

# **EDUCATIONAL ORGANIZATION USING** **SERVICES NOW**

**Team ID: NM2025TMID13729**

**Team Members: 4**

**Team Leader: AVUDAIAPPAN M**

**Team Member: MOHAMMED VASIM S**

**Team Member: DINESH E**

**Team Member: SANJAY S**

## **Problem Statement:**

In educational organizations, managing students, faculty, and administrative staff often becomes challenging due to large volumes of users and different levels of access requirements. Without a structured system, role assignment, group management, and secure access become inefficient and error-prone.

## **Objective:**

To implement ServiceNow for user, group, and role management in an educational organization, ensuring secure access, smooth collaboration between staff and students, and automated workflows for academic and administrative tasks.

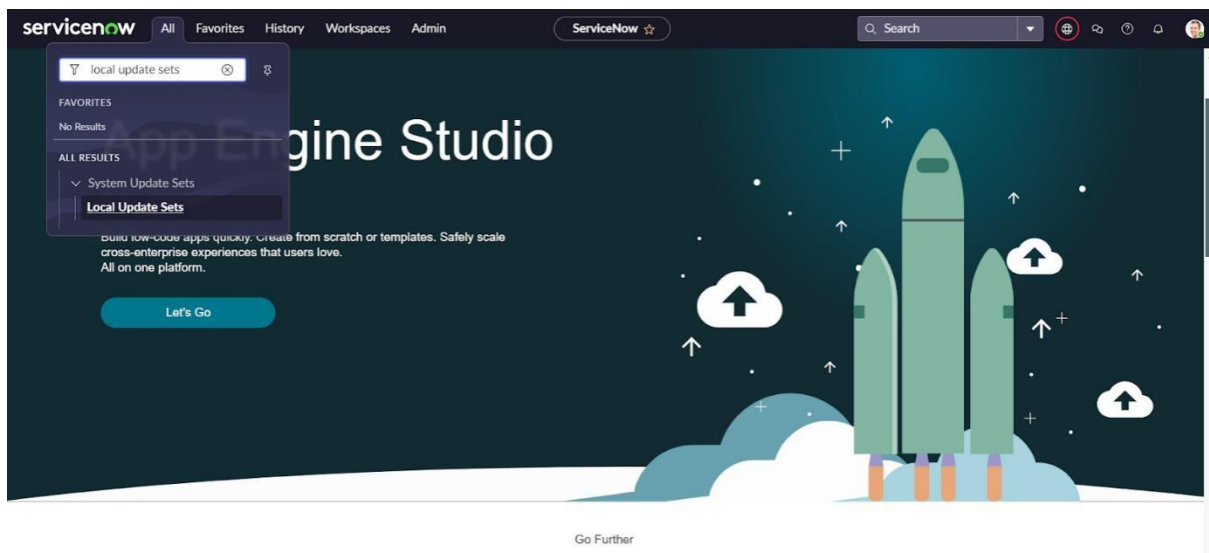
**Skills:** Tensorflow

## **Milestone 1 :**

### **Creating a Update Set**

Creating a Update Set

1. Click on All >> Local update sets .



2. Click on new

| Name    | Application       | State       | Installed from | Created             | Created by | Parent  | Batch Base |
|---------|-------------------|-------------|----------------|---------------------|------------|---------|------------|
| Default | App Engine Studio | In progress |                | 2024-04-03 04:32:28 | admin      | (empty) | (empty)    |
| Default | Global            | In progress |                | 2023-10-06 15:26:30 | system     | (empty) | (empty)    |

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

\* Name:

State:

Application:

Parent:

Release date:

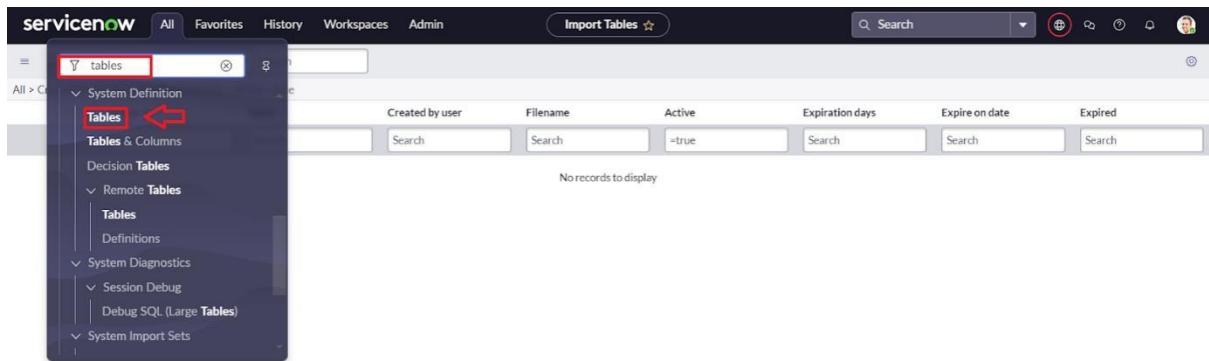
Description:

## Milestone 2 :

### Creating a Table

#### Activity1: Creating Salesforce Table.

- All >> Tables.



- Click on new

| Label                                    | Name                               | Extends table    | Extensible | Updated             |
|--|------------------------------------|------------------|------------|---------------------|
| Adaptive Authentication Event            | adaptive_auth_event                | (empty)          | false      | 2024-03-29 07:44:59 |
| Agent Assist Recommendation              | agent_assist_recommendation        | Application File | false      | 2023-10-06 15:44:09 |
| MID Server File                          | agent_file                         | (empty)          | false      | 2023-10-06 15:29:08 |
| Record Producer Configuration            | aisa_rp_config                     | Application File | false      | 2023-10-06 15:47:19 |
| Search Actions                           | aisa_ui_action                     | Application File | false      | 2023-10-06 15:47:19 |
| AI Search ACL Overrides                  | ais_act_overrides                  | Application File | false      | 2023-10-06 15:15:20 |
| AI Search Active Table Ingestion Tracker | ais_active_table_ingestion_tracker | (empty)          | false      | 2023-10-06 15:15:18 |

- 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  🔍

Creas  
Ad

Columns \* Controls Application Access

≡ 🔍 Table Columns for text Search

Dictionary Entries

| + | Column label         | Type | Reference | Max length |
|---|----------------------|------|-----------|------------|
|   | <input type="text"/> | 👍 🚫  |           |            |

Submit Cancel

X

< ≡ Table  
Salesforce

ⓘ This record is in the Global application, but Educational Organisation is the current application. To edit this record click [here](#).

| Column label | Type   | Reference | Max length | Display |
|--------------|--------|-----------|------------|---------|
| Admin Date   | Date   | (empty)   | 40         | false   |
| Admin Number | String | (empty)   | 40         | true    |
| Father Cell  | String | (empty)   | 40         | false   |
| Father Name  | String | (empty)   | 40         | false   |
| Grade        | Choice | (empty)   | 40         | false   |
| Mother Cell  | 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

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   |
| Sys ID       | Sys ID (GUID)     | (empty)   | 32         | false   |
| Updates      | Integer           | (empty)   | 40         | false   |
| Updated by   | String            | (empty)   | 40         | false   |
| Updated      | Date/Time         | (empty)   | 40         | false   |

Save  
Analyze Access  
Show File Properties  
Move to Application...  
Show Latest Update  
Create Child Table  
Show Dictionary Record  
Configure  
Export  
View  
Create Favorite  
Copy URL  
Copy sys\_id  
Show XML  
History  
Reload form

- Click on controls >> Enable Extensible.

Columns **Controls** Application Access

Extensible ☒ 

Live feed ☐

Prefix

Number

Number of digits



Create access controls ☒

\* User role   







- 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 .







Choice List Specification Calculated Value **Default Value**

Use dynamic default ☒







Dynamic default value   

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















**servicenow** All Favorites History Workspaces Admin **Dictionary Entry - Grade**   Search    


Dictionary Entry Grade     Create Choice List Delete Column Update  

Access Controls **Choices (13)** Attributes Labels (1) Dictionary Overrides

  Label  Search   Actions on selected rows... 

Choices

|  | Label   | Value   | Language | Sequence | Inactive | Updated             |
|---|---------|---------|----------|----------|----------|---------------------|
|  | Prept   | Prept   | en       | 1        | false    | 2024-04-02 02:10:36 |
|  | Nursery | Nursery | en       | 2        | false    | 2024-04-02 02:10:40 |
|  | UKG     | UKG     | en       | 3        | false    | 2024-04-02 02:10:43 |
|  | I       | 1st     | en       | 4        | false    | 2024-04-02 02:12:50 |
|  | II      | 2nd     | en       | 5        | false    | 2024-04-02 02:13:16 |
|  | III     | 3rd     | en       | 6        | false    | 2024-04-02 02:13:23 |
|  | IV      | 4th     | en       | 7        | false    | 2024-04-02 02:13:30 |
|  | V       | 5th     | en       | 8        | false    | 2024-04-02 02:13:53 |
|  | VI      | 6th     | en       | 9        | false    | 2024-04-02 02:14:57 |
|  | VII     | 7th     | en       | 10       | false    | 2024-04-02 02:15:02 |
|  | VIII    | 8th     | en       | 11       | false    | 2024-04-02 02:15:06 |
|  | IX      | 9th     | en       | 12       | false    | 2024-04-02 02:15:12 |
|  | X       | 10th    | en       | 13       | false    | 2024-04-02 02:15:15 |

 Insert a new row...

## Activity2: 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

**servicenow** All Favorites History Workspaces Admin Table - New Record

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

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

\* Label Admission

\* Name u\_admission

Extends table **Salesforce**

Application Global

Create module ☒

Create mobile module ☒

Add module to menu **Salesforce**

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|------|-----------|------------|---------------|---------|
|              |      |           |            |               |         |

Submit Cancel

Table Admission

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

| Column label     | Type                | Reference  | Max length | Default value                       | Display |
|------------------|---------------------|------------|------------|-------------------------------------|---------|
| Sys ID           | Sys ID (GUID)       | (empty)    | 32         |                                     | false   |
| Admin Status     | Choice              | (empty)    | 40         |                                     | false   |
| Admission Number | Reference           | Salesforce | 32         |                                     | false   |
| Area             | String              | (empty)    | 40         |                                     | false   |
| City             | String              | (empty)    | 40         |                                     | false   |
| Comments         | String (Full UTF-8) | (empty)    | 255        |                                     | false   |
| District         | String              | (empty)    | 40         |                                     | false   |
| Fee              | Price               | (empty)    | 20         |                                     | false   |
| House No         | String              | (empty)    | 40         |                                     | false   |
| Mandal           | String              | (empty)    | 40         |                                     | false   |
| Pincode          | Choice              | (empty)    | 40         |                                     | false   |
| Purpose of join  | Choice              | (empty)    | 40         |                                     | false   |
| School           | Choice              | (empty)    | 40         |                                     | false   |
| School Area      | Choice              | (empty)    | 40         |                                     | false   |
| Class            | System Class Name   | (empty)    | 80         | javascript:current.getTableNames(); | false   |

- Create choice for Admin Status as:

Dictionary Entry Admin Status

Create Choice List Delete Column Update

Related Links

Show Table

Run Point Scan

Advanced view

Access Controls Choices (7) Attributes Labels (1) Dictionary Overrides

Label Search

Choices

| Label            | Value       | Language | Sequence | Inactive | Updated             |
|------------------|-------------|----------|----------|----------|---------------------|
| New              | New         | en       | 1        | false    | 2024-04-02 21:10:25 |
| Join in progress | In progress | en       | 2        | false    | 2024-04-02 21:11:03 |
| Joined           | Joined      | en       | 3        | false    | 2024-04-02 21:11:26 |
| Rejected         | Rejected    | en       | 4        | false    | 2024-04-02 21:12:00 |
| Closed           | Closed      | en       | 5        | false    | 2024-04-02 21:13:05 |
| Rejoined         | Rejoined    | en       | 6        | false    | 2024-04-02 21:13:08 |
| Cancelled        | Cancelled   | en       | 7        | false    | 2024-04-02 21:13:27 |

Insert a new row...

- Create choice for Pincode as:

| Access Controls  |        |        |          |          |          |                     |
|--|--------|--------|----------|----------|----------|---------------------|
| Choices (3)   Attributes   Labels (1)   Dictionary Overrides |        |        |          |          |          |                     |
| Label Search   |        |        |          |          |          |                     |
| Actions on selected rows... New                              |        |        |          |          |          |                     |
| Choices  |        |        |          |          |          |                     |
| <input type="checkbox"/>                                     | Label  | Value  | Language | Sequence | Inactive | Updated             |
| <input type="checkbox"/>                                     | 509358 | 509358 | en       |          | 1 false  | 2024-04-02 21:15:19 |
| <input type="checkbox"/>                                     | 500079 | 500079 | en       |          | 2 false  | 2024-04-02 21:15:46 |
| <input type="checkbox"/>                                     | 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 (3)   Attributes   Labels (1)   Dictionary Overrides |          |          |          |          |          |                     |
| Label Search   |          |          |          |          |          |                     |
| Actions on selected rows... New                              |          |          |          |          |          |                     |
| Choices  |          |          |          |          |          |                     |
| <input type="checkbox"/>                                     | Label    | Value    | Language | Sequence | Inactive | Updated             |
| <input type="checkbox"/>                                     | Tuition  | Tuition  | 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 21:17:53 |
| + 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                              |           |           |          |          |          |                     |
| Choices  |           |           |          |          |          |                     |
| <input type="checkbox"/>                                     | Label     | Value     | Language | Sequence | Inactive | Updated             |
| <input type="checkbox"/>                                     | Stanley   | Stanley   | en       |          | 1 false  | 2024-04-02 21:19:14 |
| <input type="checkbox"/>                                     | Naresh It | Naresh It | 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                              |                |                |          |          |          |                     |
| Choices  |                |                |          |          |          |                     |
| <input type="checkbox"/>                                     | Label          | Value          | Language | Sequence | Inactive | Updated             |
| <input type="checkbox"/>                                     | Near Market    | Near Market    | en       |          | 1 false  | 2024-04-02 21:20:53 |
| <input type="checkbox"/>                                     | Near Bus Stand | Near Bus Stand | en       |          | 2 false  | 2024-04-02 21:21:24 |
| + Insert a new row...  |                |                |          |          |          |                     |

### Activity3: Creating Student Progress Table ☐ Create a

Student Progress Table with Columns given.

- Select Add module to menu >> Salesforce.
- 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...    |                  |           |            |    |       |

### Milestone3: Form Layout

#### Activity1: Configuring Table form for Student Progress Table

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

|                        |                     |        |            |
|------------------------|---------------------|--------|------------|
| Table student progress |                     |        |            |
| ×                      | Telugu              | String | (empty) 40 |
| ×                      | 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 [+].

dev229427.service-now.com/now/nav/ui/classic/params/target/slushbucket.do%3Fsysparm\_referring\_url%3Dsys\_db\_object.do%253Fsys\_id%253D...

ServiceNow

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 -]

Cancel Save

Form view and section

View name Default view

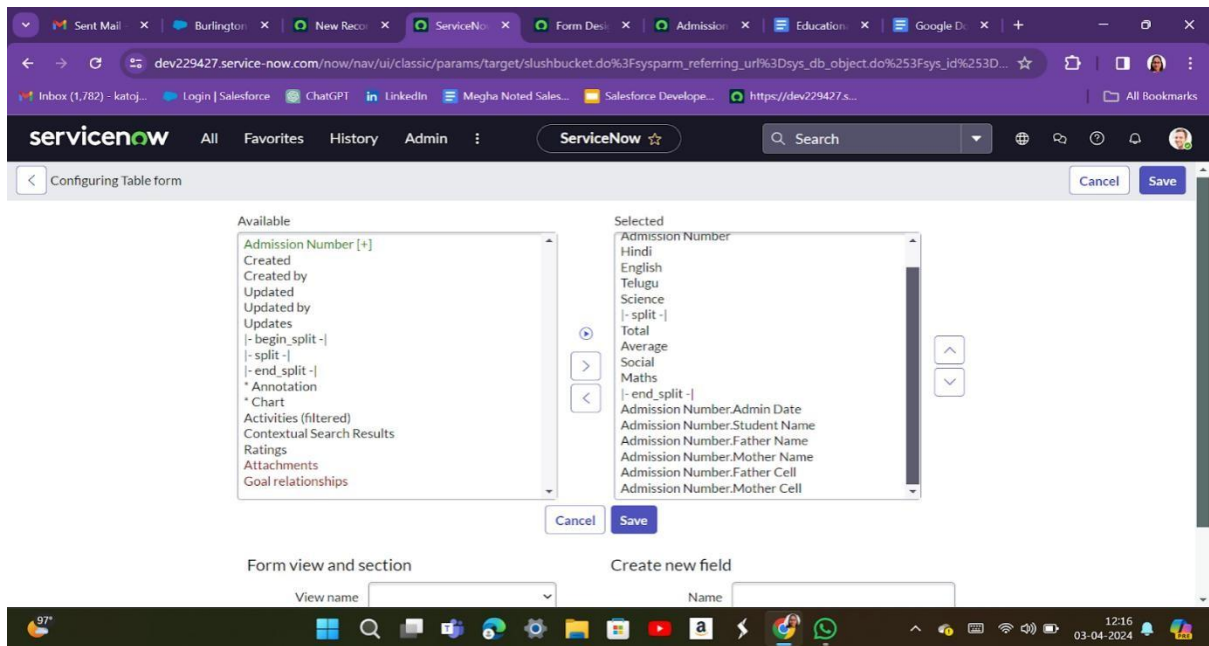
Create new field

Name

97° 12:13 03-04-2024

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

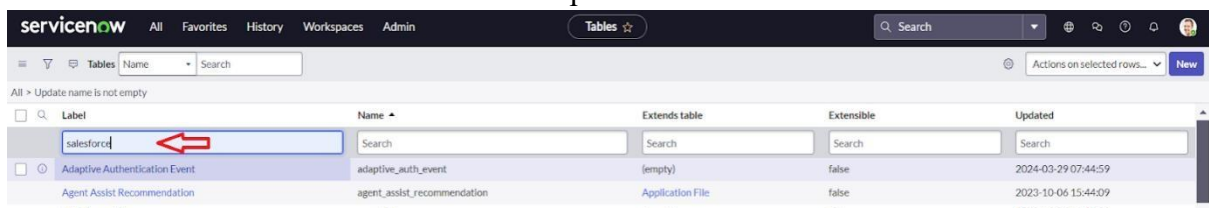




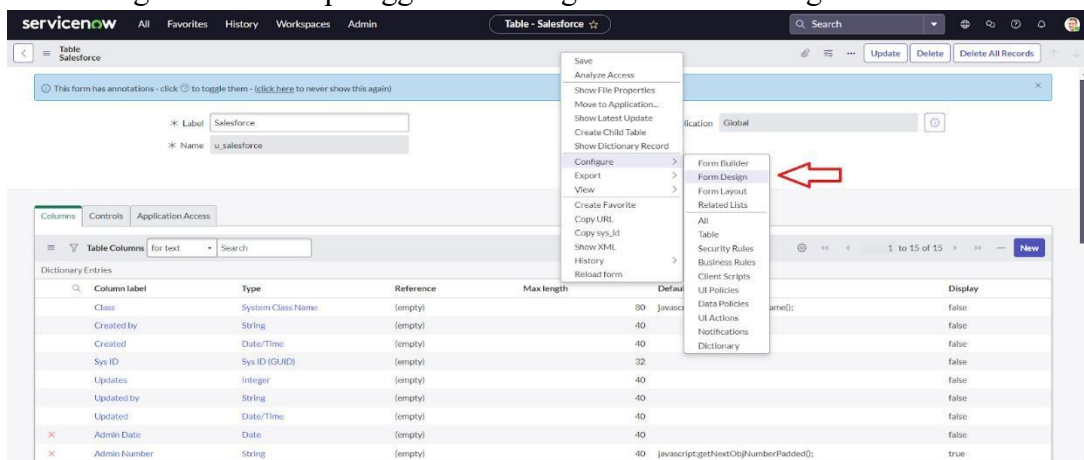
## Milestone4:Form Design

### Activity1: 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).

The screenshot shows the 'Form Design' interface. At the top, there is a dropdown menu with 'Table [sys\_db\_object]' selected. Below it, a red arrow points to the 'Salesforce' option in the dropdown. The main area shows a table structure with columns for Label, Name, and Extends table. The 'Salesforce' object is highlighted in the dropdown menu.

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

The screenshot shows the 'Form Design' interface for the 'Salesforce' object. The table structure is displayed with columns for Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. The fields are arranged in two columns.

6. Save.

## Activity2: 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' interface for the 'Admission' object. The table structure is displayed with columns for Admission Number, Admission Date, Purpose of join, Student Name, Father Name, Mother Name, Father Cell, Mother Cell, Admin Status, Comments, School Area, School, Address, Pincode, Area, District, City, and District.

## Activity3: Creating Form Design for Student progress Table

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

## Milestone5: Number Maintenance

### Activity1: Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

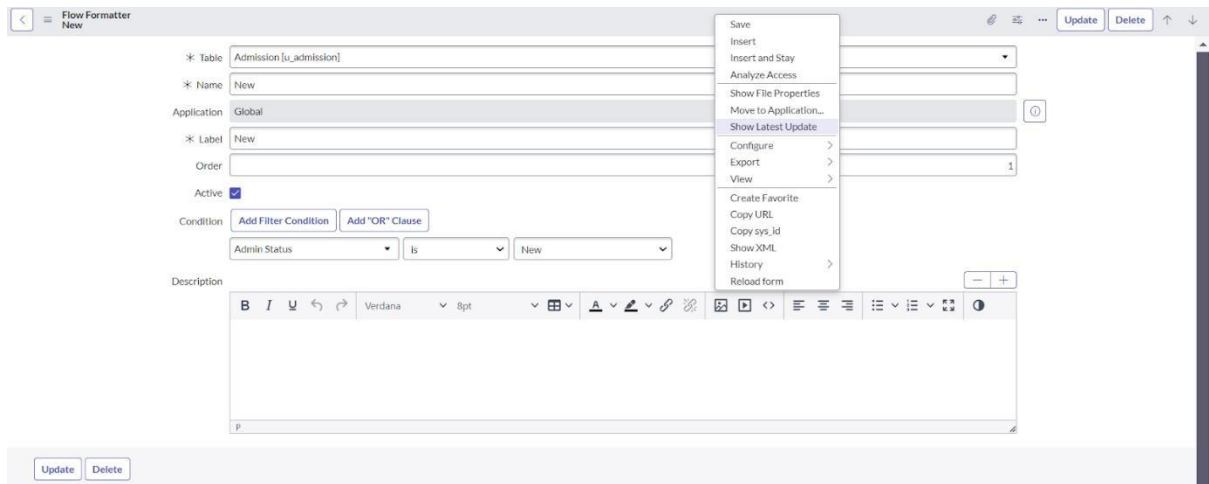
| Class Name | Reference     | Max length | Default value | Display                            |
|------------|---------------|------------|---------------|------------------------------------|
| Created by | String        | (empty)    | 80            | javascript:current.getTableName(); |
| Created    | Date/Time     | (empty)    | 40            | false                              |
| Sys ID     | Sys ID (GUID) | (empty)    | 32            | false                              |
| Updates    | Integer       | (empty)    | 40            | false                              |
| Updated by | String        | (empty)    | 40            | false                              |

- Fill the details >> Submit.

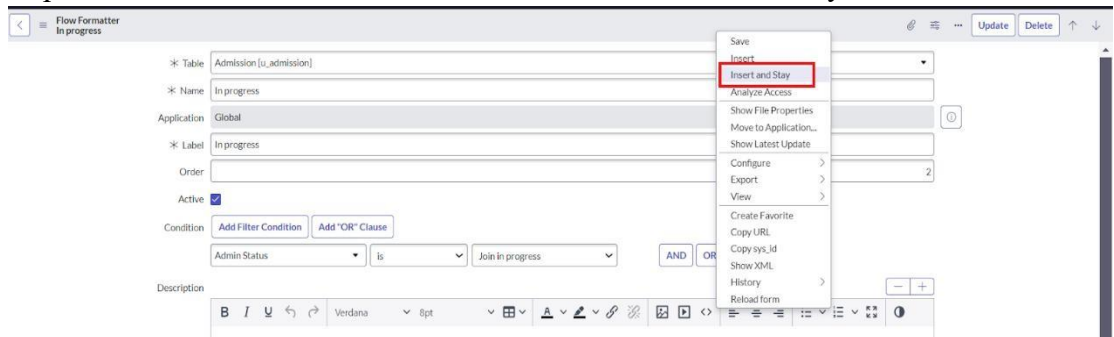
## Milestone6: Process Flow

### Activity1: 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.

## Milestone7: Client Script

### Activity1: Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.
- Fill the Details as given.

Client Script  
New record

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

Name: Auto populate

Table: Admission [u\_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script ⓘ

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6
7
8 }

```

- 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 .

## Activity2: Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a field named 'Pincode Update'. The configuration includes the following details:

- Name:** Pincode Update
- Table:** Admission [u\_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text box)
- Messages:** (Empty text box)
- Script:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');

```

- 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

```

}

```

### Activity3: Creating “Disable Fields” Client Scripts for Student progress

**Table** ☐ Fill the Details as given.

The screenshot shows the 'Client Script' configuration page in Salesforce. The title bar says 'Client Script Disable Fields'. Below the title bar, there's a message: 'This form has annotations - click ⓘ to toggle them - (click here to never show this again)'. The form has several fields: 'Name' is 'Disable Fields', 'Table' is 'Student Progress [u\_student\_progress]', 'UI Type' is 'All', and 'Type' is 'onLoad'. On the right, 'Application' is 'Global', 'Active' is checked, 'Inherited' is unchecked, and 'Global' is checked. Below these fields are 'Description' and 'Messages' text areas. At the bottom, there's a 'Script' editor with the following code:

```

1 function onLoad() {
2   //Type appropriate comment here, and begin script below
3   g_form.setDisabled('u_total',true);
4   g_form.setDisabled('u_percentage',true);
5   g_form.setDisabled('u_result',true);
6 }

```

- 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);

}
```

#### Activity4: Creating “Total Update” Client Scripts for Student progress

**Table** ☐ Fill the Details as given.

The screenshot shows the ServiceNow interface for configuring a Client Script. The title bar indicates 'Client Script - Total Up...'. The main form has the following fields:

- Name:** Total Update
- Table:** Student Progress [u\_student\_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Social
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6   if (newValue){
7     var a = parseInt(g_form.getValue('u_telugu'));
8     var b = parseInt(g_form.getValue('u_hindi'));
9     var c = parseInt(g_form.getValue('u_english'));
10    var d = parseInt(g_form.getValue('u_maths'));
11    var e = parseInt(g_form.getValue('u_science'));
12    var f = parseInt(g_form.getValue('u_social'));
13    var Total = parseInt(a+b+c+d+e+f);
14    g_form.setValue('u_total', Total);
15  }
16 }
17 }
```

At the bottom, there is a checkbox for 'Isolate script' which is currently checked.

- 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);
}
}

```

## Activity5: Creating “Result” Client Scripts for Student progress

**Table** ☐ Fill the Details as given.

The screenshot shows the 'Client Script' editor for a record named 'Result' in the 'Global' application. The form includes fields for Name, Table, UI Type, Type, Field name, Description, and Messages. The Script field contains the following JavaScript code:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6   if(newValue) {
7     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
8     if(a >= 0 && a <= 59){
9       g_form.setValue('u_result', 'Fail');
10    } else if(a >= 60 && a <= 100) {
11      g_form.setValue('u_result', 'Pass');
12    } else {
13      // ...
14    }
15  }
16 }

```

☐ 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.');
```

## Activity6: Creating “Percentage” Client Scripts for Student progress

**Table** ☐ Fill the Details as given.

The screenshot shows the Salesforce Client Script editor for a field named "Percentage". The configuration is as follows:

- Name:** Percentage
- Table:** Student Progress [u\_student\_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Total
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The **Script** tab is selected, showing the following code:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   var total = g_form.getValue('u_total');
8   var Percentage = (total/600)*100;
9   g_form.setValue('u_percentage',Percentage+'%');
10 }

```

At the bottom, there is an "Isolate script" checkbox which is currently unchecked.

☐ 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+'%');

}

## Milestone8: Result

This screenshot shows a Salesforce 'New record' form for a student admission. The form is titled 'Salesforce New record' and includes a 'Submit' button. The fields are organized into two columns. The left column contains: 'Admin Number' (text field with value 'SAL0001078'), 'Admin Date' (calendar icon), 'Grade' (dropdown menu with '--None--'), and 'Student Name' (text field). The right column contains: 'Father Name' (text field), 'Mother Name' (text field), 'Mother Cell' (text field), and 'Father Cell' (text field). A 'Submit' button is located at the bottom left of the form.

This screenshot shows a Salesforce 'Admission' form with a progress bar at the top indicating stages: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. The form is titled 'Admission New record' and includes a 'Submit' button. The fields are organized into two columns. The left column contains: 'Admission Number' (text field with search icon), 'Purpose of join' (dropdown menu with '--None--'), 'Student Name' (text field), 'Father Name' (text field), 'Mother Name' (text field), and 'Comments' (text area). The right column contains: 'Admin Date' (calendar icon), 'Grade' (dropdown menu with '--None--'), 'Fee' (text field with value '\$ 0.00'), 'Father Cell' (text field), 'Mother Cell' (text field), and 'Admin Status' (dropdown menu with '--None--'). Below the main form, there is a 'School Details' section with a 'School Area' dropdown menu (value '--None--') and a 'School' dropdown menu (value '--None--'). A 'Submit' button is located at the bottom left of the form.

This screenshot shows a Salesforce 'New Section' form for student progress tracking. The form is titled 'New Section New record' and includes a 'Submit' button. The fields are organized into two columns. The left column contains: 'Admission Number' (text field with search icon), 'Grade' (dropdown menu with '--None--'), and 'Student Name' (text field). The right column contains: 'Father Name' (text field), 'Mother Name' (text field), 'Father Cell' (text field), and 'Mother Cell' (text field). Below the main form, there is a 'Student Progress' section with a 'Telugu' text field, 'Hindi' text field, 'English' text field, 'Maths' text field, 'Science' text field, and 'Social' text field. To the right of these fields, there are three stacked text fields labeled 'Total', 'Percentage', and 'Result'. A 'Submit' button is located at the bottom left of the form.

## Conclusion:

Implementing ServiceNow in an educational organization helps streamline administrative tasks, improve communication, and enhance overall efficiency. By automating processes such as student support, IT services, HR requests, and facility management, the institution can save time and reduce manual errors. ServiceNow also provides a centralized platform where students, faculty, and staff can easily access services, track requests, and resolve issues quickly. This not only increases transparency but also improves the user experience. Ultimately, adopting ServiceNow enables educational organizations to focus more on delivering quality education and innovation rather than being slowed down by operational challenges.