

# LATHA MATHAVAN ENGINEERING COLLEGE

Madurai-625301



**Subject Name : ServiceNow Administrator(NM1051)**  
**(Under Naan Mudhalvan Scheme)**

**ProjectTitle: Educational Organisation Using Service Now**

**TEAM ID: NM2025TMID01102**

**TEAM MEMBERS:**

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**Objective:** To develop a ServiceNow solution that streamline 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.

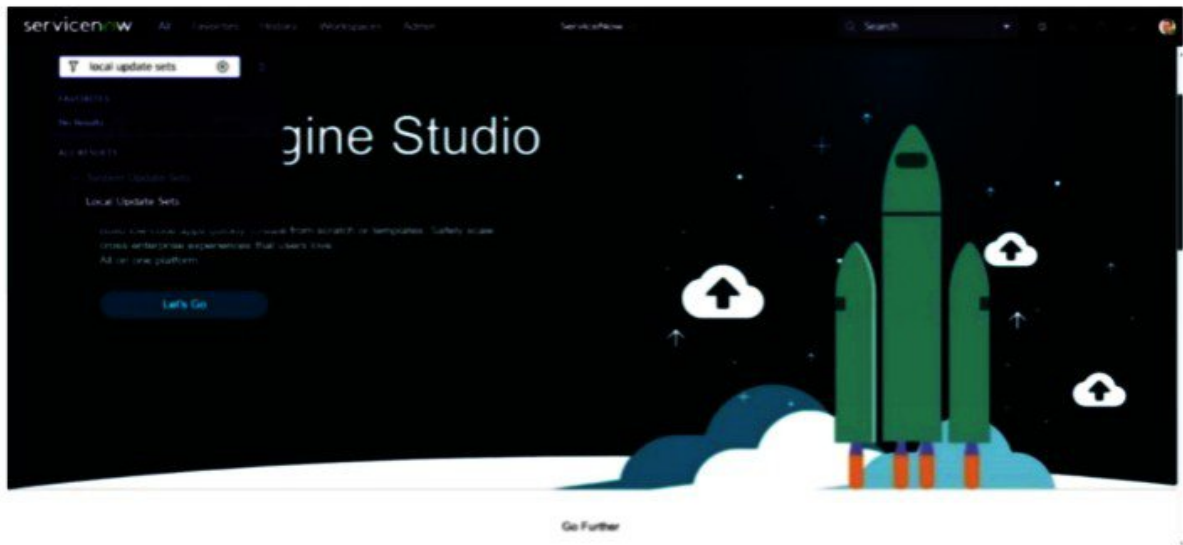
## **TASK INITIATION**

**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.

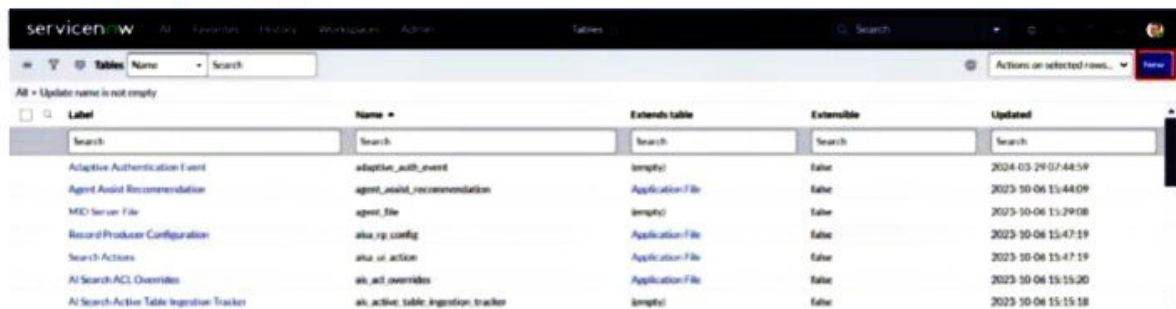


Creating Salesforce Table.

- 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

Crea

Ad

Columns \* Controls Application Access

Table Columns for text Search

Dictionary Entries

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

Submit Cancel

Table Salesforce

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

Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript: getNewestOrganizationParentId()	true
Father Coll	String	(empty)	40		false
Father Name	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Mother Coll	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

Save

Update Delete Delete All Records

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
Seq ID	Seq ID (S4UR)	(empty)	32	false
Updated	Integer	(empty)	40	false
Updated By	String	(empty)	40	false
Updated	Date/Time	(empty)	40	false

- Click on controls >> Enable Extensible.

servicenow

Table: New record

Search

Submit Cancel

ServiceNow recommends creating custom tables in target applications. To learn more about creating target applications, click [help](#).

This function has associated - click to toggle them - [click here](#) to learn about this again.

\* Label: Admission

\* Name: n\_admission

Extends table: **Submission**

Application: Global

Create module: ☐

Create module module: ☐

Add module to menu: **Submission**

Columns Controls Application Access

Table Columns: For text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display

Submit Cancel

Table: Admission

Update Delete Delete All Records

Columns Controls Application Access

Table Columns: For text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Seq ID	Seq ID (CARE)	length	32		false
Admin Status	Choice	length	40		false
Admission Number	Reference	Submission	32		false
Area	String	length	40		false
City	String	length	40		false
Comments	String (Full UTF-8)	length	255		false
District	String	length	40		false
Fee	Price	length	20		false
House No	String	length	40		false
Marital	String	length	40		false
Pincode	Choice	length	40		false
Purpose of job	Choice	length	40		false
<b>School</b>	<b>Choice</b>	<b>length</b>	<b>40</b>		<b>false</b>
School Area	Choice	length	40		false
Class	System Class Name	length	80	javascript:run.com.getTableName()	false

- Create choice for Admin Status as:

Dictionary Entry: Admin Status

Create Choice List Delete Column Update

Related Links

View Table Run Print Scan Add record

Access Controls: **Choices (7)** Attributes Labels (12) Dictionary Overrides

Label Search

Active on selected rows.

Choices

Label	Value	Language	Sequence	Inactive	Updated
Pace	Pace	en	1	<input type="checkbox"/>	2024-04-02 21:13:25
Side In progress	In progress	en	2	<input type="checkbox"/>	2024-04-02 21:13:03
Interest	Interest	en	3	<input type="checkbox"/>	2024-04-02 21:11:24
Rejected	Rejected	en	4	<input type="checkbox"/>	2024-04-02 21:12:00
Closed	Closed	en	5	<input type="checkbox"/>	2024-04-02 21:13:05
Required	Required	en	6	<input type="checkbox"/>	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	<input type="checkbox"/>	2024-04-02 21:13:27

Add a new row...

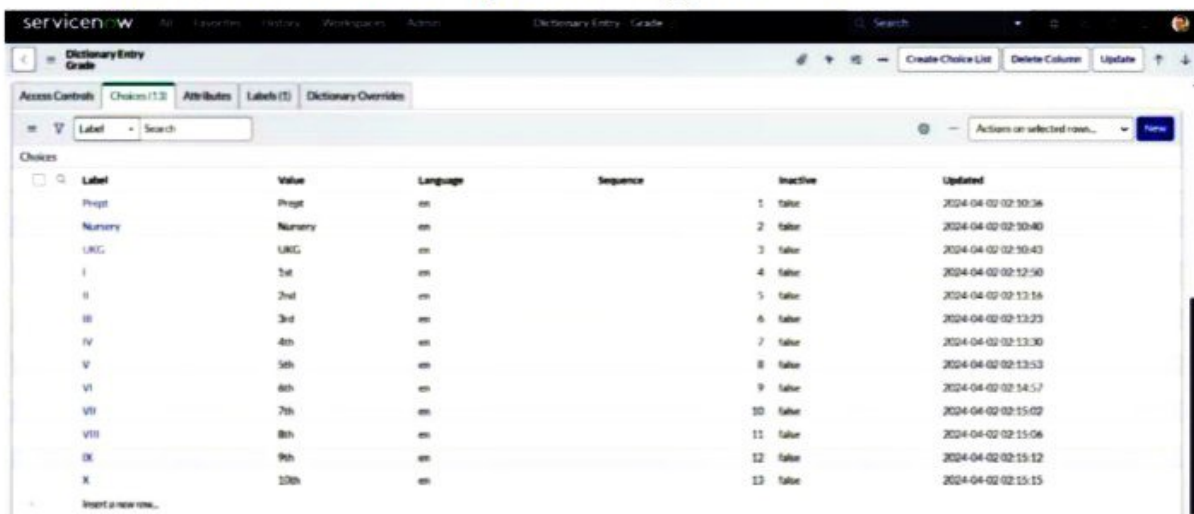
- Create choice for Pincode as:



- 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.



Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	false	2024-04-02 02:30:36
Nursery	Nursery	en	2	false	2024-04-02 02:30:40
UKG	UKG	en	3	false	2024-04-02 02:30:43
I	1st	en	4	false	2024-04-02 02:32:50
II	2nd	en	5	false	2024-04-02 02:33:16
III	3rd	en	6	false	2024-04-02 02:33:23
IV	4th	en	7	false	2024-04-02 02:33:30
V	5th	en	8	false	2024-04-02 02:33:53
VI	6th	en	9	false	2024-04-02 02:34:57
VII	7th	en	10	false	2024-04-02 02:35:02
VIII	8th	en	11	false	2024-04-02 02:35:06
IX	9th	en	12	false	2024-04-02 02:35:12
X	10th	en	13	false	2024-04-02 02:35:15

## 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

Access Controls						
Choices (2)						
Attributes						
Labels (1)						
Dictionary Overrides						
Label						
Search						
Actions on selected rows...						
New						
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:

Access Controls						
Choices (2)						
Attributes						
Labels (1)						
Dictionary Overrides						
Label						
Search						
Actions on selected rows...						
New						
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						
Label	Value	Language	Sequence	Inactive	Updated	
Stanley	Stanley	en		1	false	2024-04-02 21:19:14
Narashil	Narashil	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						
Label	Value	Language	Sequence	Inactive	Updated	
New Market	New Market	en		1	false	2024-04-02 21:20:53
New Bus Stand	New 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:

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...				



## Configuring Table form for Student Progress Table

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



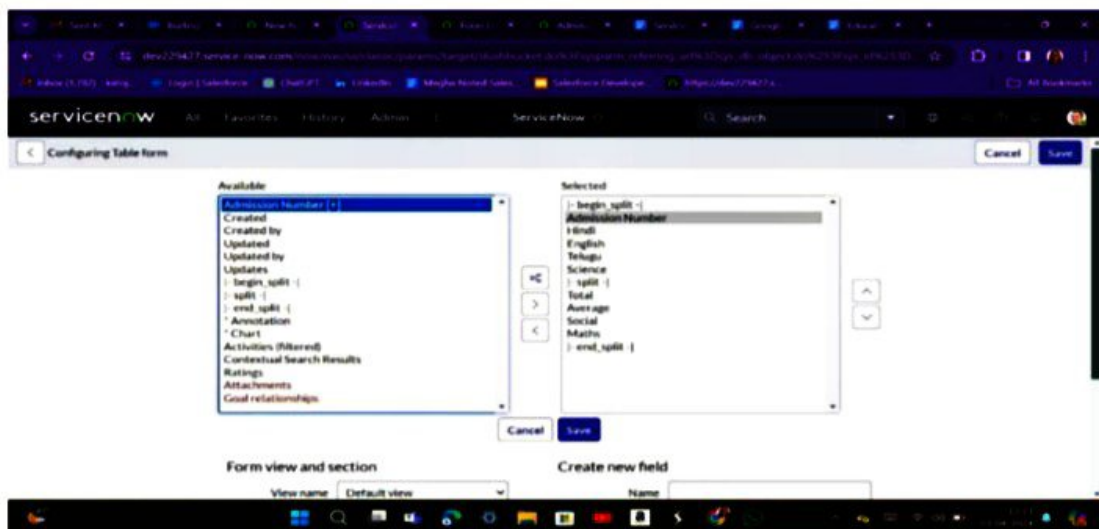
Table student progress			
X	Telugu	String	(empty) 40
X	Total	String	(empty) 40
Insert a new row...			

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

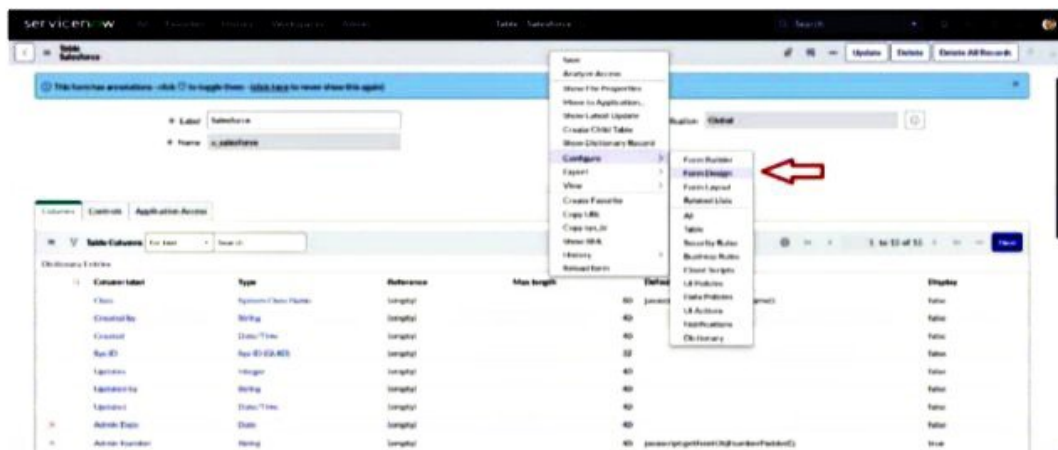
Selected

- begin\_split
- Admission Number
- Hindi
- English
- Telugu
- Science
- split
- Total
- Average
- Social
- Maths
- end\_split

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.



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' window for the 'Admission Table'. The interface includes a left sidebar with a 'Fields' list and a 'Form Design' panel on the right. The 'Fields' list contains the following items:

- Admission Number
- Admission Number Grade
- Admission Number Student Name
- Admission Number Father Name
- Admission Number Mother Name
- Admission Number Father Cell
- Admission Number Mother Cell
- Admission Number
- Admission Number Grade
- Admission Number Student Name
- Admission Number Father Name
- Admission Number Mother Name
- Admission Number Father Cell
- Admission Number Mother Cell

The 'Form Design' panel shows the layout of the form with the following fields:

- Admission Number
- Admission Number Grade
- Admission Number Student Name
- Admission Number Father Name
- Admission Number Mother Name
- Admission Number Father Cell
- Admission Number Mother Cell

## 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' window for the 'Student progress Table'. The interface includes a left sidebar with a 'Fields' list and a 'Form Design' panel on the right. The 'Fields' list contains the following items:

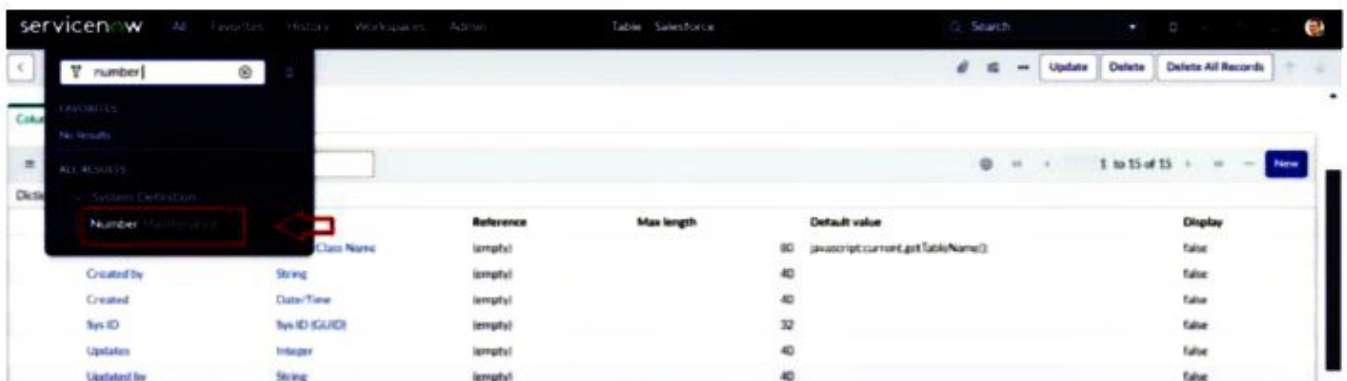
- Admission Number
- Admission Number Grade
- Admission Number Student Name
- Admission Number Father Name
- Admission Number Mother Name
- Admission Number Father Cell
- Admission Number Mother Cell
- Admission Number
- Admission Number Grade
- Admission Number Student Name
- Admission Number Father Name
- Admission Number Mother Name
- Admission Number Father Cell
- Admission Number Mother Cell

The 'Form Design' panel shows the layout of the form with the following fields:

- Admission Number
- Admission Number Grade
- Admission Number Student Name
- Admission Number Father Name
- Admission Number Mother Name
- Admission Number Father Cell
- Admission Number Mother Cell

## Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New



- Fill the details >> Submit.

The screenshot shows the ServiceNow interface for creating a new Number Maintenance record. The form is filled with the following details:

- Table: Salesforce
- Prefix: SAL
- Number: 1,000
- Application: Global
- Number of digits: 7

Buttons: Update, Delete

Related Links: Show Counter

Form Structure:

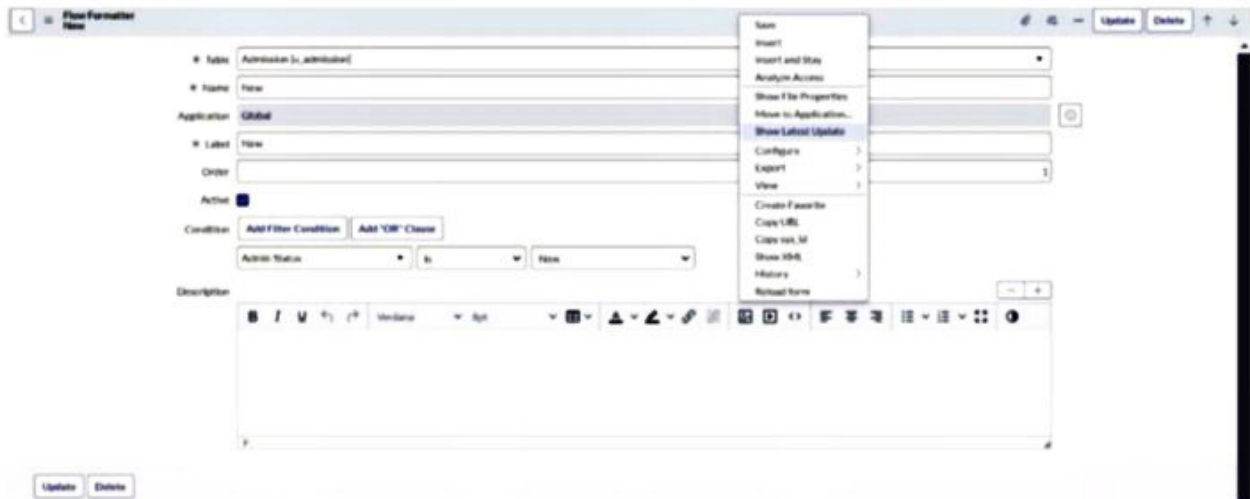
- Table: Daily Expenses [u\_daily\_expenses] (2 Column)
- Fields: Number, Family Member Name, Date, Expense
- Table: Comments (1 Column)

## Creating Process Flow for Admission Table

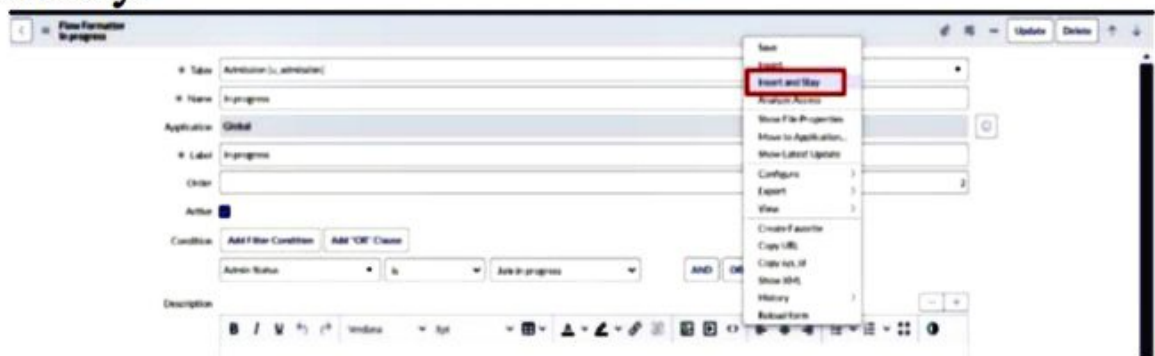
All >> Process Flow >> New.

- 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.



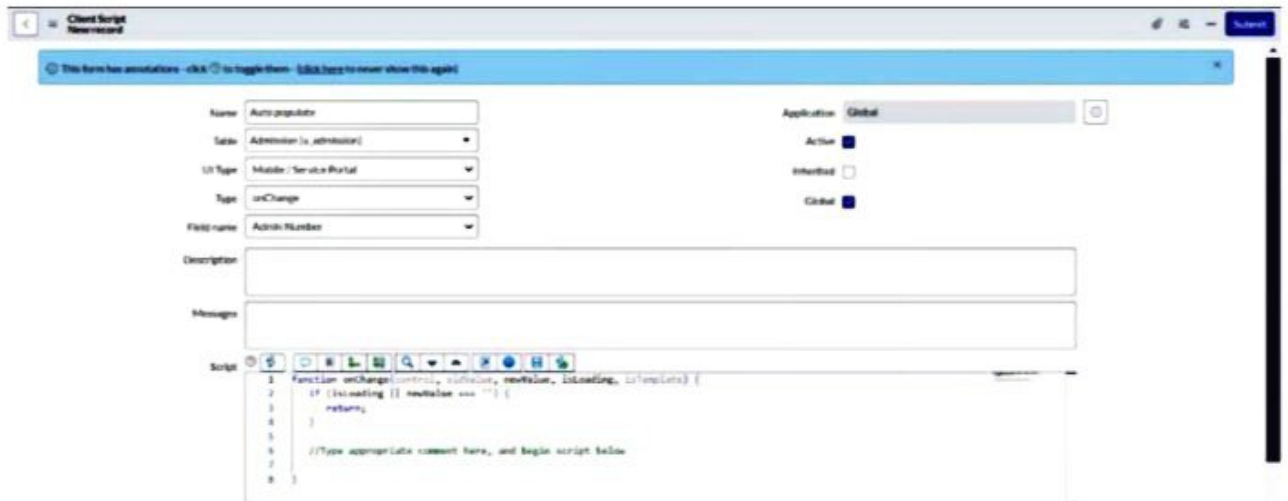
- Replace the Name and Label in order and click on Insert on stay.

**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);

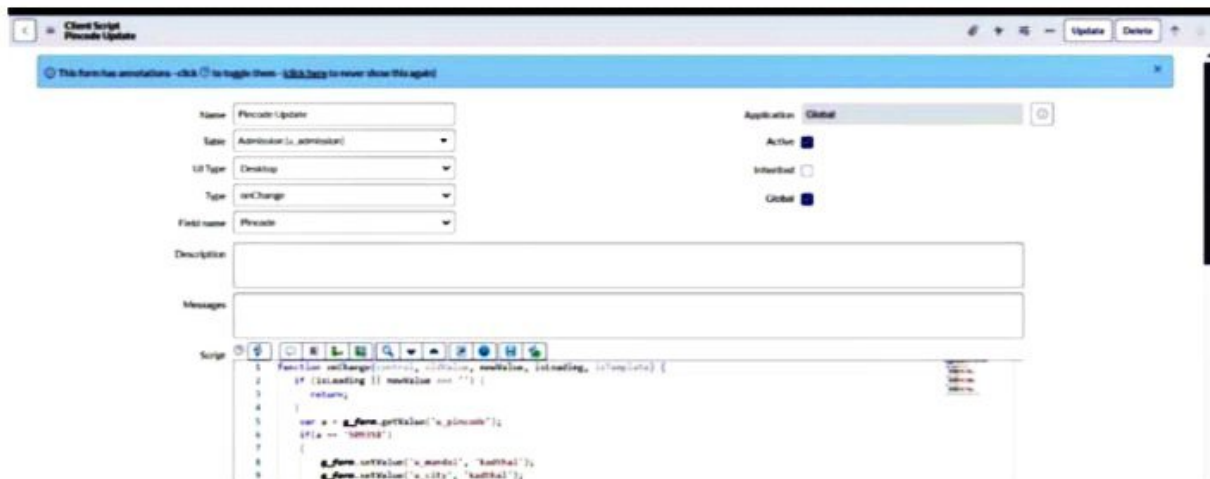
15.      g\_form.setValue('u\_mother\_name',a.u\_mother\_name);

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')

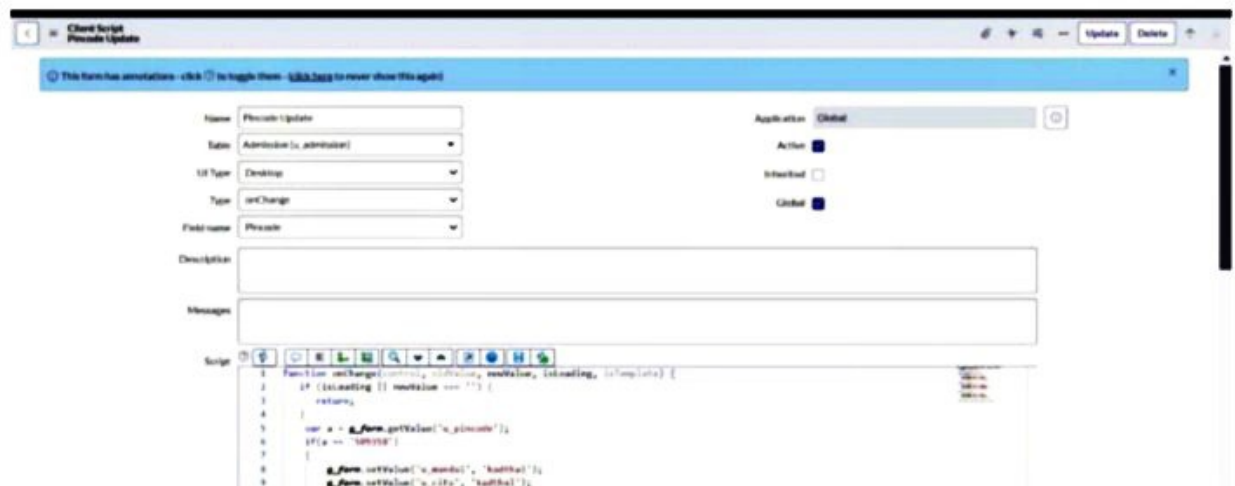
{



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',
```

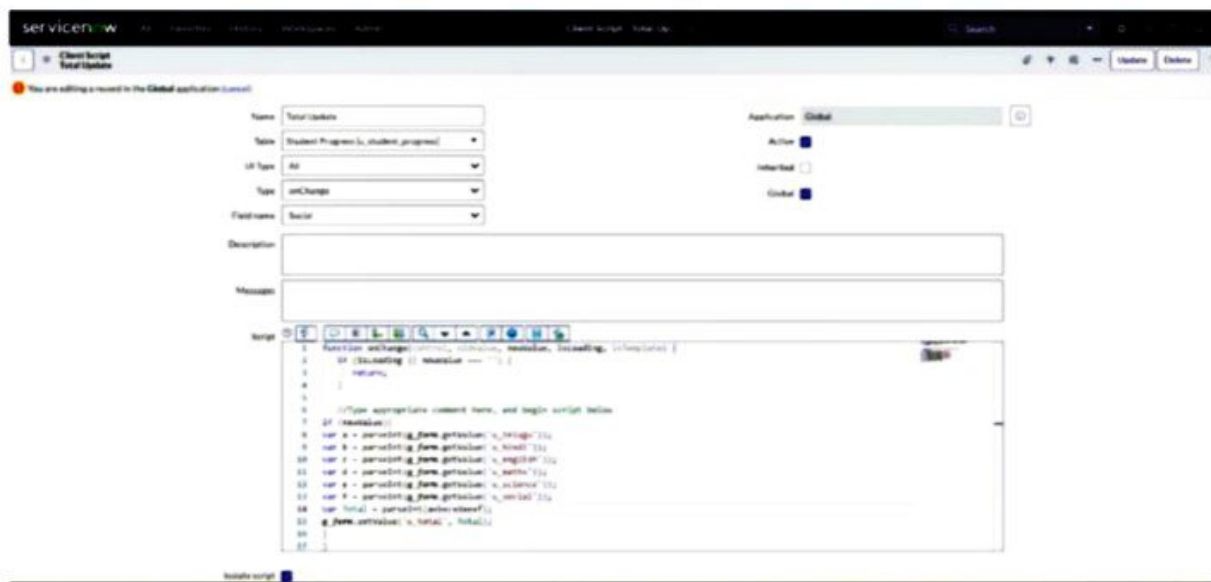
```
'Hyderabad');
```

```
}
```

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

```
}
```

**Creating “Disable Fields” Client Scripts for Student progress Table**



- 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'));



```

    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');
```

```

            }
```

```

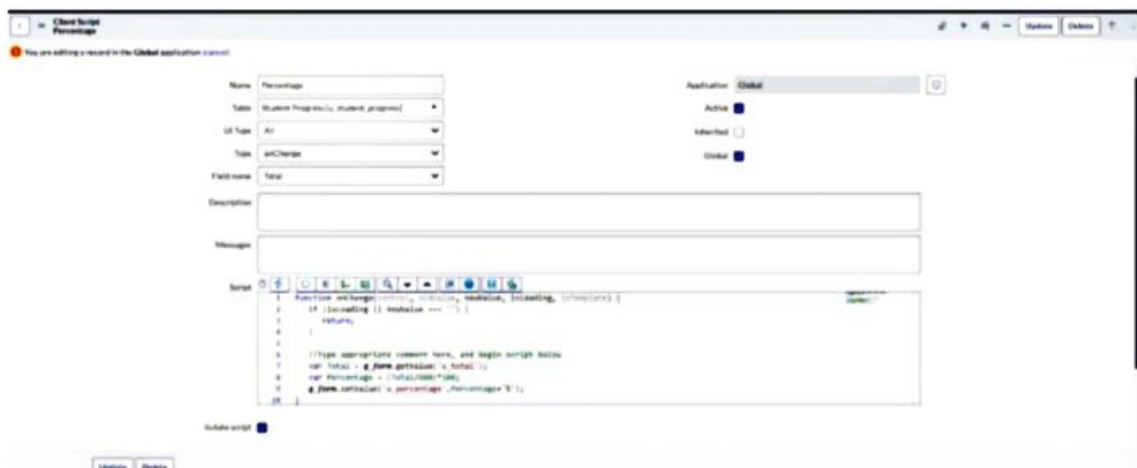
        }
```

```

    }
```

## 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.

**Result:**



Update Set  
New record



Submit

Submit and Make Current

\* Name

Educational Organisation

Application

Global



State

In progress



Parent



Release date



Description

Submit

Submit and Make Current





 salesfo

≡

## Salesforce New record

5

三

...

Submit

## FAVORITES

No Results

ALL RESULTS

▼ **Salesforce**

Salesforces

Admin Number

SAL0001002

Admin Date

Downloaded from ascelibrary.org by New York University on 06/08/14. Copyright ASCE, for all rights reserved.

Grade

-- None --

Student Name \_\_\_\_\_

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

Submit

Father Name

---

Mother Name

\_\_\_\_\_

Father Cell

--

**Mother Cell**

[illegible]



Student Progress  
New record



Submit

Maths

Hindi

Science

Social

English

Total

Result

Telugu

Percentage

Admission  
Number



Submit