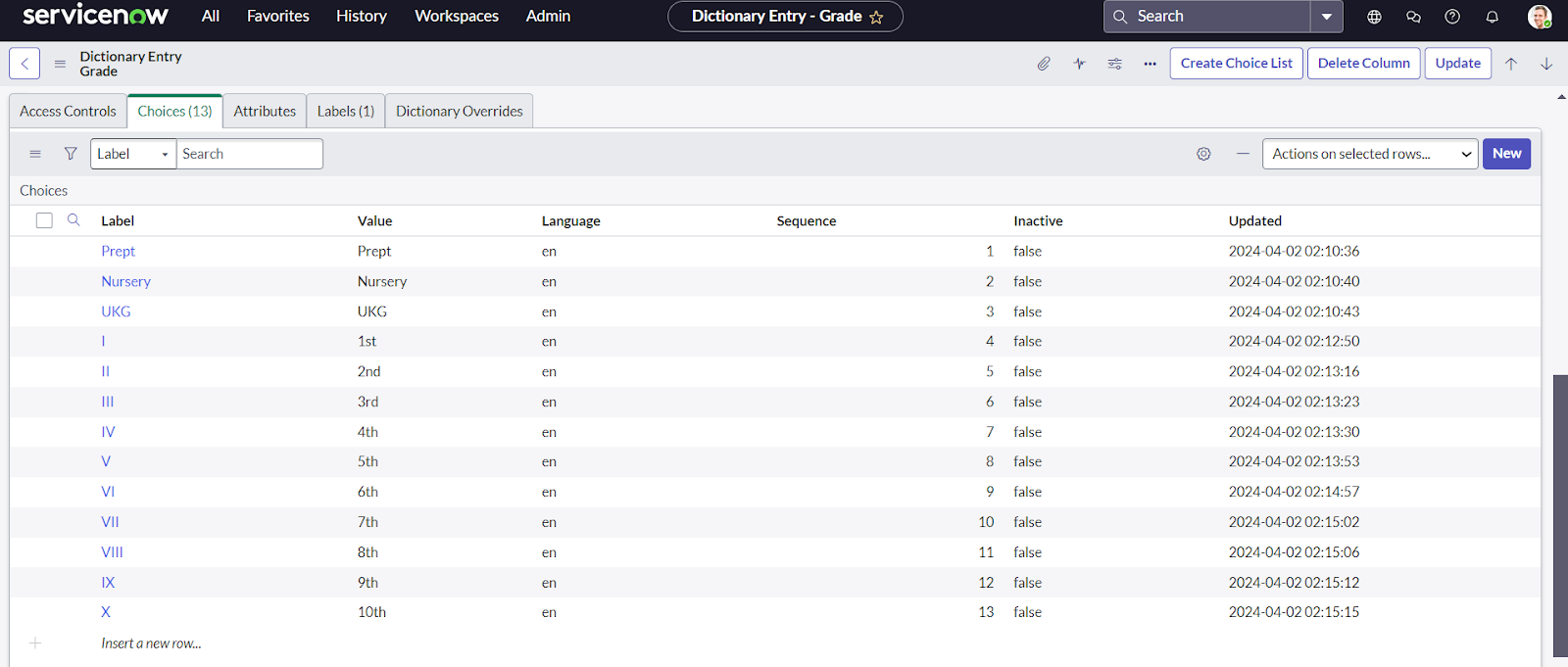
6.For “Admin Number” Give Display as True and right click on the toggle bar on top >> save

7.Click on controls >> Enable Extensible

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



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

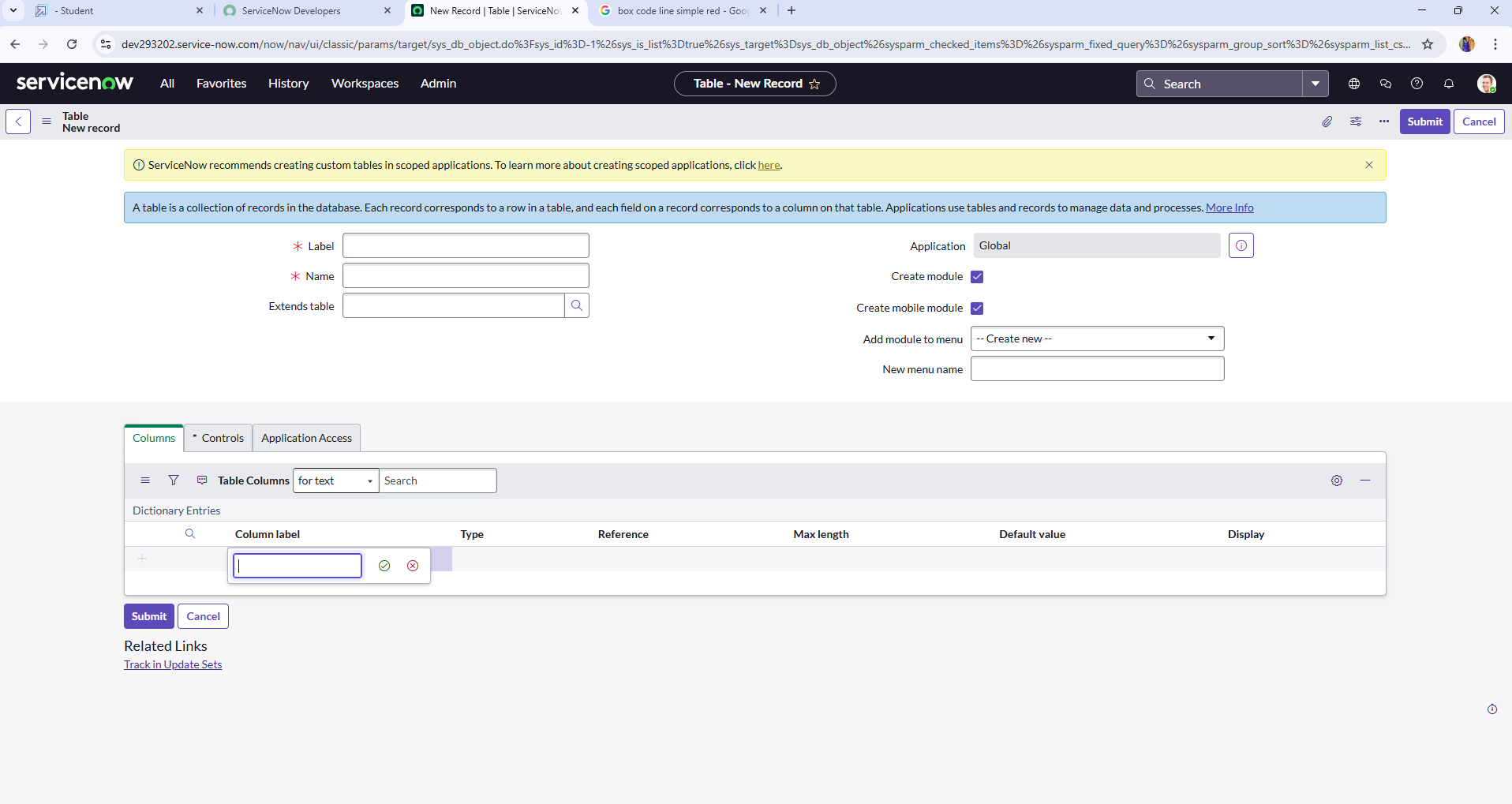


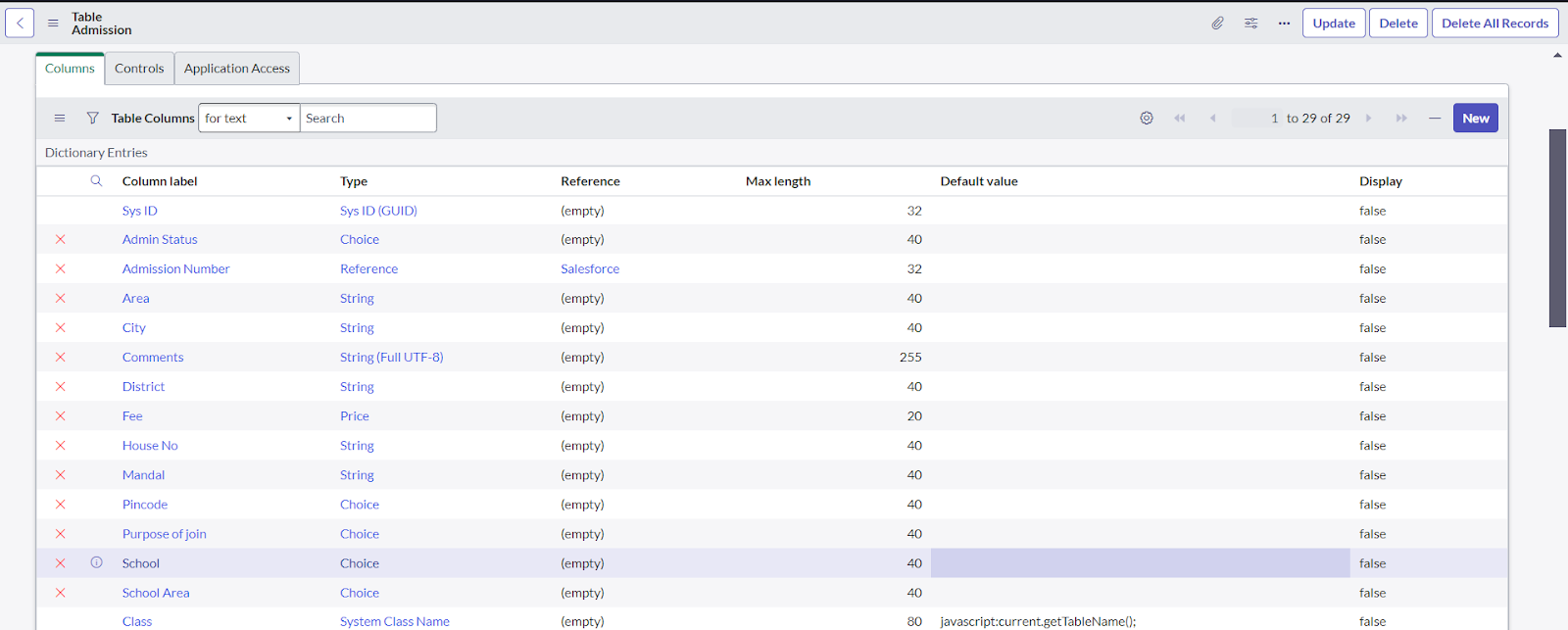
**Activity 2:**Creating Admission Table

1.Create an Admission Table with Columns given.

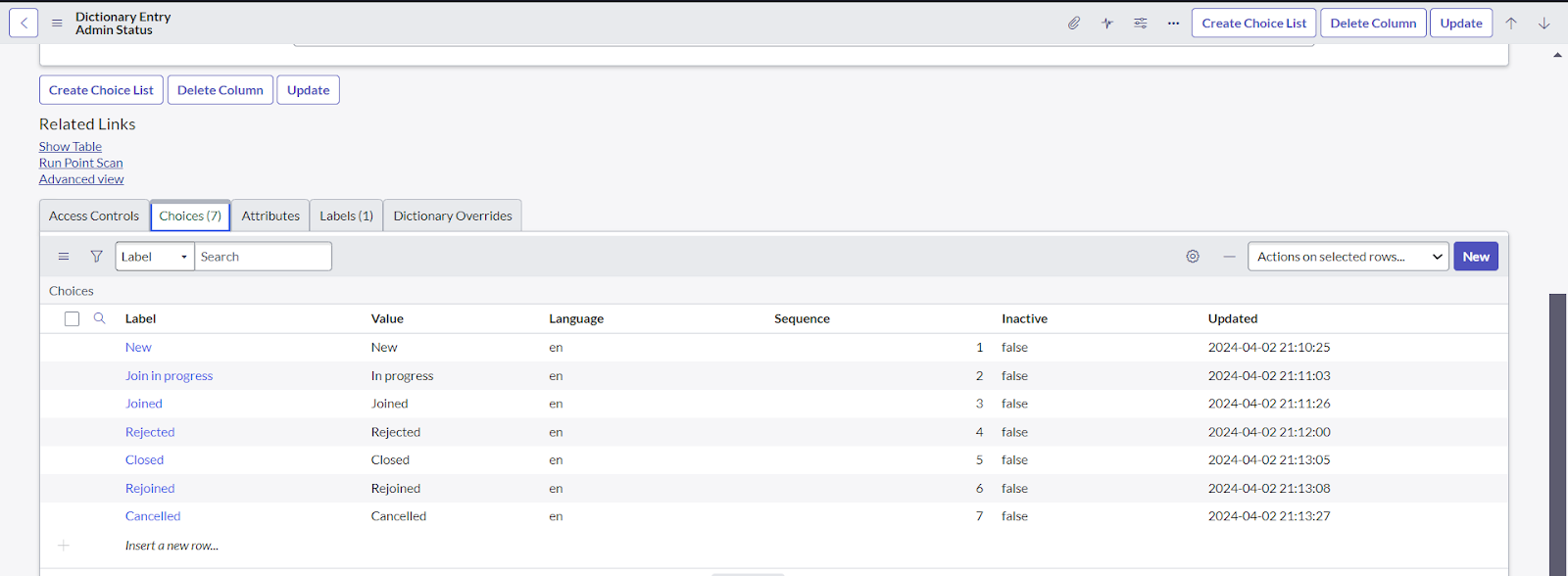
2.Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce

3.Create Fields as shown

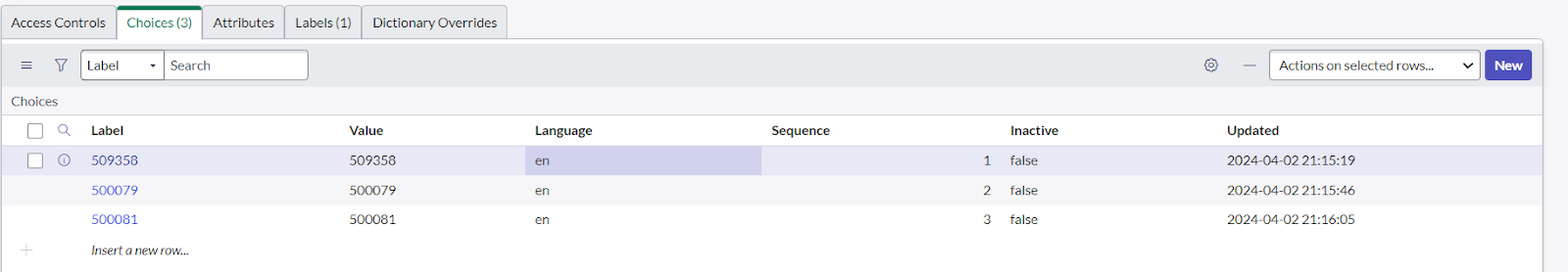




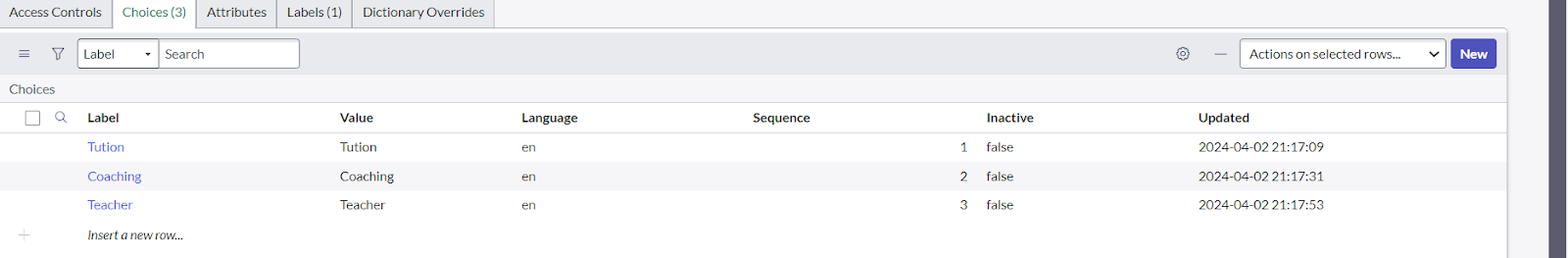
4.Create choice for Admin Status as



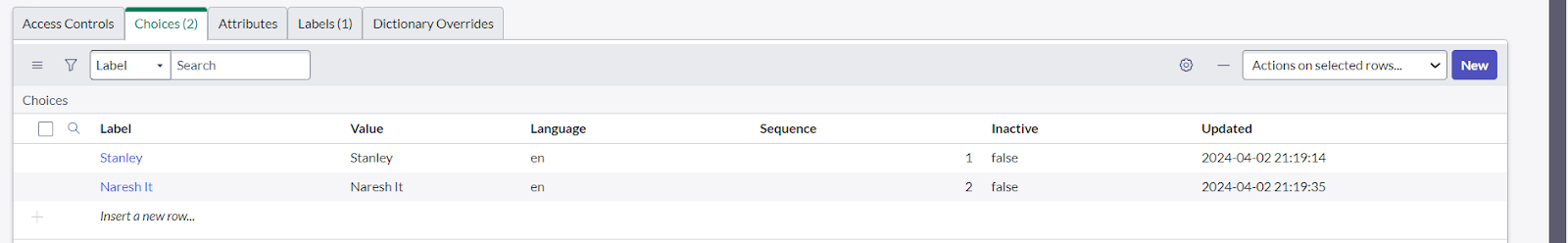
5.Create choice for Pincode as:



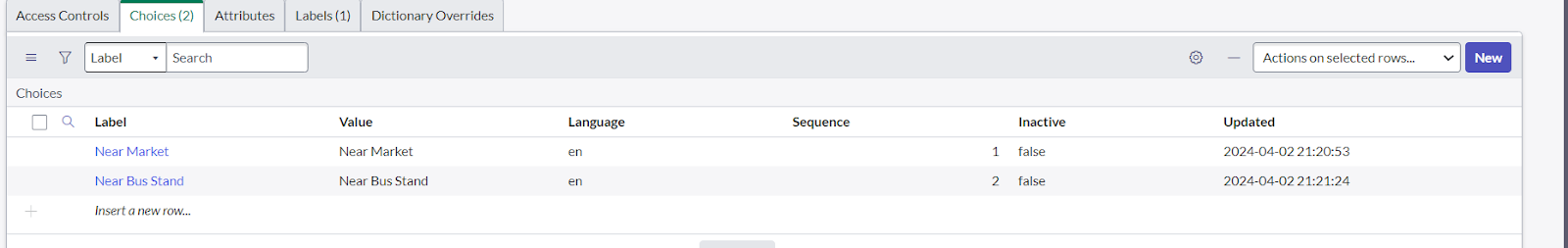
6.Create choice for Purpose of Join as:



7.Create choice for School as:



8.Create choice for School Area as:



**Activity 3:**Creating Student Progress Table

1.Create a Student Progress Table with Columns given.

2.Select Add module to menu >> Salesforce.

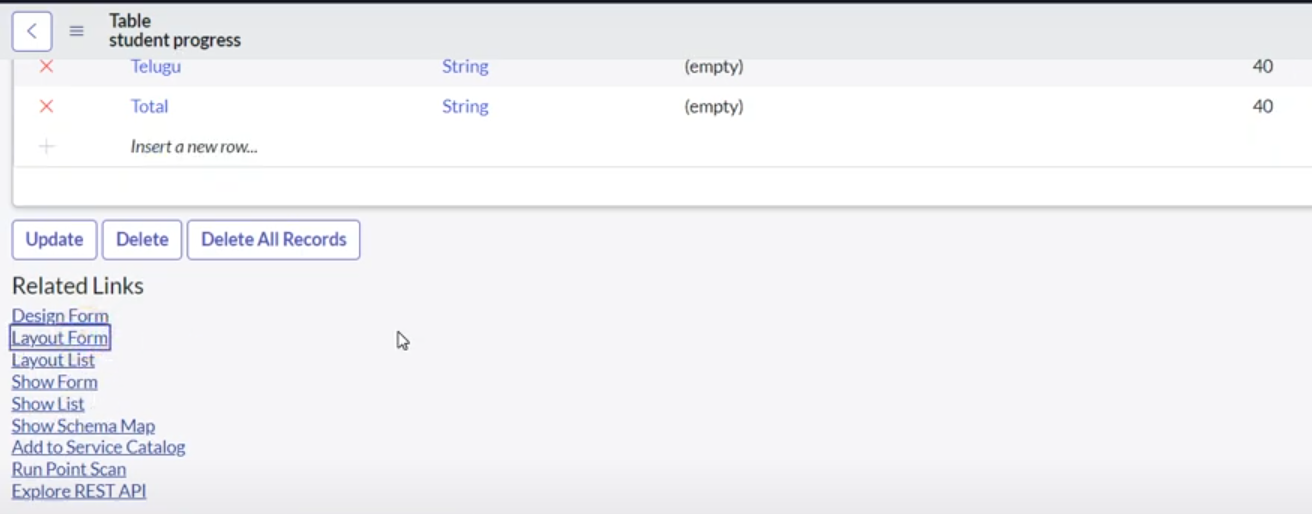
3.Create Fields as shown



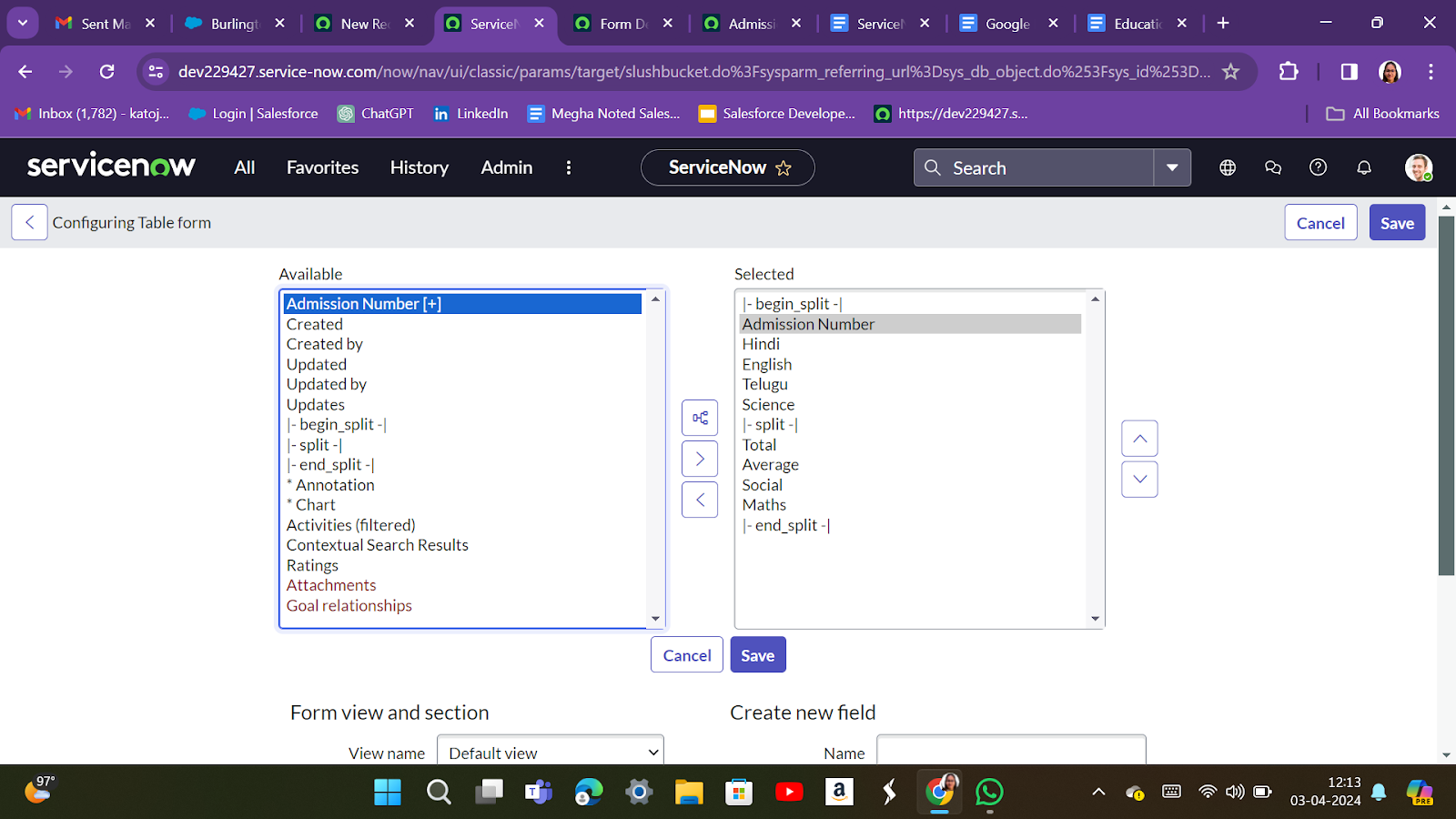
**Milestone 3 :** Form Layout

**Activity 1:**Configuring Table form for Student Progress Table

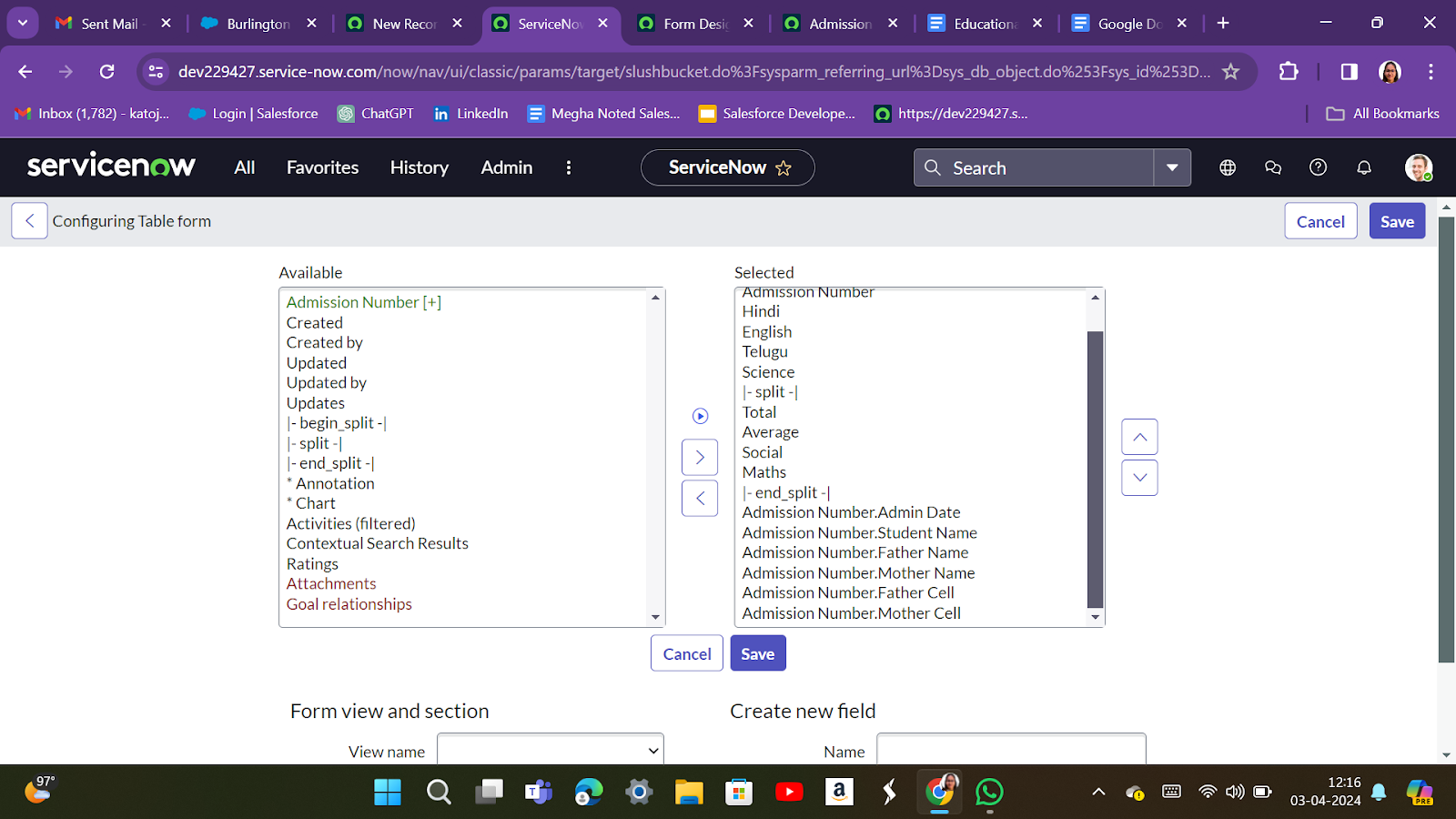
1.In the Student Progress Table Page , Click on Layout form



2.Click on Admission Number [+] .



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

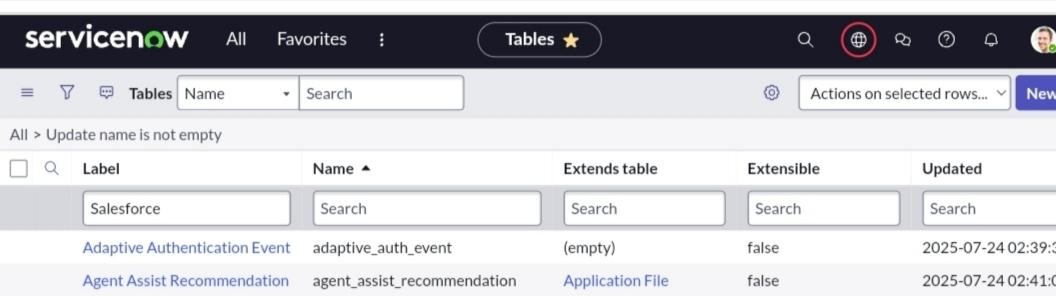


**Milestone 4 :**Form Design

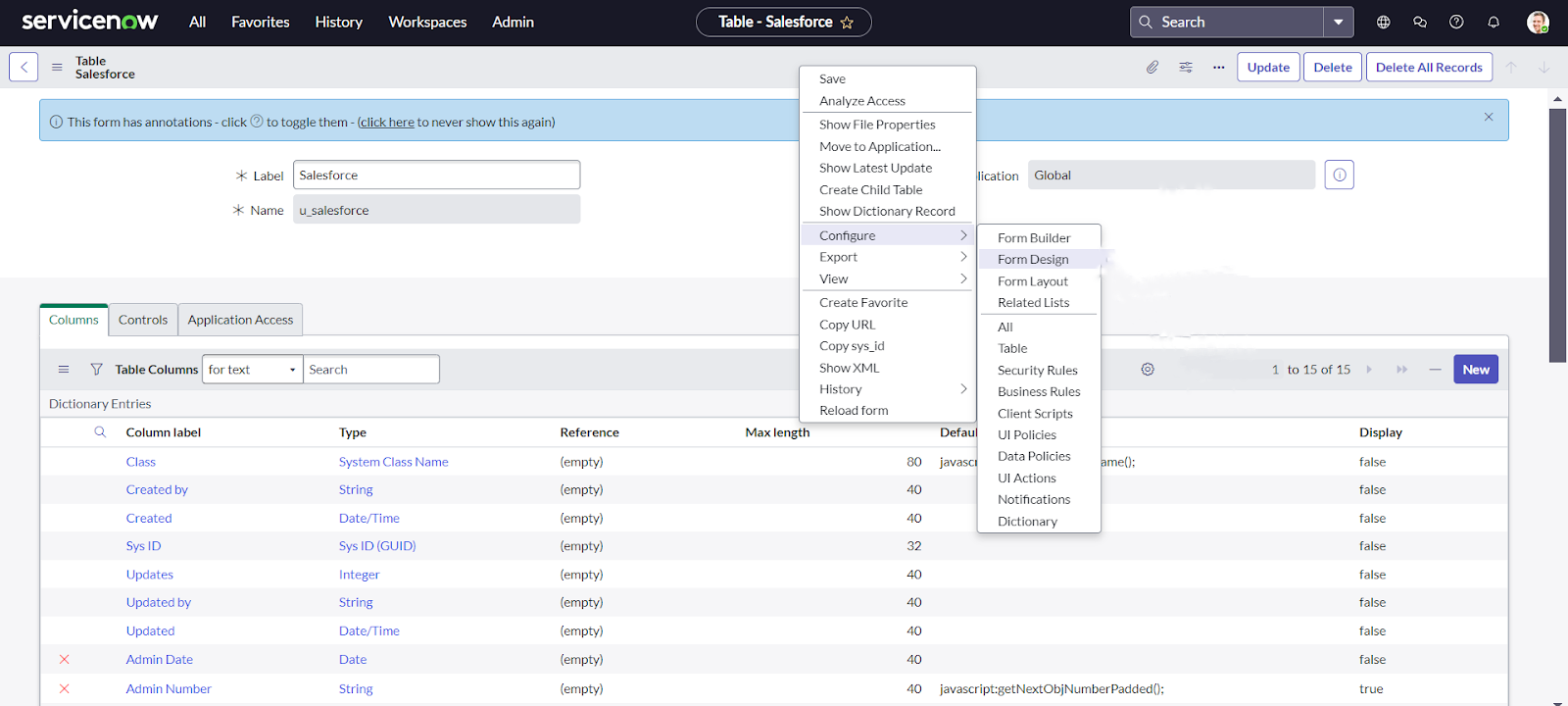
**Activity 1:**Creating Form Design for Salesforce Table

1.All >> System Definition >> Tables .

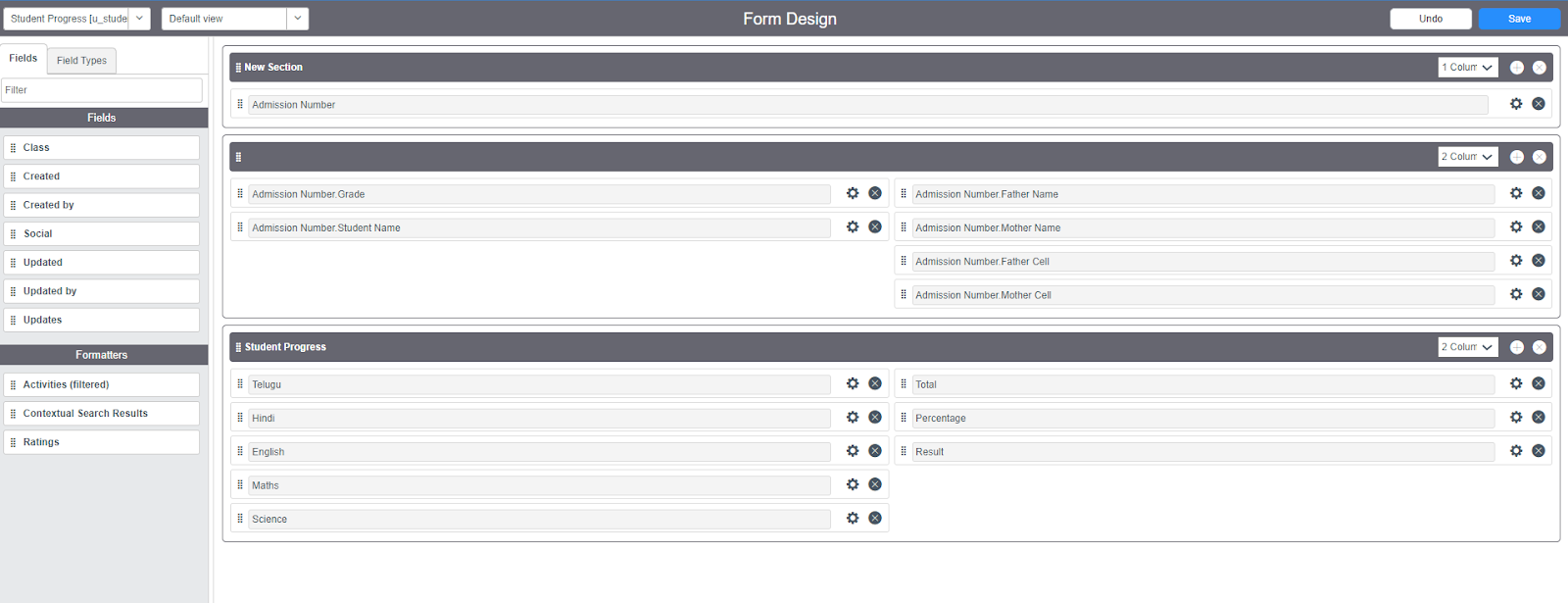
2.In Label Search for Salesforce and open



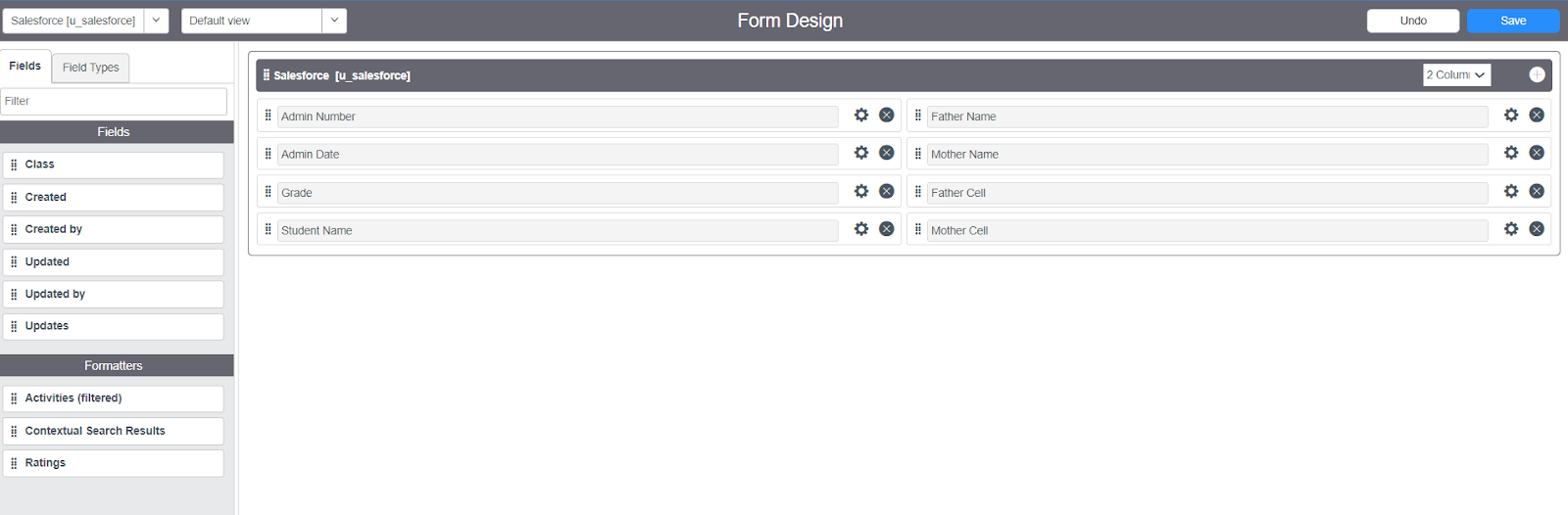
3.Right Click on top Toggle >> Configure >> Form Design.



4.In drop down select Salesforce(u\_salesforce).



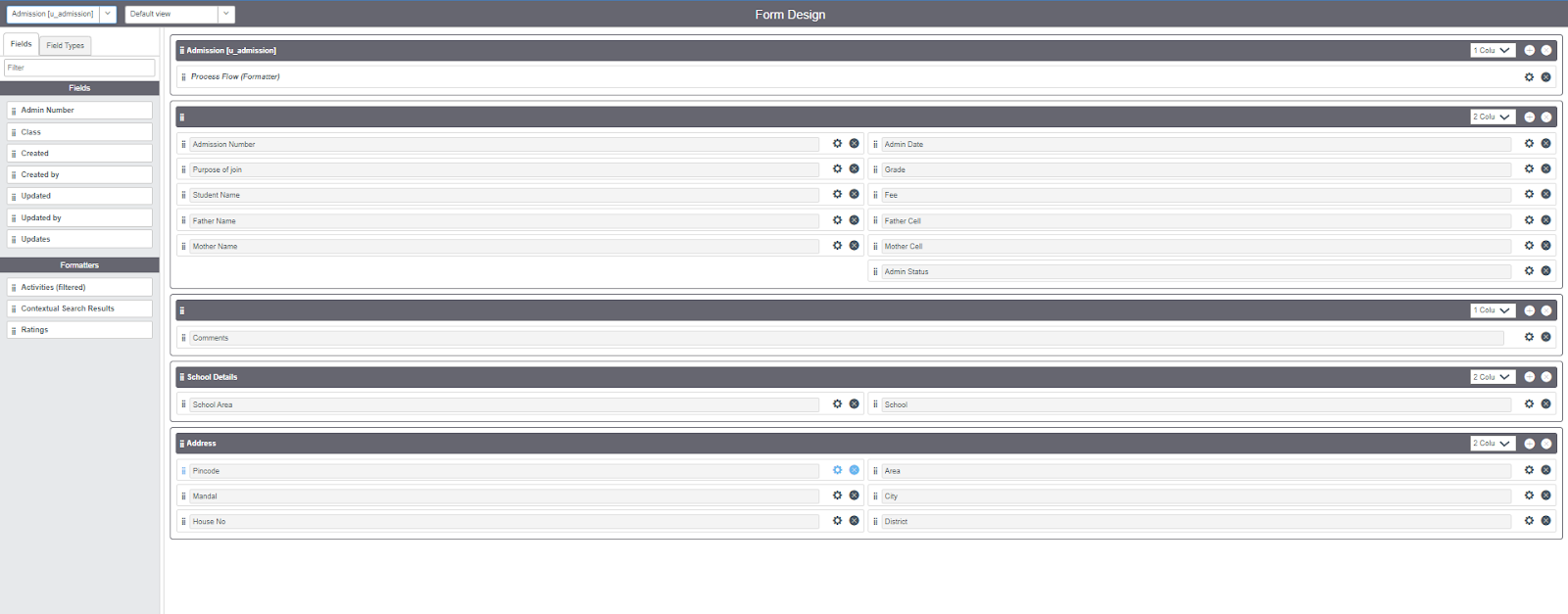
5.Drag and drop the fields to the left side as below.



6.Save.

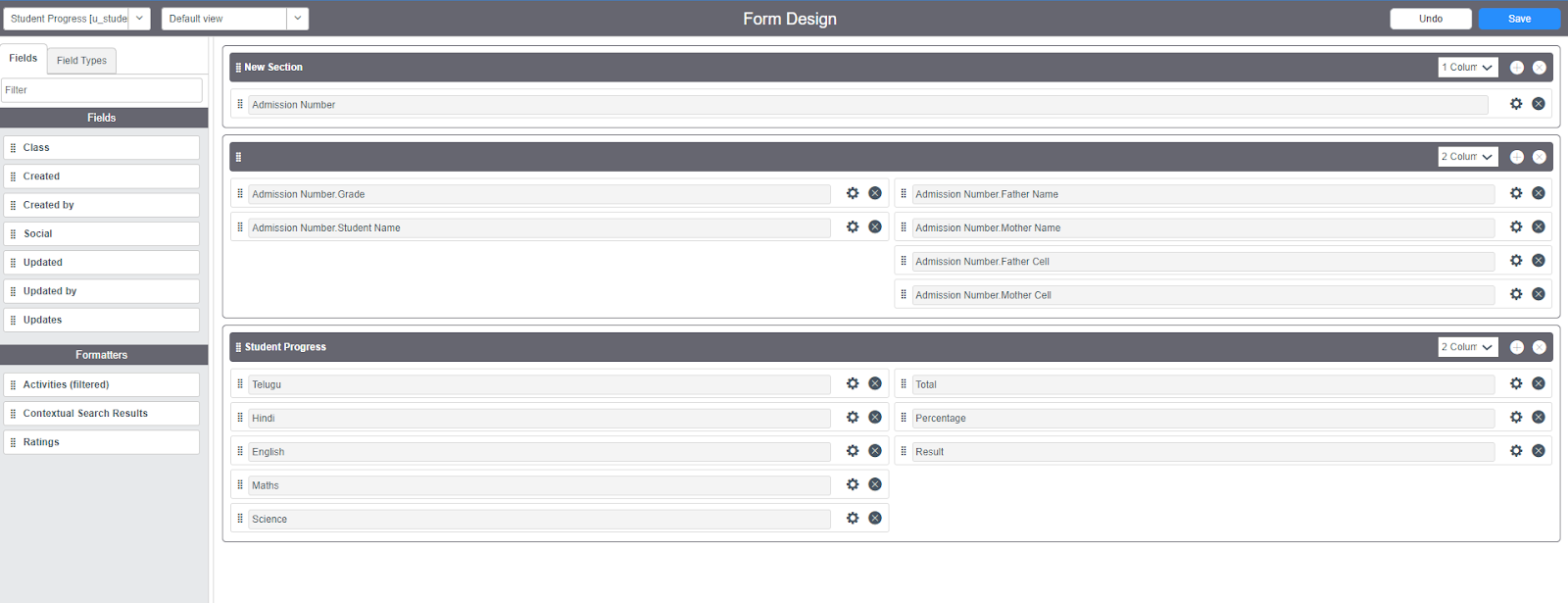
**Activity 2:**Creating Form Design for Admission Table

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



**Activity 3:**Creating Form Design for Student progress Table

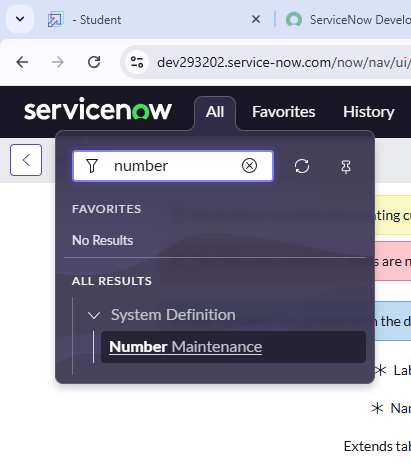
1.Follow the same steps as Activity1,Configure the fields as below and Save.



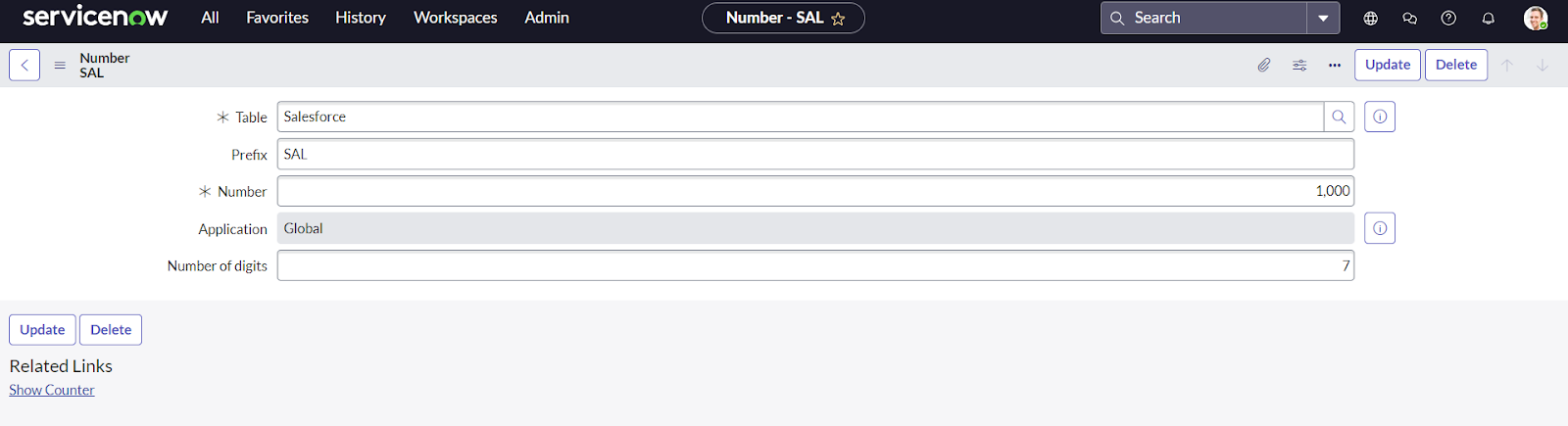
**Milestone 5:**Number Maintenance

**Activity 1:**Creating Number Maintenance for Admin Number

1.Click All >> Number Maintenance >> New



2.Fill the details >> Submit.

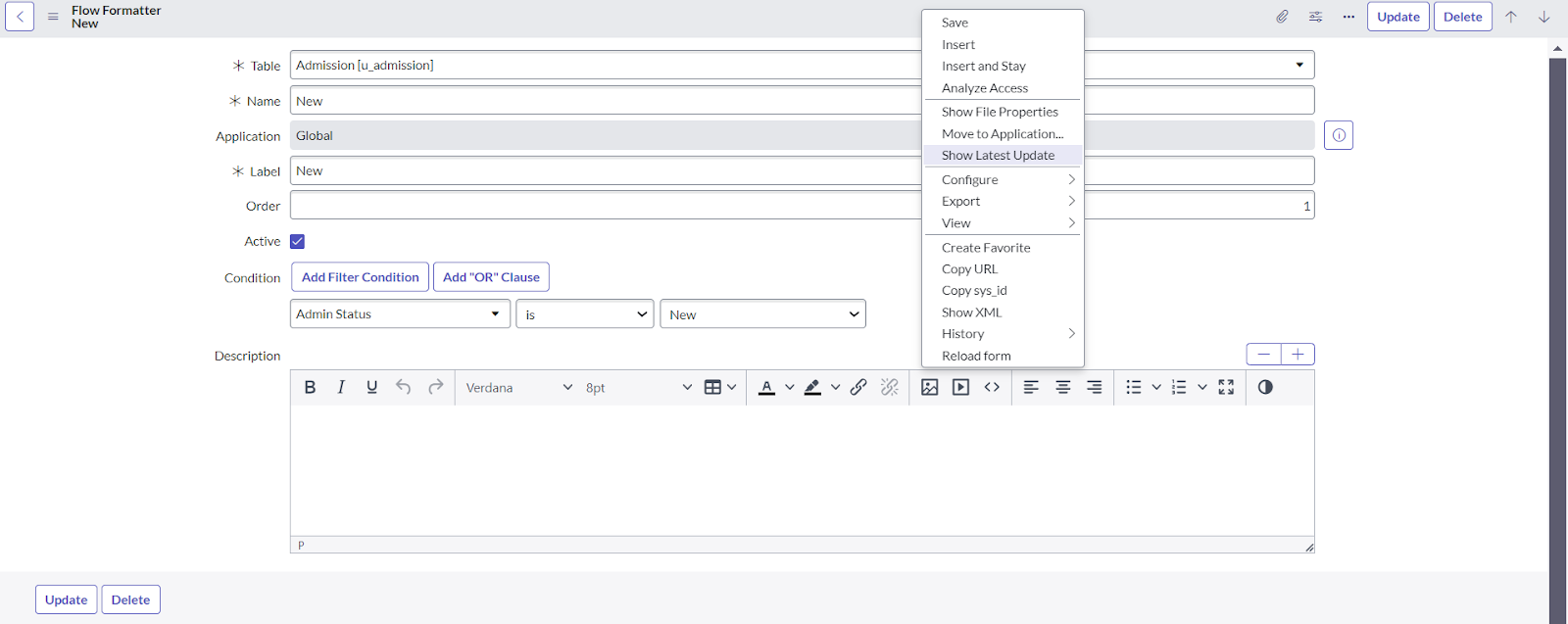


**Milestone 6:**Process Flow

**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.

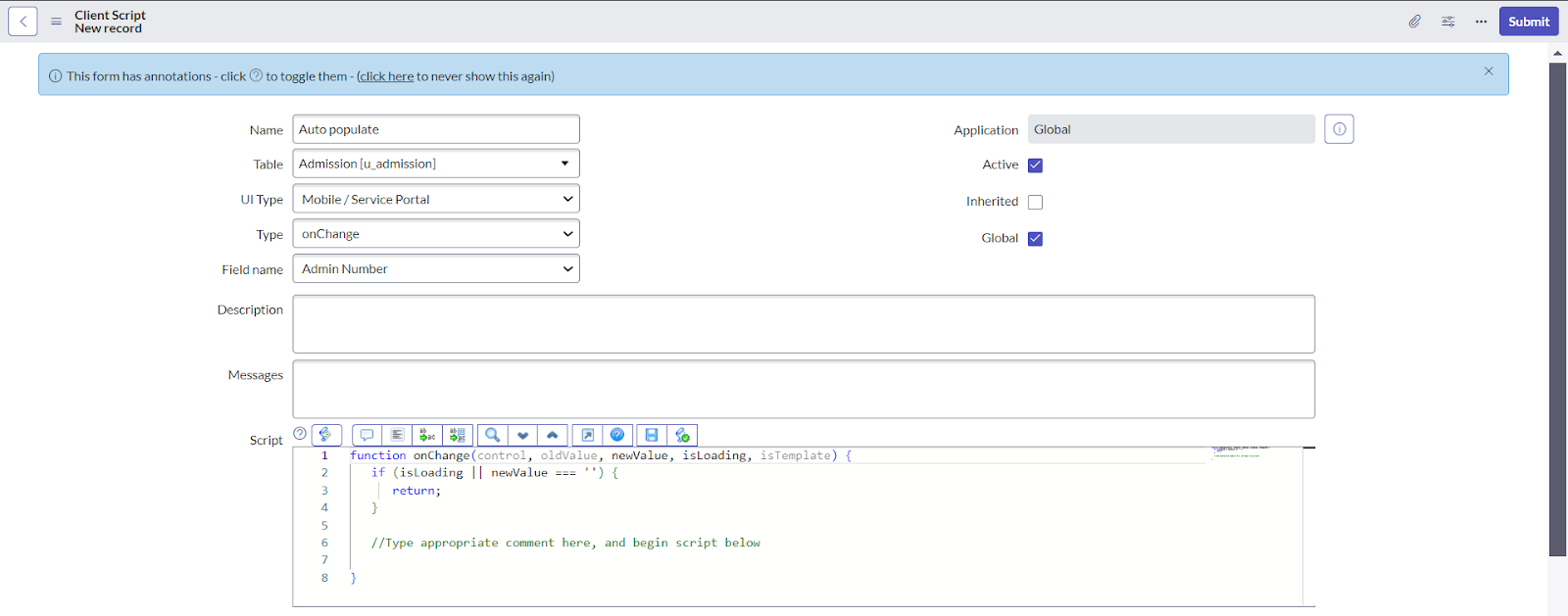
6.Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

**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);

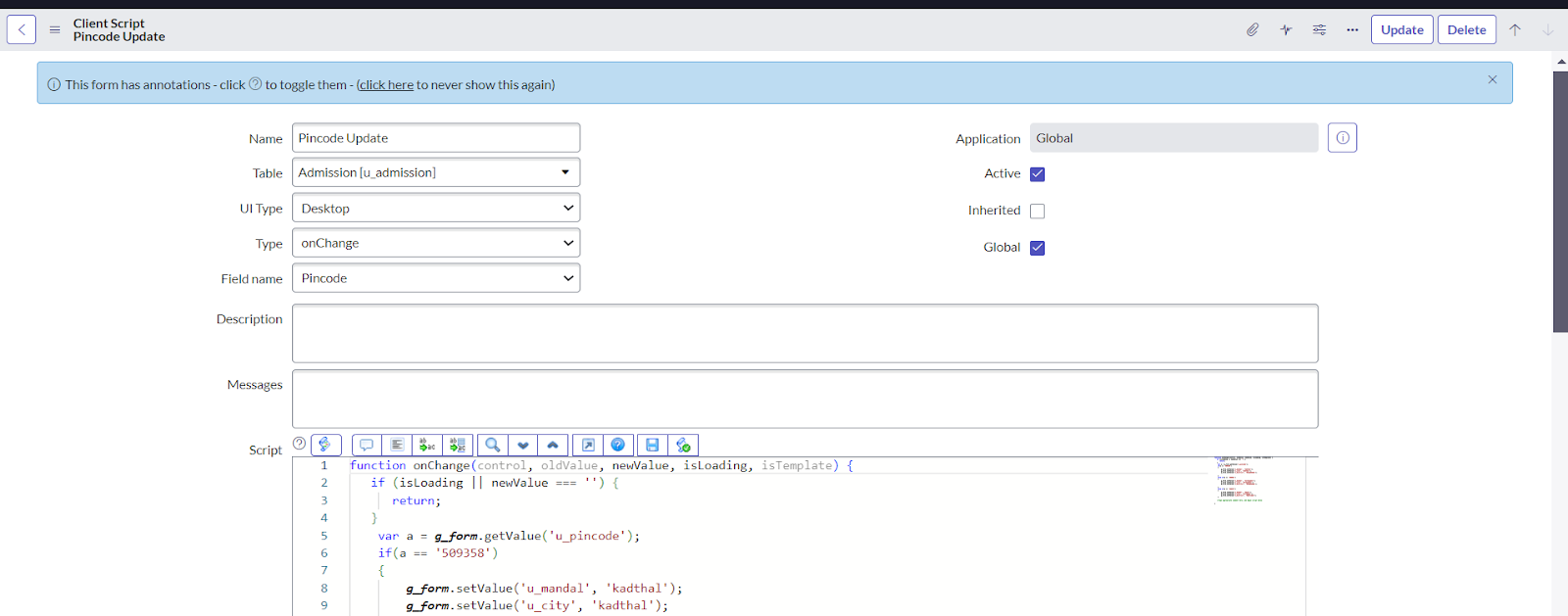
g\_form.setDisabled('u\_mother\_cell',a.u\_mother\_cell);

}

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');

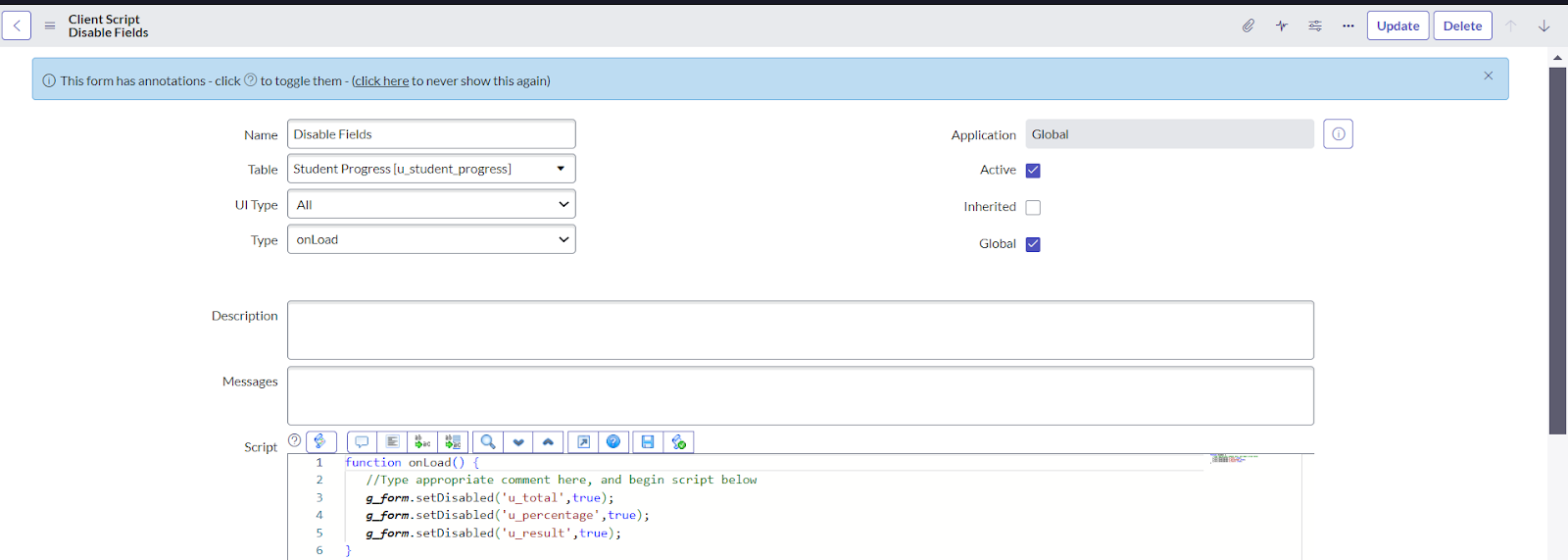
}

//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);

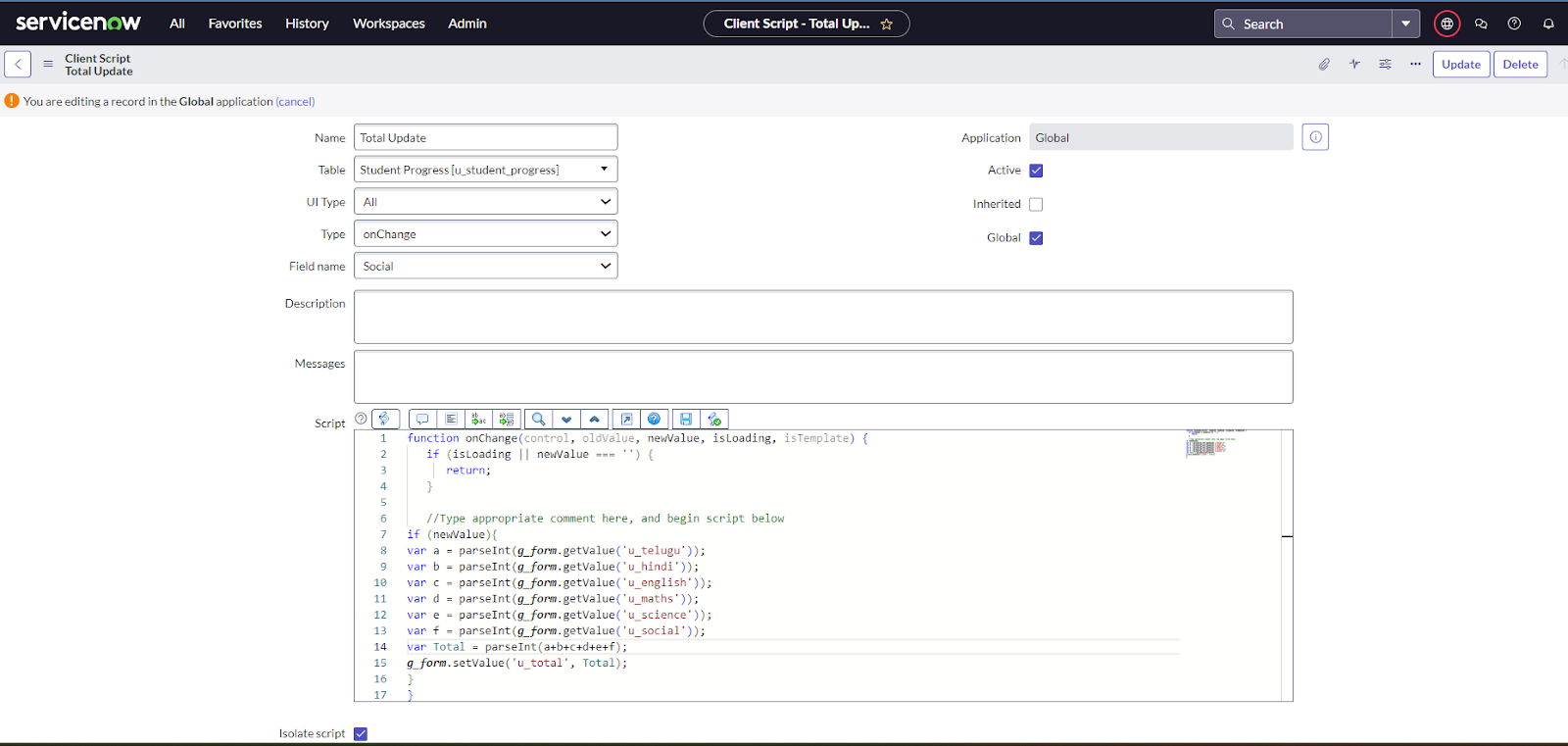
g\_form.setDisabled('u\_percentage',true);

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);

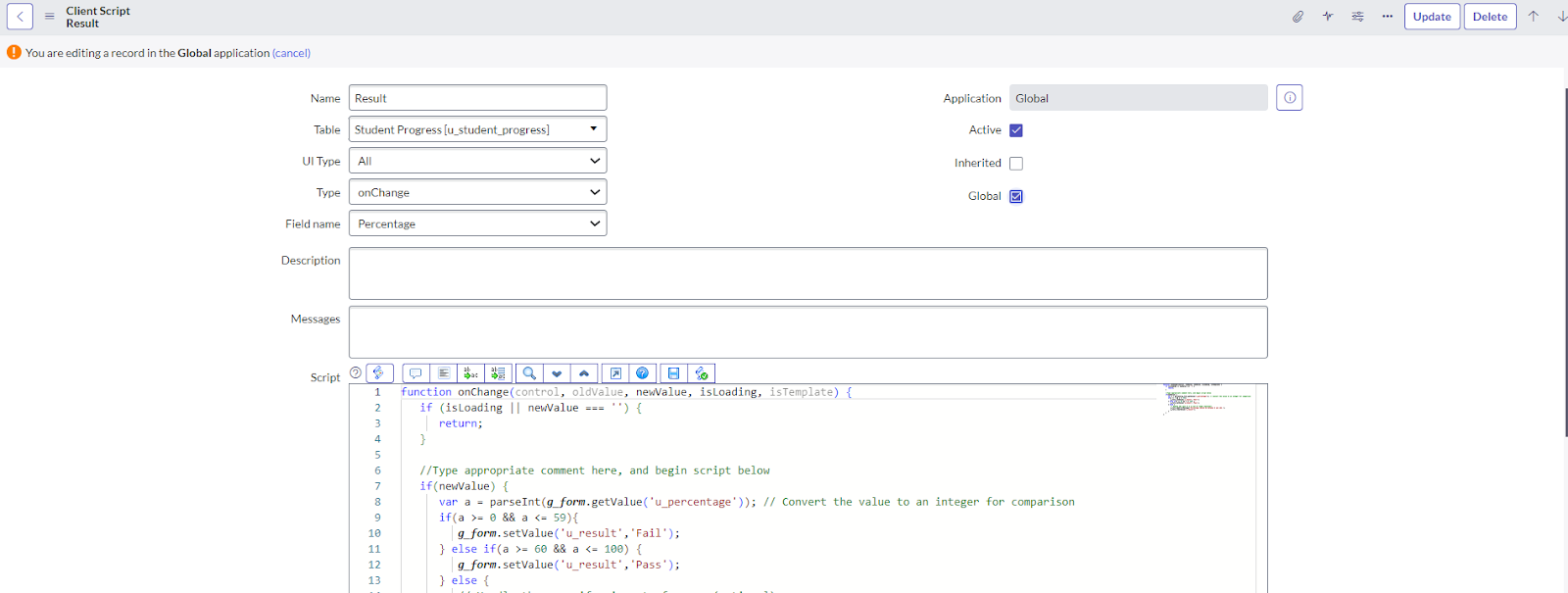
g\_form.setValue('u\_total', Total);

}

}

**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');

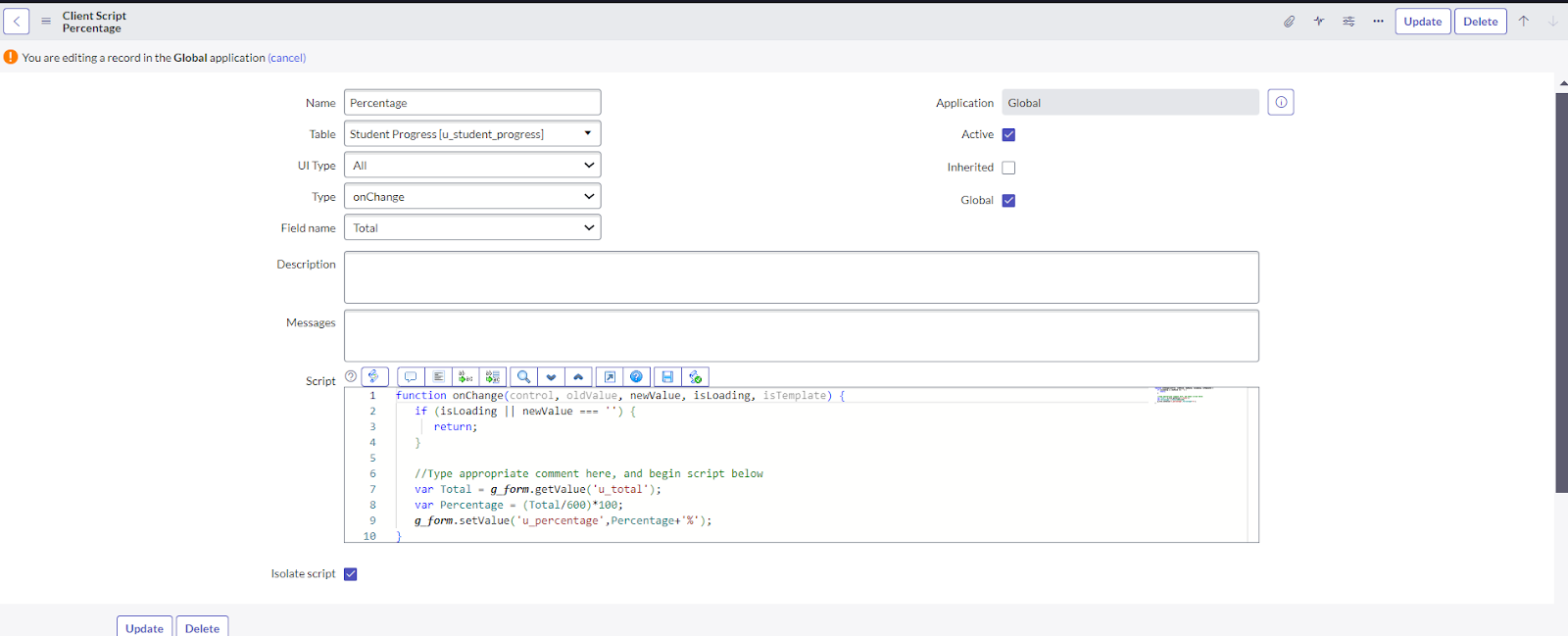
}

}

}

**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