









PROJECT NAME: EDUCATIONAL ORGANISATION USING SERVICENOW

TEAM ID: NM2025TMID19677

A PROJECT REPORT

Submitted by

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BACHELOR

OF

COMPUTER SCIENCE

SRIDEVI ARTS AND SCIENCE COLLEGE KRISHNAPURAM, PONNERI-601 204

SEPTEMBER-2025





Educational Organisation Using ServiceNow

Project Description:

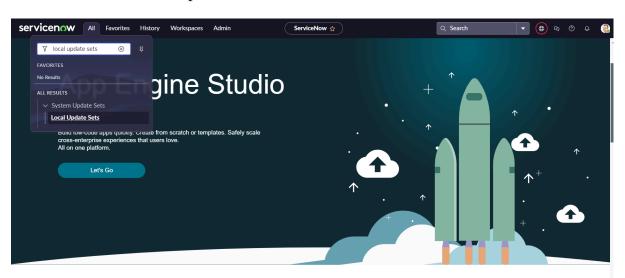
The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

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 an Update Set

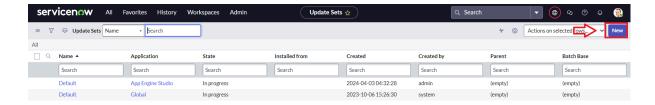
1. Click on All >> Local update sets.



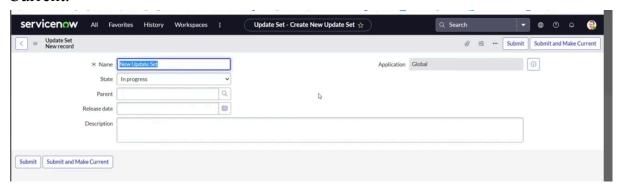
2. Click on new







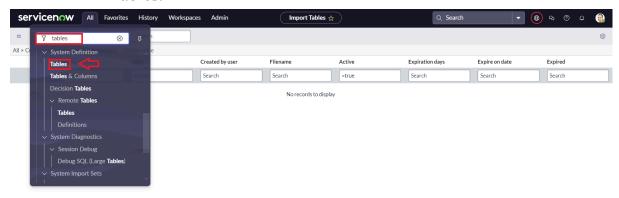
3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



Milestone 3: Creating a Table(Incident):

Activity 1: Creating Salesforce Table.

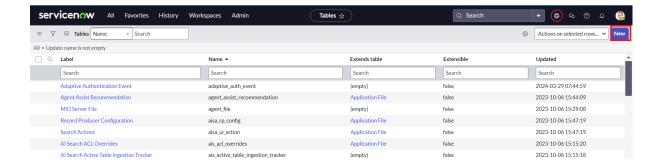
• All >> Tables.



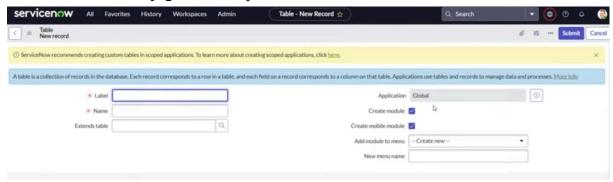
• Click on new



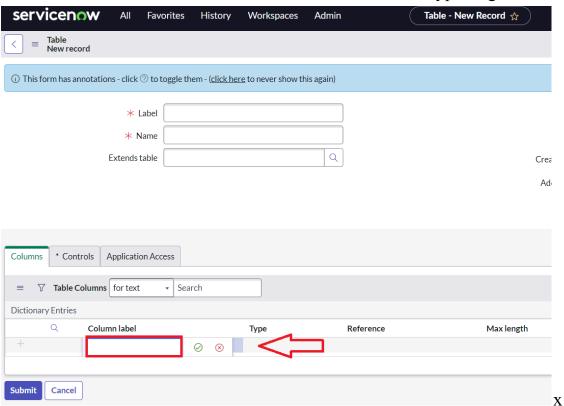




• Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

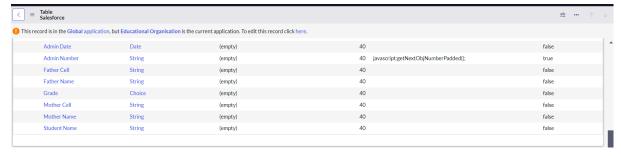


• Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given.

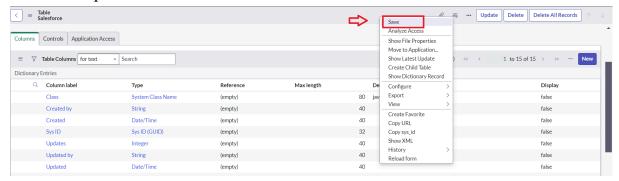




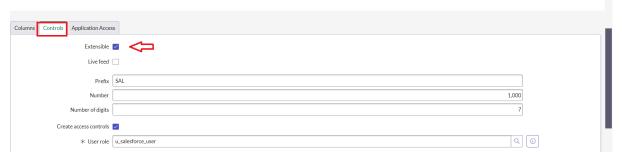




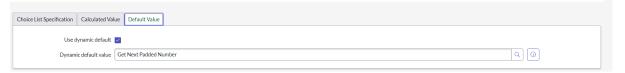
• For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.



• Click on controls >> Enable Extensible>>Save.



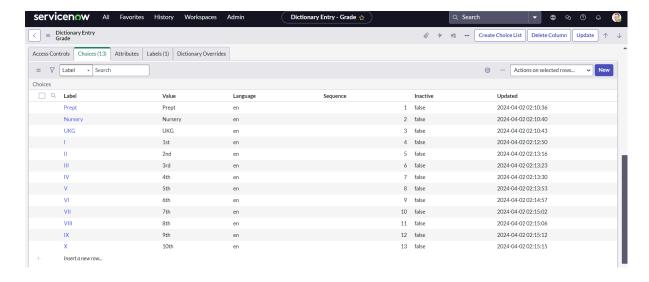
 Click on "Admin Number" column, In Related Links Click on Advanced View >> Default Value (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update.



• Click on "Grade" Column >> Click on Choices and give Label, Value and Sequence as given below >> Update.

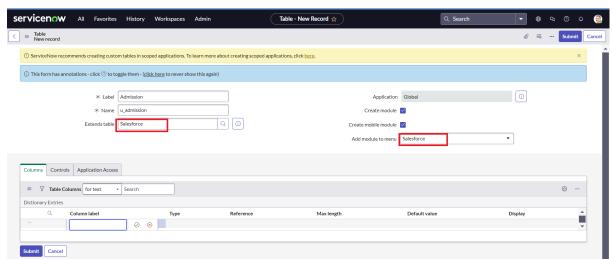




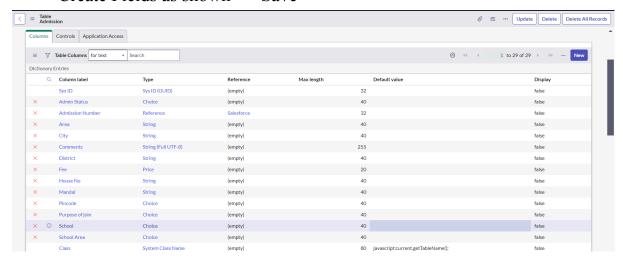


Activity 2: Creating Admission Table.

- Create an Admission Table with Columns given.
- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.



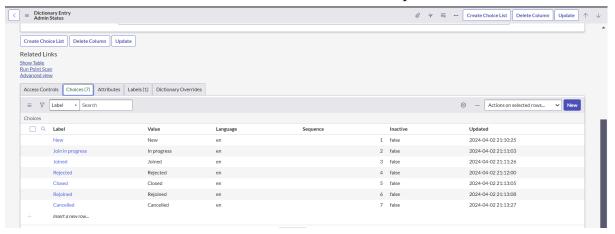
• Create Fields as shown >> Save



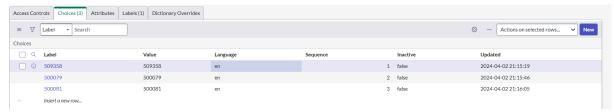




• Create a choice for "Admin Status" Field >> Update.



• Create a choice for Pincode >> Update.



• Create a choice for Purpose of Join >> Update.



• Create a choice for School >> Update.



• Create a choice for School Area >> Update.



Activity 3: 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				

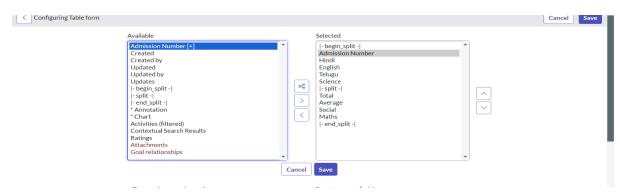
Milestone 4: Layout Form

Activity: Configuring Table form for Student Progress Table.

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



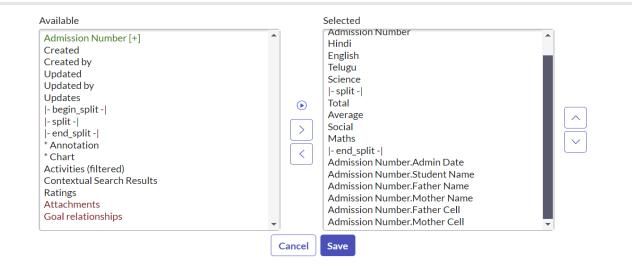
• Click on Admission Number [+].



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







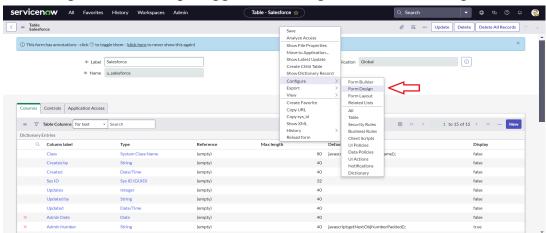
Milestone 5: Form Design

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).







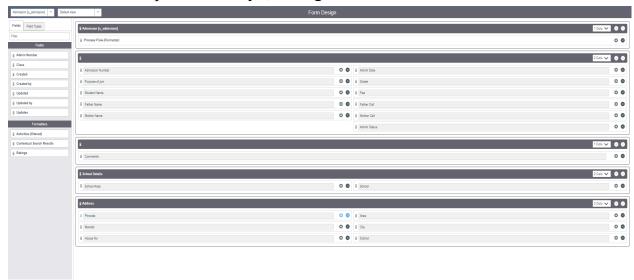
5. Drag and drop the fields to the left side as below.



6. Save.

Activity 2: Creating Form Design for Admission Table.

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

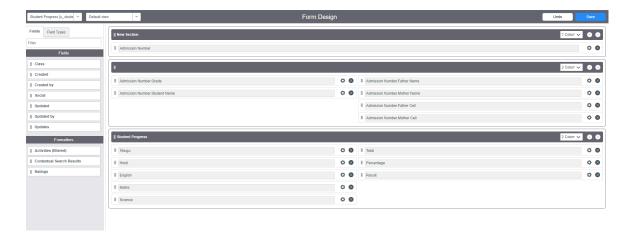


Activity 3: Creating Form Design for Student progress Table.

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



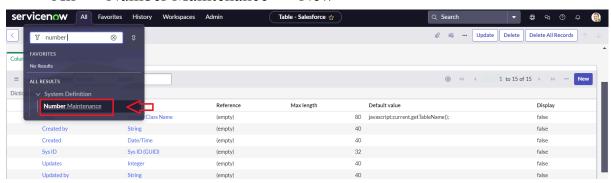




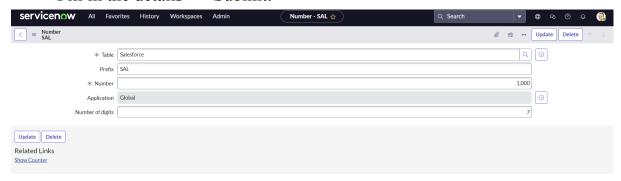
Milestone 6: Number Maintenance

Activity: Creating Number Maintenance for Admin Number.

• All >> Number Maintenance >> New



• Fill in the details >> Submit.



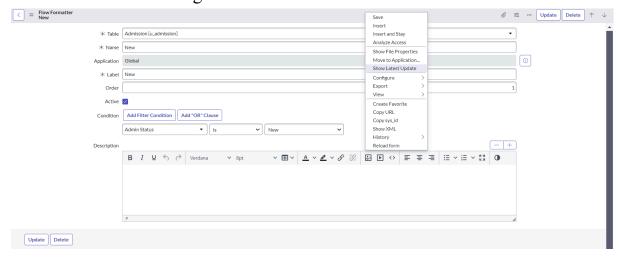




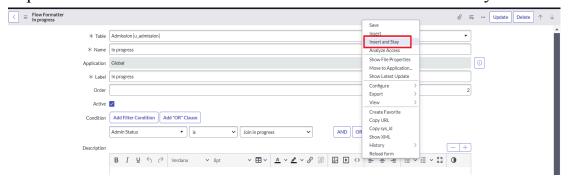
Milestone 7:Process Flow

Activity: 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

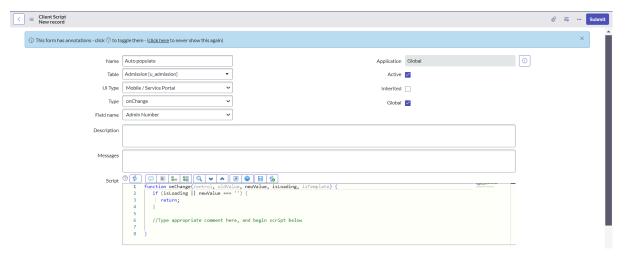
Milestone 8: Client Script

Activity 1: 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 on Change (control, old Value, new Value, is Loading, is Template) {

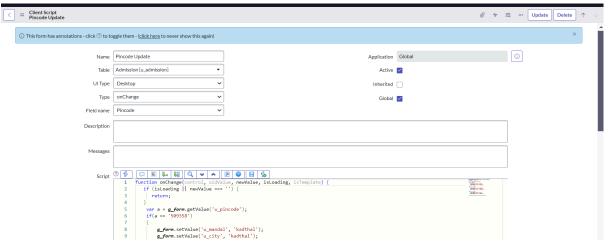
```
if (isLoading | newValue === ") {
 return;
//Type appropriate comment here, and begin script below
var a = g form.getReference('u admission number');
g form.setValue('u admin date',a.u admin date);
g form.setValue('u grade',a.u grade);
g form.setValue('u student name',a.u student name);
g form.setValue('u 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.



```
Write the Code as below, Enable Isolate script and Save.
function on Change (control, old Value, new Value, is Loading, is Template) {
  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');
```





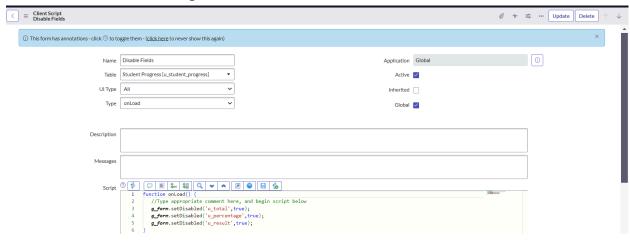
}

//Type appropriate comment here, and begin script below

}

Activity 3: Creating "Disable Fields" Client Scripts for Student progress Table.

• Fill the Details as given.



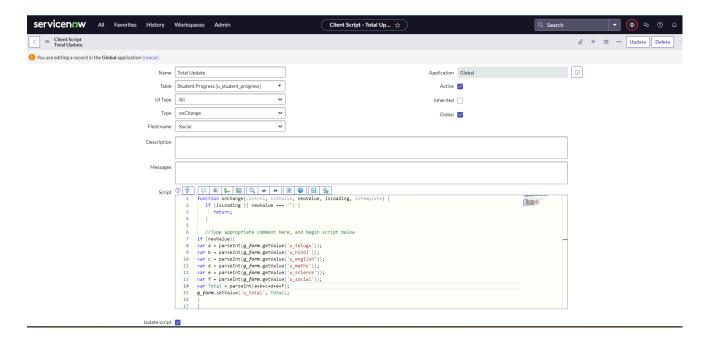
• Write the Code as below, Enable Isolate script and Save.

```
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.







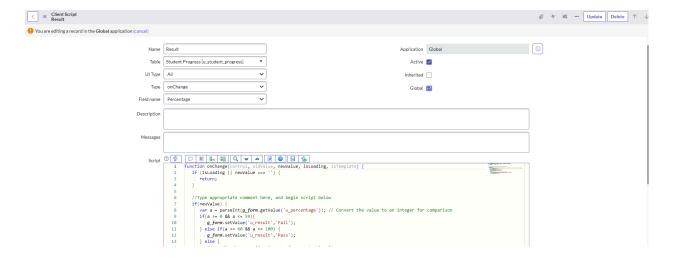
• Write the Code as below, Enable Isolate script and Save.
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
 if (isLoading || newValue === ") {
 return;
 }

 //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.







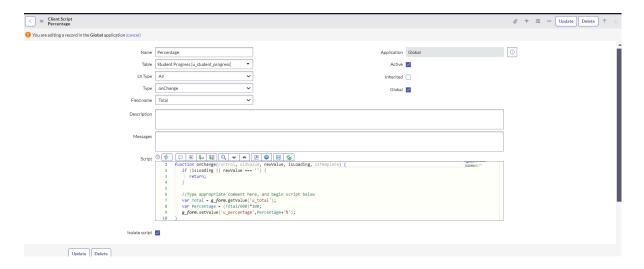
• Write the Code as below, Enable Isolate script and Save.

```
function on Change (control, old Value, new Value, is Loading, is Template) {
       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 \ge 0 \&\& a \le 59)
                         g form.setValue('u result','Fail');
                 ellet elle
                        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.

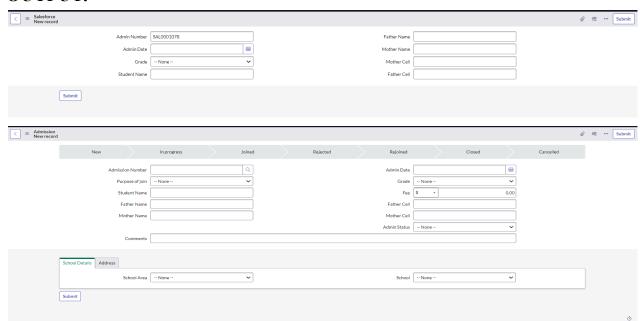






```
//Type appropriate comment here, and begin script below var Total = g_form.getValue('u_total'); var Percentage = (Total/600)*100; g_form.setValue('u_percentage',Percentage+'%');
```

OUTPUT:







New Section New record				Ø ﷺ Submit
Admission Number			Q	
Grade	None 🗸	Father Name		
Student Name		Mother Name		
		Father Cell		
		Mother Cell		
Student Progress				~
Telugu		Total		
Hindi		Percentage		
English		Result		
Maths				
Science				
Social				
Submit				