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**TITLE: EDUCATIONAL ORGANISATION USING  
SERVICENOW**

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# Educational Organization Using ServiceNow

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## Abstract

This project focuses on developing a ServiceNow-based educational organization management system to automate various administrative and student-related operations. The main goal is to create a centralized platform that simplifies data management, reduces manual errors, and enhances process efficiency. Using ServiceNow modules like table creation, form design, client scripting, and workflow automation, this project establishes a structured system for managing student admissions, progress tracking, and institutional operations efficiently.

## Introduction

### Background

Most educational institutions rely on manual processes for maintaining admission data, student progress records, and departmental tasks. These processes are time-consuming and prone to inconsistencies. To overcome this, the ServiceNow platform is used to create a digital workflow-based solution for automating routine educational management tasks.

### Why ServiceNow

ServiceNow was chosen because it offers:

- A low-code/no-code platform for quick customization.
- A centralized database for all institutional data.
- Workflow automation to reduce delays in approvals and record updates.
- Client scripts and UI policies for better form control and user experience.

### Objectives

- To create a customized ServiceNow application for educational operations.
- To automate admission, student progress, and record maintenance processes.
- To design dynamic client scripts for form automation.
- To enhance data accuracy and transparency within the system.

## Problem Statement

Manual record-keeping and disconnected systems often lead to:

- Errors in admission data entry.
- Delays in tracking student progress.
- Lack of visibility in institutional performance.
- Duplication of data across departments.

This project addresses these inefficiencies by building a ServiceNow application that integrates tables, forms, and automated scripts into a unified management system.

## Methodology / System Design

### Design Approach

The project follows a structured modular design, implemented through:

- ServiceNow Studio for creating the application.
- Update Sets for version control and migration.
- Custom Tables for storing educational data.
- Form Layouts for structured data input.
- Client Scripts for dynamic automation.
- Workflows for managing request and approval processes.

### System Architecture

The architecture includes:

1. **Frontend:** Form layouts for user interaction (Admission, Student Progress, Salesforce).
2. **Backend:** Custom tables, scripts, and workflows to handle logic and data flow.
3. **Automation Layer:** Client scripts for auto-calculations, validations, and updates.
4. **Result Generation:** Automated progress calculation and result display.

## User Interface (UI) and User Experience (UX)

- **Form Layout:** Designed forms for Salesforce, Admission, and Student Progress tables with clean field organization.
- **Form Design:** Enhanced with auto-populate and field validation scripts.
- **Process Flow:** Clear workflow for admissions and student progress evaluation.
- **Client Scripts:** Automated form behaviors to improve usability and reduce errors.

## Implementation Details

### Platform Setup

- Created a ServiceNow Developer Instance.
- Configured the environment and created roles for admin and faculty users.
- Set up Update Sets to track project changes.

## Development and Customization

### 1. Table Creation

- **Salesforce Table:** Stores staff and institutional data.
- **Admission Table:** Maintains student admission records.
- **Student Progress Table:** Tracks student performance and results.

### 2. Form Layout

Configured table forms for easy data input, especially the Student Progress Table, ensuring all fields are properly aligned and accessible.

### 3. Form Design

- Designed custom forms for each table:
  - Salesforce Table
  - Admission Table
  - Student Progress Table

### 4. Number Maintenance

- Created number maintenance for generating unique Admin Numbers automatically.

## 5. Process Flow

- Implemented workflow for Admission Table to automate admission process approvals and progress tracking.

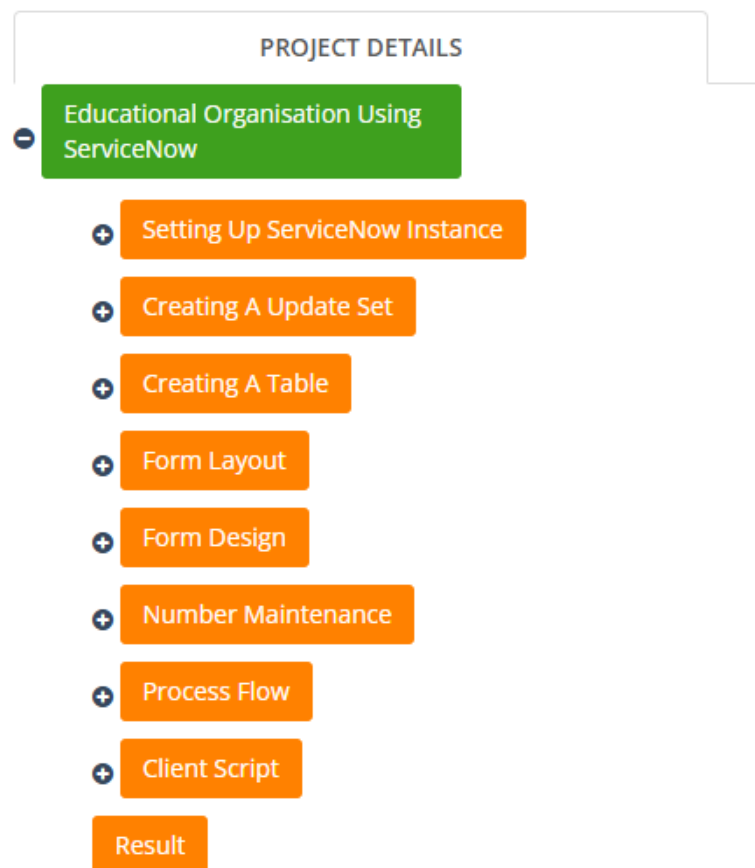
## 6. Client Scripts

Created and tested multiple client scripts for automation:

- **Auto Populate Script** – Automatically fills related fields in the Admission table.
- **Pincode Update Script** – Auto-updates postal area details.
- **Disable Fields Script** – Locks fields in Student Progress table post-submission.
- **Total Update Script** – Calculates total marks dynamically.
- **Result Script** – Displays Pass/Fail status based on total.
- **Percentage Script** – Calculates percentage automatically.

## Screenshots

1. **Project Structure Overview** – Shows ServiceNow module hierarchy.

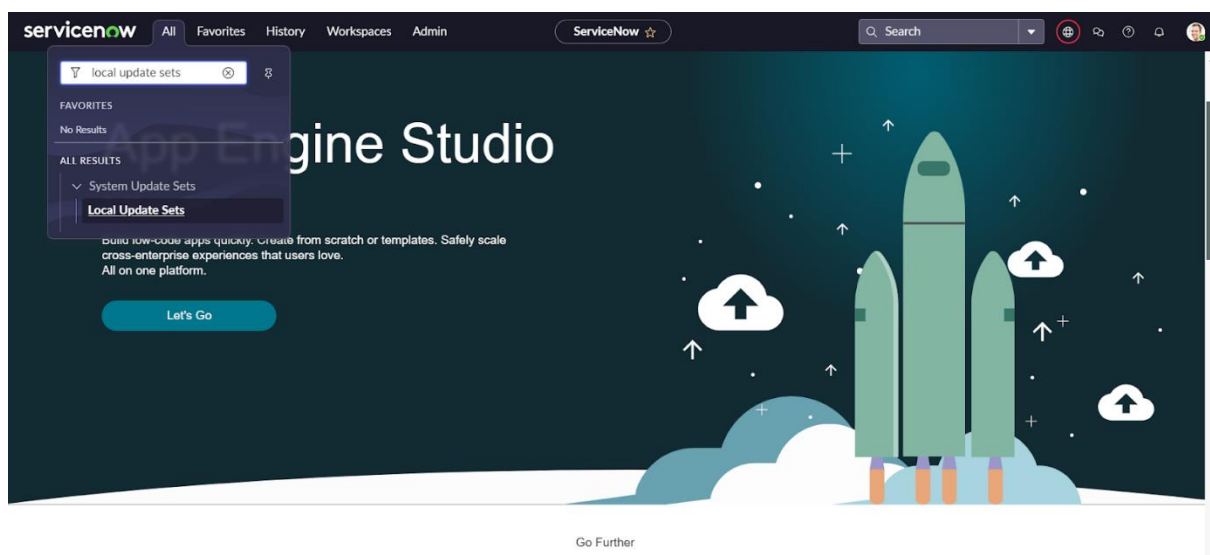


## Setting up ServiceNow Instance

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.

## Creating a Update Set

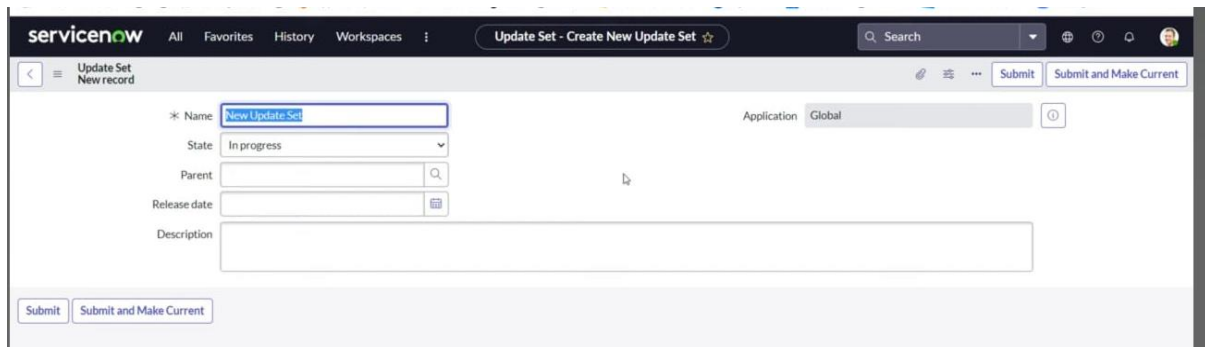
1. Click on All >> Local update sets .



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.



## 2. Table Creation Page – Displays Salesforce, Admission, and Progress tables.

### 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 .

X

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

Click on controls >> Enable Extensible.

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.

## 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 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.getTableName(); | 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

Actions on selected rows... New

| 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

| 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 (3) 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 |
| 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

| Label          | Value          | Language | Sequence | Inactive | Updated             |
|----------------|----------------|----------|----------|----------|---------------------|
| Near Market    | Near Market    | en       | 1        | false    | 2024-04-02 21:20:53 |
| Near Bus Stand | Near 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... |           |            |    |       |

## 3. Form Design Interface – Admission and Progress table layouts.

### Configuring Table form for Student Progress Table

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

Table configuration for Student Progress Table:

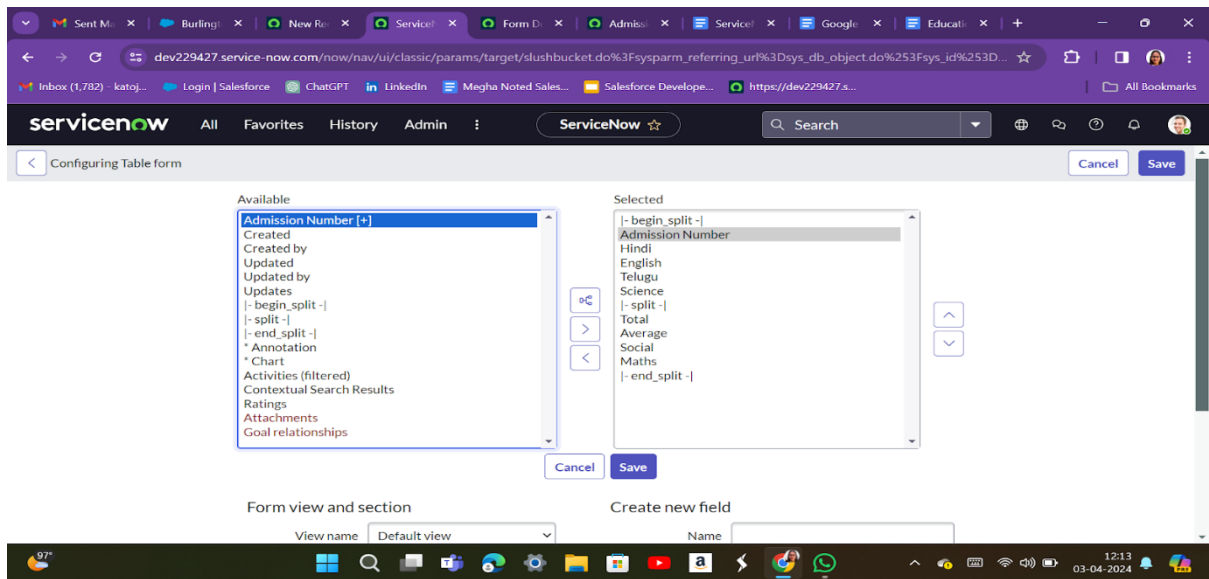
| Table student progress |                     |        |         |    |
|------------------------|---------------------|--------|---------|----|
| ×                      | Telugu              | String | (empty) | 40 |
| ×                      | Total               | String | (empty) | 40 |
| +                      | Insert a new row... |        |         |    |

Buttons: Update, Delete, Delete All Records

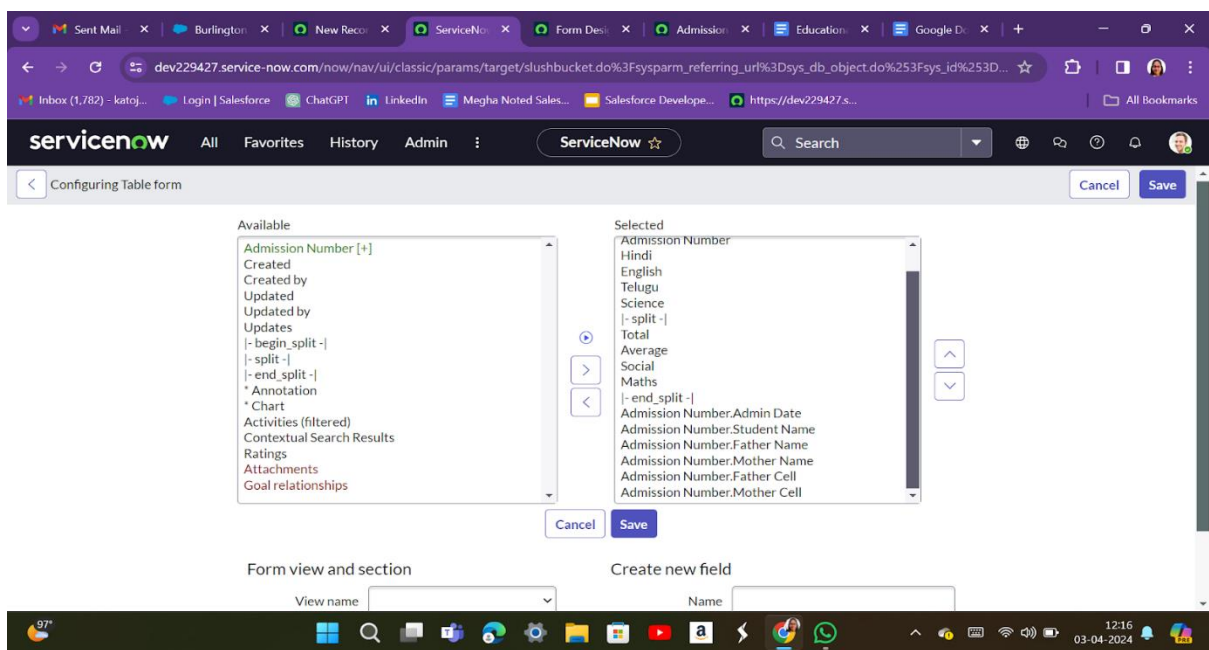
Related Links:

- [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 [+].



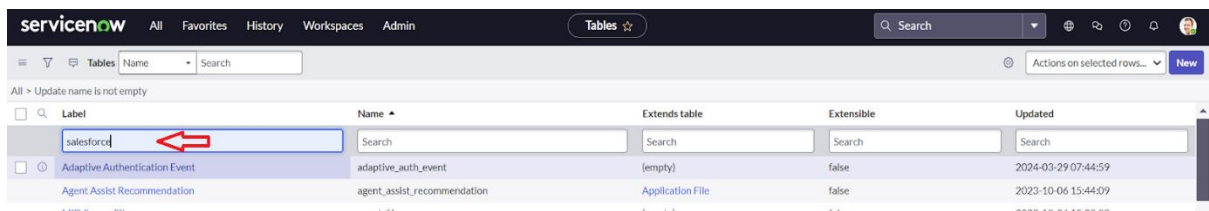
- Select below Admission Number fields in Available side and send it to selected side as below >>> save.



## Creating Form Design for Salesforce Table

1.All >> System Definition >> Tables .

## 2.In Label Search for Salesforce and open .



| Label                         | Name                        | Extends table    | Extensible | Updated             |
|-------------------------------|-----------------------------|------------------|------------|---------------------|
| salesforce                    | Search                      | Search           | Search     | Search              |
| 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 |

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

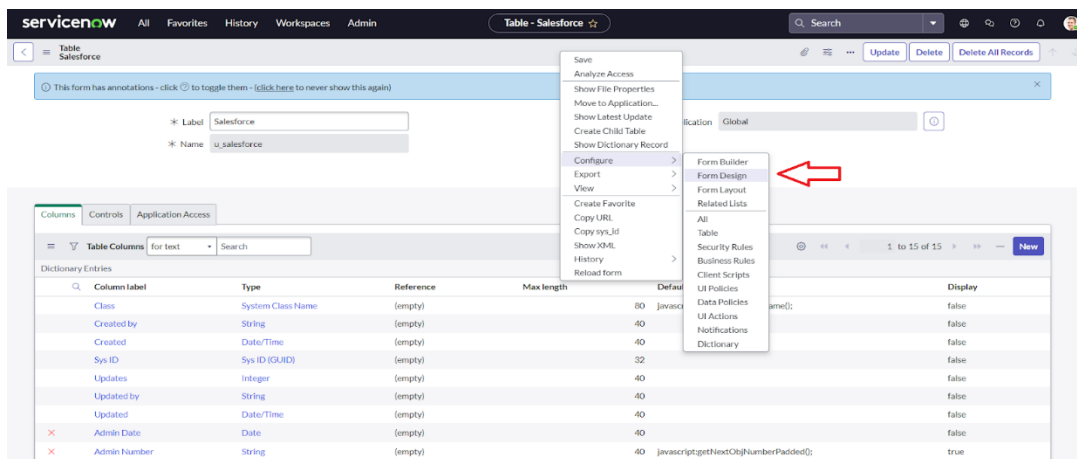


Table - Salesforce

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

\* Label: Salesforce

\* Name: u.salesforce

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

| Column label | Type              | Reference | Max length | Default                              | Display |
|--------------|-------------------|-----------|------------|--------------------------------------|---------|
| Class        | System Class Name | (empty)   | 80         | java                                 | 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   |
| Admin Date   | Date              | (empty)   | 40         |                                      | false   |
| Admin Number | String            | (empty)   | 40         | javascript:getNextObjNumberPadded(); | true    |

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  
Form Builder  
Form Design  
Form Layout  
Related Lists  
All  
Table  
Security Rules  
Business Rules  
Client Scripts  
UI Policies  
Data Policies  
UI Actions  
Notifications  
Dictionary

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

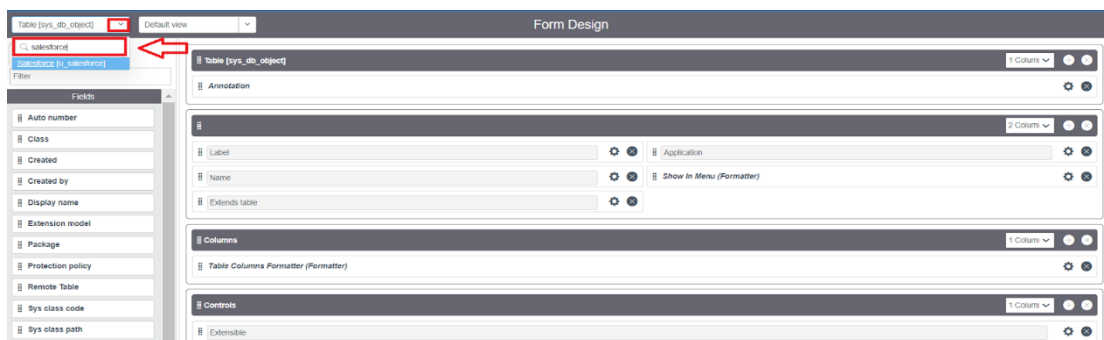


Table [sys\_db\_object] Default view

Form Design

Table [sys\_db\_object]

Annotation

Label

Name

Extends table

Columns

Table Columns Formatter (Formatter)

Controls

Extensible

Fields

- Auto number
- Class
- Created
- Created by
- Display name
- Extension model
- Package
- Protection policy
- Remote Table
- Sys class code
- Sys class path

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

Salesforce [u\_salesforce] Default view Form Design Undo Save

Fields Field Types

Filter

Fields

- Class
- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Salesforce [u\_salesforce] 2 Column

- Admin Number
- Admin Date
- Grade
- Student Name
- Father Name
- Mother Name
- Father Cell
- Mother Cell

6. Save.

## Creating Form Design for Admission Table

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

Admission [u\_admission] Default view Form Design Undo Save

Fields Field Types

Filter

Fields

- Admin Number
- Class
- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Admission [u\_admission] 1 Column

- Admission Number
- Admission Date
- Purpose of job
- Student Name
- Father Name
- Mother Name
- Admin Date
- Grade
- Fee
- Father Cell
- Mother Cell
- Admin Status
- Comments
- School Details
- School Area
- School
- Address
- Pincode
- Area
- Mandal
- City
- House No
- District

## Creating Form Design for Student progress Table

Follow the same steps as Activity

1, Configure the fields as below and Save.

Student Progress [u, study] Default view Form Design Undo Save

Fields Field Types

Filter Fields

Class

Created

Created by

Social

Updated

Updated by

Updates

Formatters

Activities (Filtered)

Contextual Search Results

Referrals

New Section 1 Column

Admission Number

2 Column

Admission Number Grade

Admission Number Father Name

Admission Number Mother Name

Admission Number Father Cell

Admission Number Mother Cell

Student Progress 2 Column

Telugu

Hindi

English

Maths

Science

Total

Percentage

Result

#### 4. Workflow Editor – Admission process flow configuration.

#### Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

servicenow All Favorites History Workspaces Admin Table - Salesforce Search Update Delete Delete All Records 1 to 15 of 15 New

number

FAVORITES No Results

ALL RESULTS

System Definition

Number Maintenance

| Class Name | Reference     | Max length | Default value                         | Display |
|------------|---------------|------------|---------------------------------------|---------|
| Created by | String        | (empty)    | 80 javascript:current.getTableName(); | 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   |

- Fill the details >> Submit.

servicenow All Favorites History Workspaces Admin Number - SAL Search Update Delete

Number SAL

\* Table Salesforce

Prefix SAL

\* Number 1,000

Application Global

Number of digits 7

Update Delete

Related Links

Show Counter

## Creating Process Flow for Admission Table

- All >> Process Flow>> New.
- Fill the Details as given Below

Flow Formatter New

\* Table: Admission [u\_admission]

\* Name: New

Application: Global

\* Label: New

Order:

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is New

Description:

Update Delete

- Right Click on toggle and click on the save .
- Replace the Name and Label as below and click on Insert on stay.

Flow Formatter In progress

\* Table: Admission [u\_admission]

\* Name: In progress

Application: Global

\* Label: In progress

Order:

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is Join in progress

Description:

Update Delete

- 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.

## 5. Client Script Section – List of automation scripts created.

### 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 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); }
```



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

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for 'Pincode Update'. The 'Name' field is 'Pincode Update'. The 'Table' is 'Admission [u\_admission]'. The 'UI Type' is 'Desktop'. The 'Type' is 'onChange'. The 'Field name' is 'Pincode'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Inherited' checkbox is unchecked. The 'Global' checkbox is checked. The 'Description' and 'Messages' fields are empty. The 'Script' field contains the following code:

```
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
}

```

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

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a field named 'Disable Fields'. The window has a title bar with 'Client Script' and 'Disable Fields'. Below the title bar is a blue notification bar that says 'This form has annotations - click [icon] to toggle them - (click here to never show this again)'. The main area contains several fields and checkboxes:

- Name:** Disable Fields
- Table:** Student Progress [u\_student\_progress]
- UI Type:** All
- Type:** onLoad
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (empty text area)
- Messages:** (empty text area)
- Script:**

```

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);

}

```

## Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor interface. At the top, the breadcrumb is 'Client Script - Total Up...'. The main header indicates 'You are editing a record in the Global application (cancel)'. The form fields are as follows:

- 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
6   //Type appropriate comment here, and begin script below
7   if (newValue){
8     var a = parseInt(g_form.getValue('u_telugu'));
9     var b = parseInt(g_form.getValue('u_hindi'));
10    var c = parseInt(g_form.getValue('u_english'));
11    var d = parseInt(g_form.getValue('u_maths'));
12    var e = parseInt(g_form.getValue('u_science'));
13    var f = parseInt(g_form.getValue('u_social'));
14    var Total = parseInt(a+b+c+d+e+f);
15    g_form.setValue('u_total', Total);
16  }
17 }

```
- Isolate script:** ☒

- 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);
  }
}

```

## Creating “Result” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the 'Client Script' editor for the 'Result' field. The form includes the following fields:

- Name: Result
- Table: Student Progress [u\_student\_progress]
- UI Type: All
- Type: onChange
- Field name: Percentage
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒
- Description: (empty text area)
- Messages: (empty text area)
- Script: (code editor with 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   if(newValue) {  
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison  
9     if(a >= 0 && a <= 59){  
10      g_form.setValue('u_result','Fail');  
11    } else if(a >= 60 && a <= 100) {  
12      g_form.setValue('u_result','Pass');  
13    } else {  
14      // Handle the case if a is out of range (optional)  
15      g_form.addErrorMessage('Percentage should be between 0 and 100.');
```

- 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');
```

```
        }
```

```
    }
```

## Creating “Percentage” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the 'Client Script' editor for the 'Percentage' field. The form includes the following fields:

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

Description and Messages fields are empty.

The Script area contains 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 }
```

Isolate script: ☒

Update Delete

- 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+'%');  
}
```

## 6. Result Page – Final student result auto-calculated via scripts.

< Salesforce  
New record

Admin Number

Admin Date

Grade

Student Name

Father Name

Mother Name

Mother Cell

Father Cell

Submit

< Admission  
New record

New > In progress > Joined > Rejected > Rejoined > Closed > Cancelled

Admin Number

Purpose of join

Student Name

Father Name

Mother Name

Comments

Admin Date

Grade

Fee \$

Father Cell

Mother Cell

Admin Status

School Details Address

School Area

School

Submit

< New Section  
New record

Admin Number

Grade

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

## **Conclusion and Future Scope**

### **Conclusion**

The **Educational Organization Using ServiceNow** project successfully demonstrates how ServiceNow can automate and streamline educational data management. The system simplifies operations such as admissions and performance tracking, reducing manual intervention and improving data accuracy. Automated scripts and workflows make the process efficient, user-friendly, and scalable.

### **Future Scope**

- Integrating the system with **Student Information Systems (SIS)** and **LMS platforms**.
- Implementing **reporting dashboards** for analytics on admissions and performance.
- Adding **notification systems** for automated communication with students.
- Expanding workflow automation for exam scheduling, attendance, and grading.