

Educational Organisation Using ServiceNow

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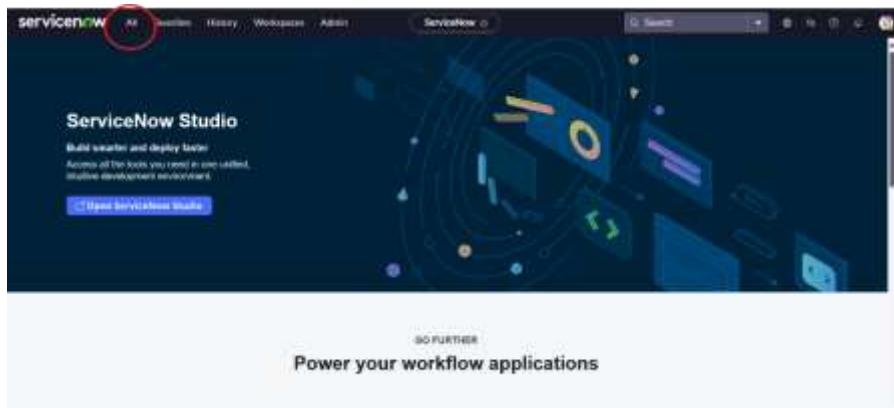
Educational Organisation Using ServiceNow

➤ 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.

➤ Steps for the 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.



➤ Create Update set:

1. Navigate to All → Local Update Sets from the left navigation pane in ServiceNow.
 2. Click on the New button to create a new update set.
 3. In the form that appears, fill in the details as follows:
 4. Name: Educational Organisation
 5. Click on Submit to save the update set.
 6. After saving, click on the newly created update set and select “Make Current”.
- This ensures that all the changes you make (tables, forms, scripts, etc.) are stored in this update set.

The screenshot shows the 'Update Set - Create Educational_Organisation 2' page in ServiceNow. At the top, there's a navigation bar with links for All, Favorites, History, Admin, and a search bar. Below the header, the form fields are displayed: 'Name' (with value 'Educational_Organisation'), 'Status' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), and a large 'Description' text area. At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current', both of which are circled in red.

➤ Create a table:

- I. Salesforce Table
- II. Admission Table
- III. Student Progress Table

I. Creating Salesforce Table

1. Go to All → Tables → New.
2. Enter Label: Salesforce → Click on Name (API name auto-generates).
3. Add required columns → Double-click to edit label → Choose correct Type.
4. Set Display = True for Admin Number → Right-click top bar → Save.

5. Go to Controls → Enable Extensible.
6. Open Admin Number → Advanced View → Default View → Enable Use Dynamic Default → Choose Get Next Padded Number → Update.
7. For Grade column → Open Choices → Add Label, Value, and Sequence.

The screenshot shows the ServiceNow 'Table - New Record' interface. At the top, there are tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. Below that, it says 'Table - New Record'. On the left, there's a sidebar with 'Table: New record'. The main area has a header 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field in a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More info...'. Below this, there are fields for 'Label' (set to 'Salesforce1') and 'Name' (set to 'u.Salesforce1'). There's also a 'Create module' checkbox and a 'New menu name' dropdown set to 'Salesforce1'. The 'Controls' tab is selected, showing the 'Dictionary Items' section. It lists three columns: 'Column Label' (with entries 'Admin number' and 'Grade'), 'Type' (both set to 'Text'), and 'Reference' (both set to null). The 'Grade' entry in the 'Column Label' column is circled in red. At the bottom, there are 'Submit' and 'Cancel' buttons.

II. Creating Admission Table

1. Go to All → Tables → New.
2. Enter Label: Admission.
3. Select Extends Table: Salesforce.
4. Tick Add module to menu → Salesforce.
5. Create all required fields for admission details.
6. Add choices for:

Admin Status

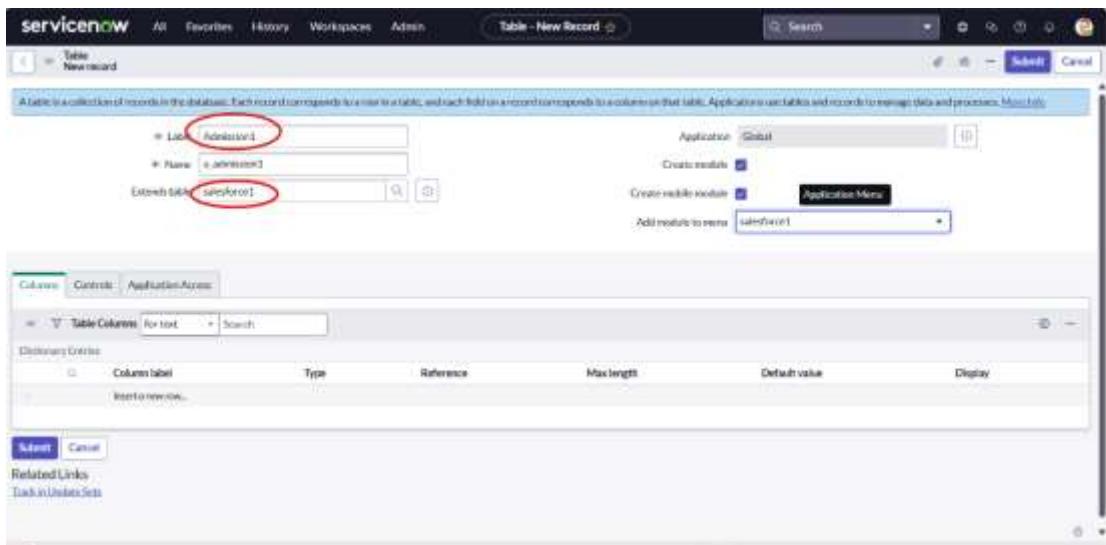
Pincode

Purpose of Join

School

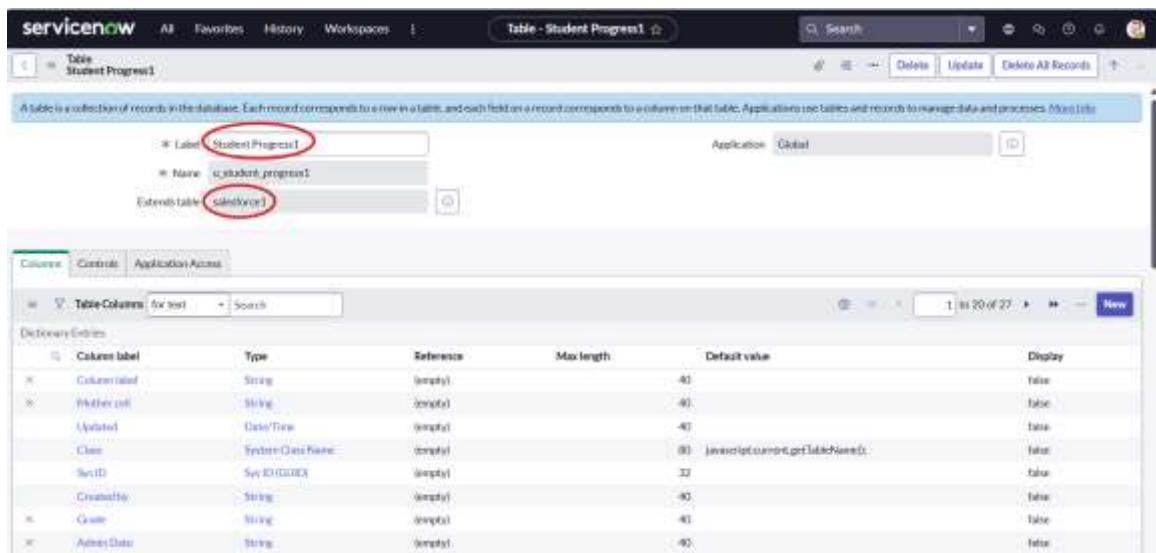
School Area

This table stores all student admission details linked to the Salesforce table.



III. Creating Student Progress Table

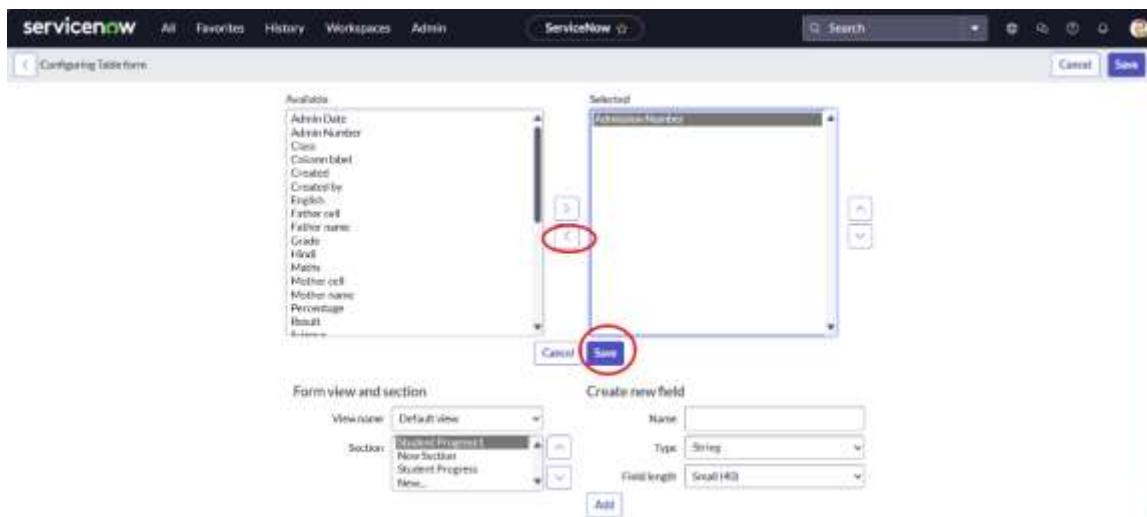
1. Go to All → Tables → New.
 2. Enter Label: Student Progress.
 3. Tick Add module to menu → Salesforce.
 4. Create all required fields for student marks and progress details.
- This table stores each student's marks, total, percentage, and result details.



➤ Form Layout

1. Open the Student Progress Table page.
2. Click on Form Layout.

3. Click on Admission Number [+].
4. From the Available list, move the required Admission Number fields to the Selected side.
5. Click Save.



➤ Form Design

- I. Salesforce Table
- II. Admission Table
- III. Student Progress Table

I. Creating Form Design for Salesforce Table

1. Go to All → System Definition → Tables.
2. In Label Search, find and open Salesforce.
3. Right-click on the top toggle → Configure → Form Design.
4. In the dropdown, select Salesforce (u_salesforce).
5. Drag and drop the required fields to the left side.
6. Click Save.

Form Design

Fields

Filter

Table

- Address Number
- Admit Date
- Grade
- Father name
- Mother name
- Father cell
- Mother cell

Formations

Activities (Filtered)

Contextual Search Results

Ratings

II. Creating Form Design for Admission Table

1. Follow the same steps as in Activity 1 (Salesforce Form Design).
2. Open the Admission Table and go to Configure → Form Design.
3. Arrange the fields as shown in the given layout.
4. Click Save.

Form Design

Fields

Filter

Table

- Address Number
- Admit Date
- Grade
- Father name
- Mother name
- Father cell
- Mother cell
- Admit Issue

Formations

Comments

School Details

School Name

Address

Person

City

District

III. Creating Form Design for Student Progress Table

1. Follow the same steps as in Activity 1 (Salesforce Form Design).
2. Open the Student Progress Table → Configure → Form Design.
3. Arrange the fields as shown in the layout.
4. Click Save.

➤ Number Maintenance

1. Go to All → Number Maintenance → New.
2. Fill in the required details (like Table name, Prefix, Number format, etc.).
3. Click Submit.

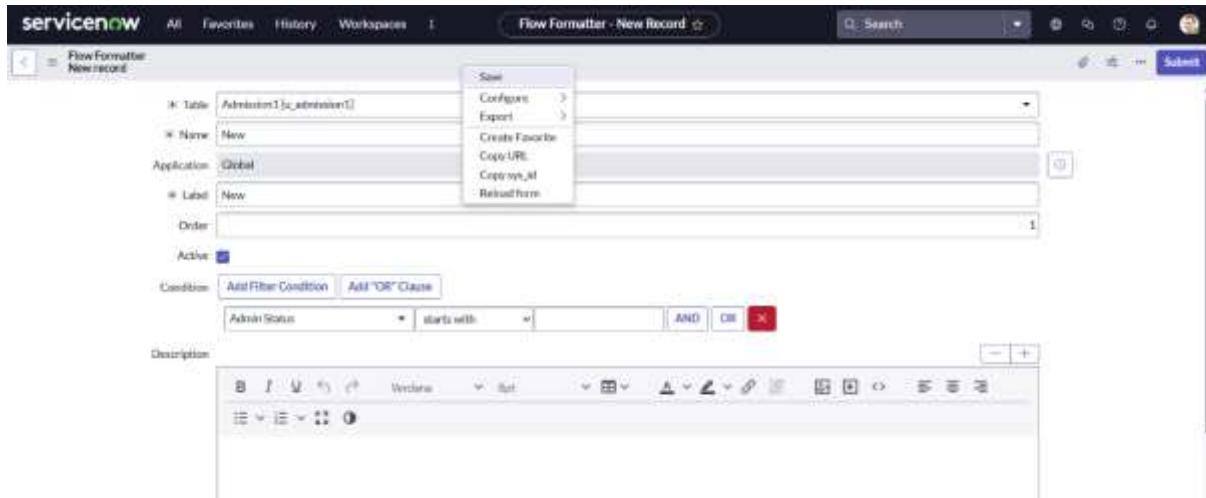
➤ Process Flow

1. Go to All → Process Flow → New.
2. Fill in the required details.
3. Right-click on the top toggle and click Save.
4. Replace the Name and Label as shown below, then click Insert and Stay each time.
 - Joined

- Rejected
- Rejoined
- Closed
- Cancelled

5. Arrange the order as:

New → In Progress → Joined → Rejected → Rejoined → Closed → Cancelled

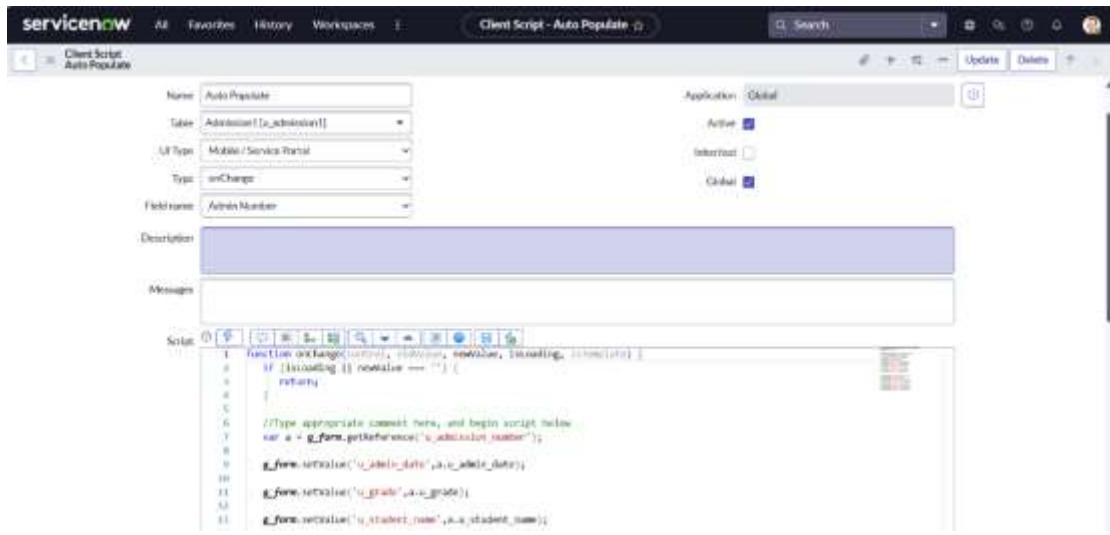


➤ Client Script

- I. Auto Populate
- II. Pincode Update
- III. Disable Fields
- IV. Total Update
- V. Result
- VI. Percentage

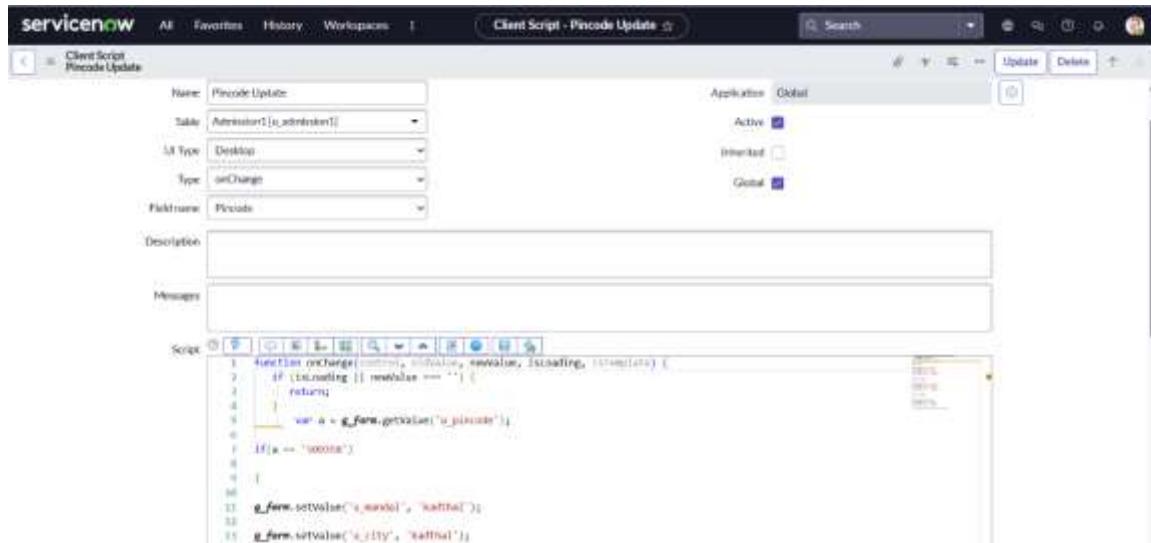
I. Creating “Auto Populate” Client Script for Admission Table

1. Go to All → Client Scripts → New.
2. Fill in the details as given.
3. Enter the code in the script section.
4. Enable Isolate Script.
5. Click Save.



II. Creating “Pincode Update” Client Script for Admission Table

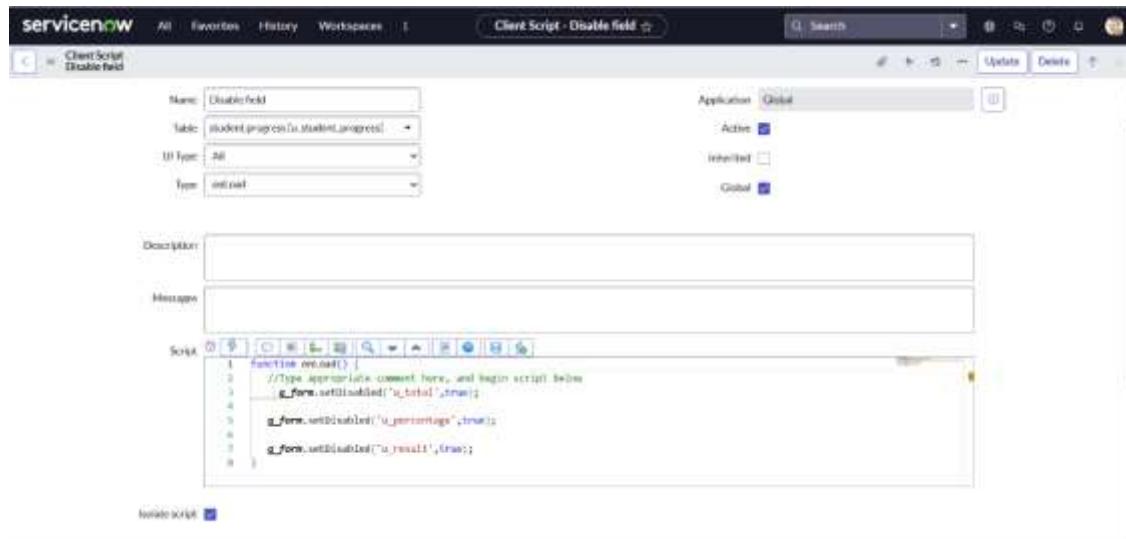
1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



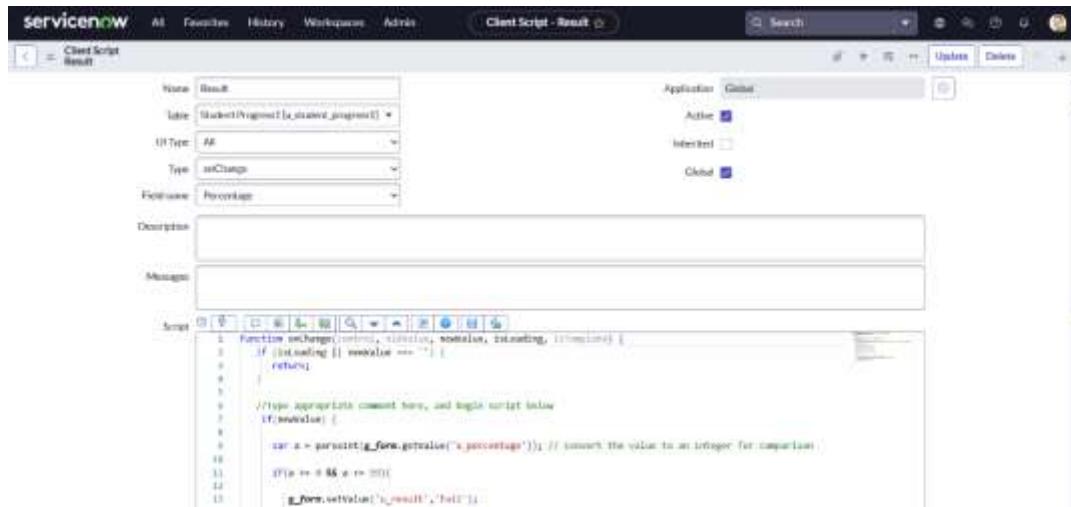
III. Creating “Disable Fields” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.

- Click Save.

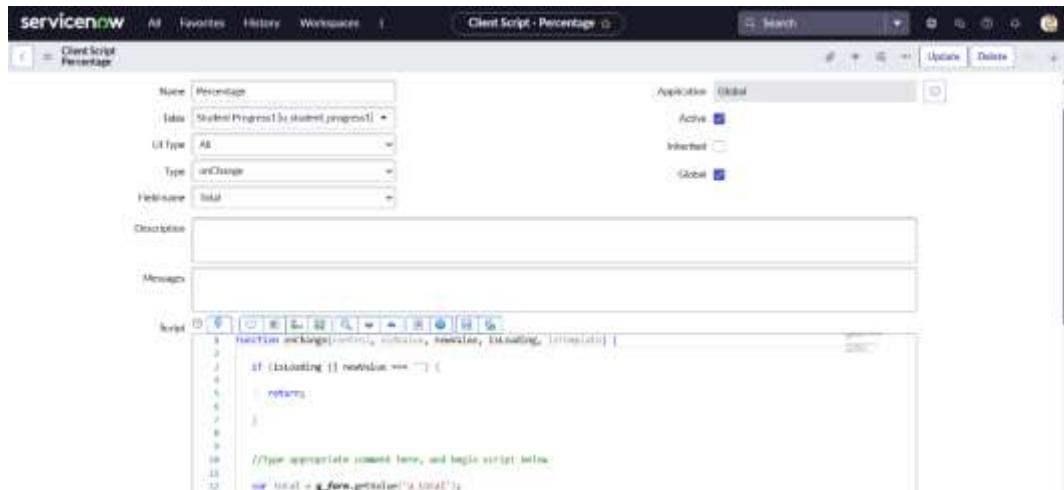


4. Click Save.



VI. Creating “Percentage” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



➤ Result

The Educational Organisation System was successfully created using ServiceNow. All modules such as Salesforce, Admission, and Student Progress were designed and configured with proper tables, forms, process flows, and client scripts.

The system can:

- Store and manage student and admission details efficiently.
- Automatically generate admin numbers and update student records.
- Display admission status and student progress in an organized manner.
- Simplify data entry using auto-populated and dynamic fields.

The screenshot shows a ServiceNow interface for creating a new record. The title bar indicates "servicenow" and "salesforce1 - Create SAL0001007". The main area contains several input fields:

Admin Number	SAL0001001
Admin Date	
Grade	
Student Name	
Father name	
Mother name	
Father cell	
Mother cell	

Below the form is a "Submit" button.

servicenow All Favorites History Workspaces | Admission1 - Create SAL0001008 | Search | [Logout](#)

Admission1
Newrecord

Admission Number		Admin Date	
Purpose of join		Grade	
Student Name		Fee	
Lastname		Father cell	
Mother name		Mother cell	
Comments		Adm Status	

School Details Address

Pincode		Area	
Postal		City	
House No		District	

servicenow All Favorites History Workspaces | Student Progress1 - Create SAL0001010 | Search | [Logout](#)

Student Progress1
Newrecord

Admission Number	
New Session	
Student Progress	
Telugu	Total
Hindi	Percentage
English	Result
Maths	
Science	