

Educational Organisation Using ServiceNow

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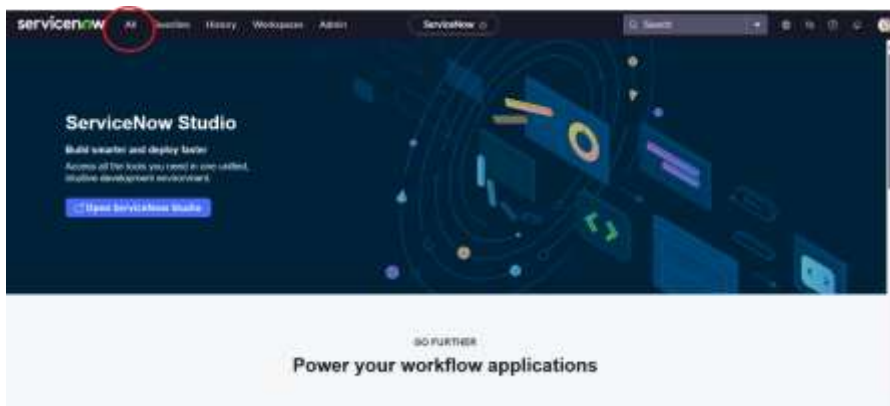
Educational Organisation Using ServiceNow

➤ 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 ServiceNow interface for creating a new update set. The breadcrumb trail is 'Update Set - Create Educational Organisation 2'. The form contains the following fields: 'Name' with the value 'Educational Organisation', 'State' with the value 'In progress', 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). The 'Application' is set to 'Global'. At the bottom left, the 'Submit' button is circled in red. At the bottom right, there are buttons for 'Submit' and 'Submit and Make Current'.

➤ 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.

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.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More info](#)

Label: Application:

Name: Create module: ☐

Extends table: Create module: ☐ Add module to menu:

Columns Controls Application Access

Table Columns: for text Search

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
Insert a new entry...						

Submit Cancel

Related Links
[Track in Updates Sets](#)

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.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More info](#)

Label: Application:

Name: Create module: ☐

Extends table: Create module: ☐ Add module to menu:

Columns Controls Application Access

Table Columns: for text Search

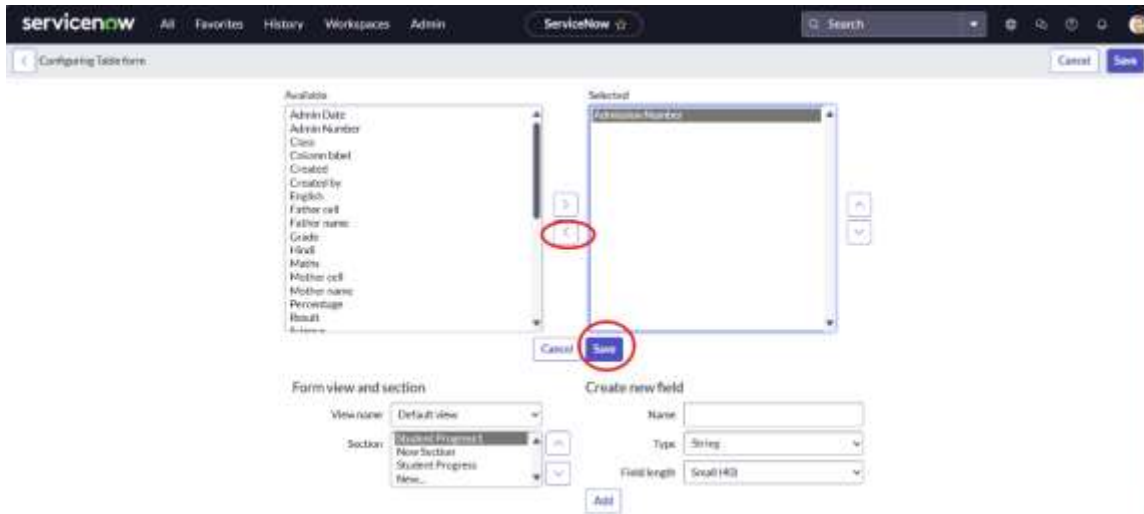
Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
<input checked="" type="checkbox"/>	Column label	String	(empty)	40		false
<input checked="" type="checkbox"/>	Whether call	String	(empty)	40		false
<input checked="" type="checkbox"/>	Updated	Date/Time	(empty)	40		false
<input checked="" type="checkbox"/>	Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
<input checked="" type="checkbox"/>	Seq ID	Seq ID (GUID)	(empty)	32		false
<input checked="" type="checkbox"/>	Created by	String	(empty)	40		false
<input checked="" type="checkbox"/>	Created	String	(empty)	40		false
<input checked="" type="checkbox"/>	Admin Date	String	(empty)	40		false

1 of 20 of 27 New

➤ 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.

The screenshot shows the Salesforce Form Design interface for the 'Admission Table'. On the left, there is a sidebar with 'Fields' and 'Formatters'. The 'Fields' section includes a search bar and a list of fields: Class, Column label, Created, Created by, Updated, Updated by, and Updates. The 'Formatters' section includes Activities (Filtered), Contextual Search Results, and Ratings. The main area displays a 2-column layout with the following fields: Admission Number, Admission Date, Grade, Student Name, Father name, Mother name, Father cell, and Mother cell. Each field has a configuration icon (gear) and a visibility icon (eye).

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.

The screenshot shows the Salesforce Form Design interface for the 'Student Progress Table'. On the left, there is a sidebar with 'Fields' and 'Formatters'. The 'Fields' section includes a search bar and a list of fields: Admission Number, Class, Column label, Created, Created by, Updated, Updated by, and Updates. The 'Formatters' section includes Activities (Filtered), Contextual Search Results, and Ratings. The main area displays a 3-column layout with the following fields: Admission Number, Admission Date, Grade, Student Name, Father name, Mother name, Father cell, Mother cell, Admission Status, Comments, School Name, School Address, Pincode, Area, City, and District. Each field has a configuration icon (gear) and a visibility icon (eye).

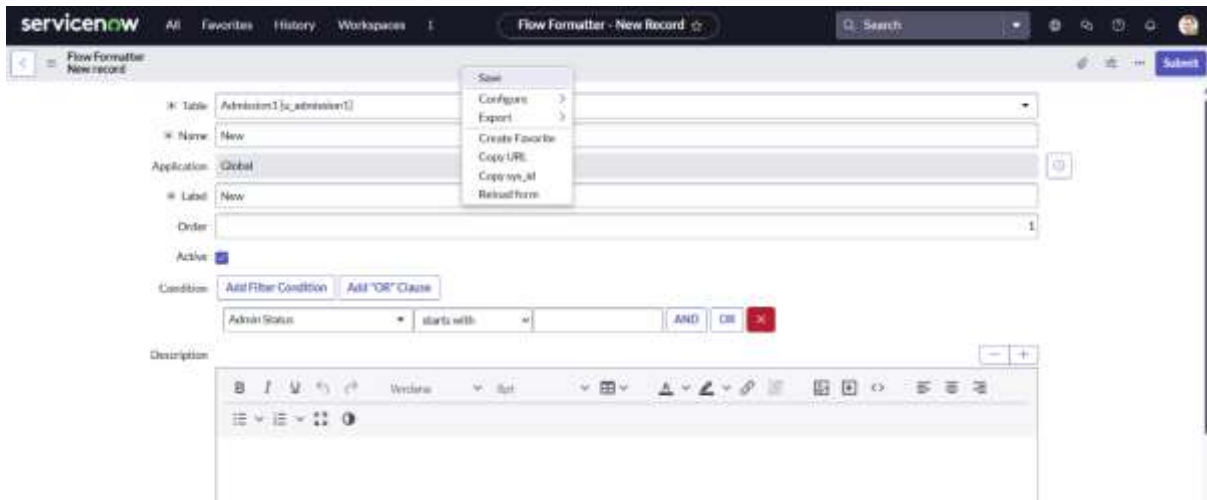
III. Creating Form Design for Student Progress Table

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.

- Rejected
- Rejoined
- Closed
- Cancelled

5. Arrange the order as:

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

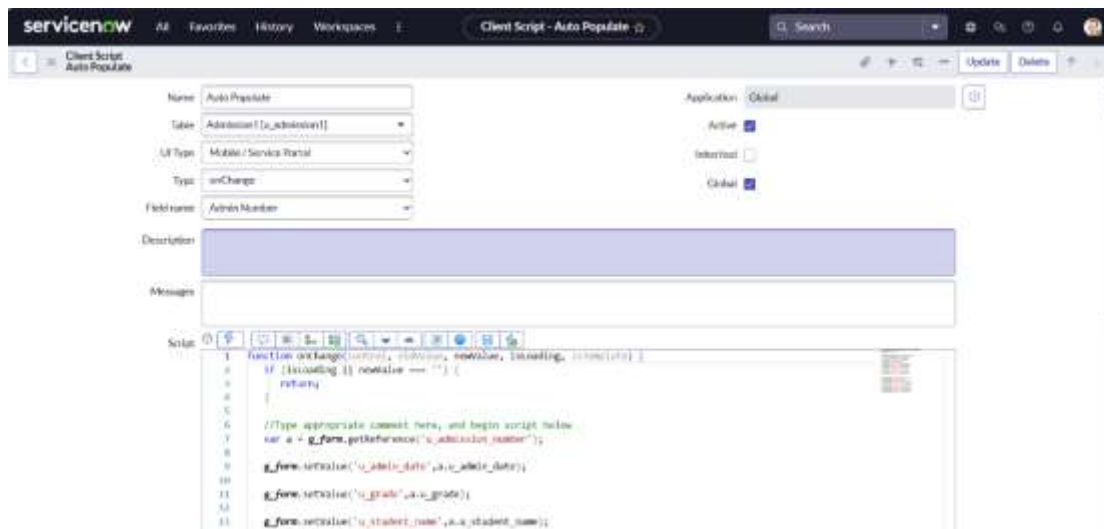


➤ Client Script

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

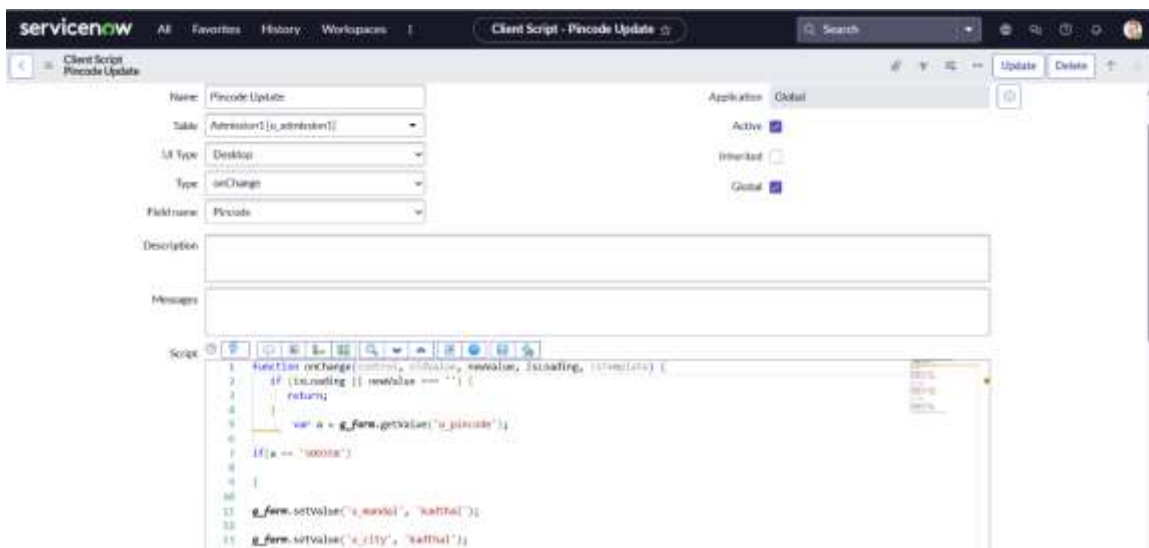
I. Creating “Auto Populate” Client Script for Admission Table

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

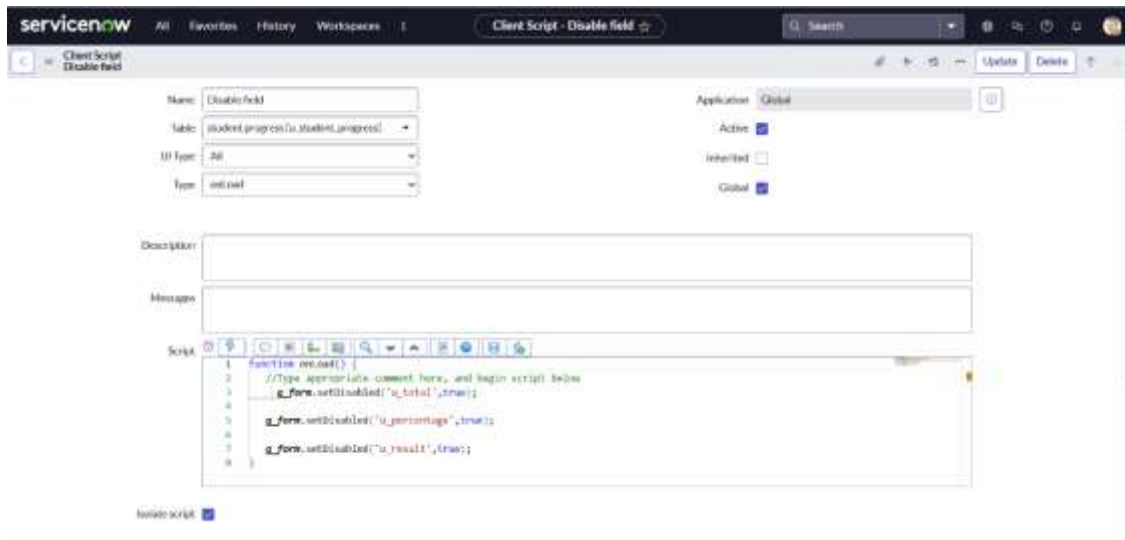
1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



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

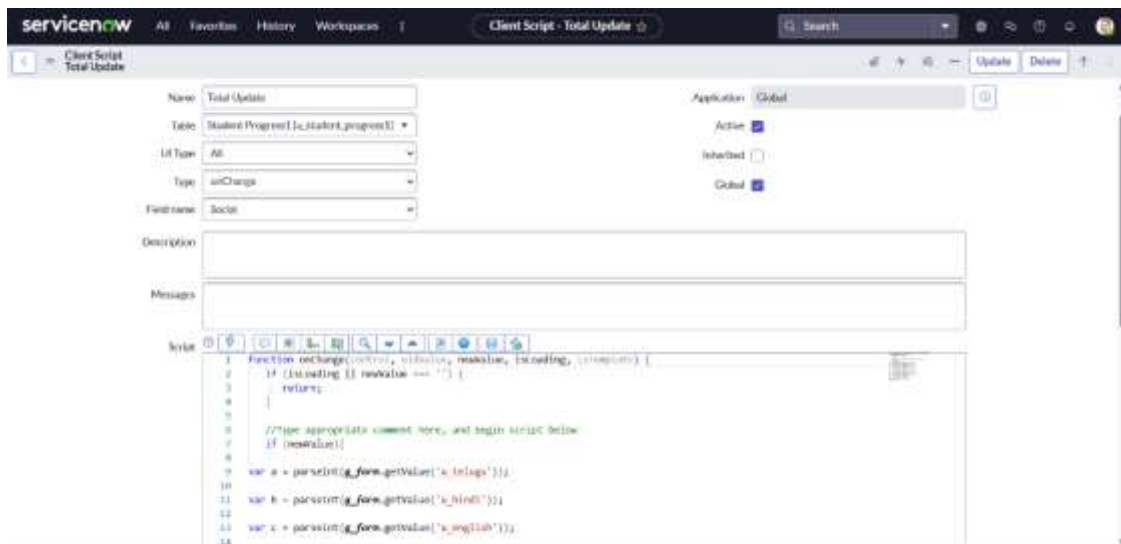
1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.

4. Click Save.



IV. Creating “Total Update” Client Script for Student Progress Table

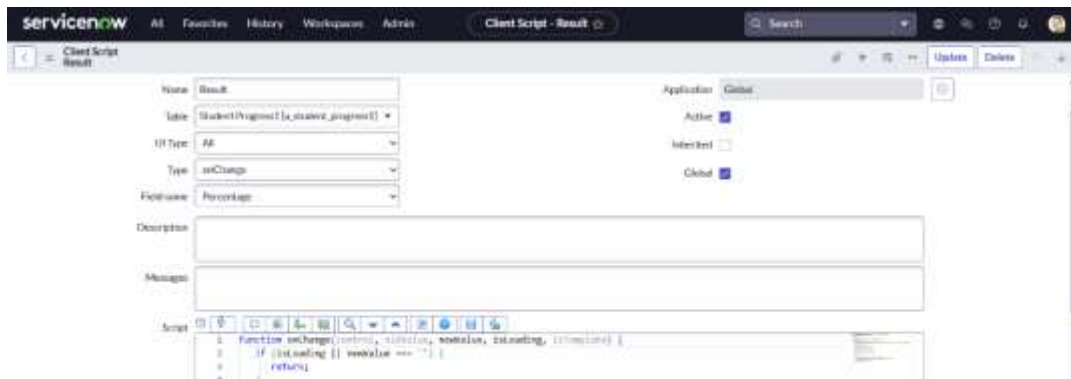
1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



V. Creating “Result” 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.



The screenshot shows the ServiceNow 'Client Script - Result' form. The 'Name' field is 'Result'. The 'Label' field is 'Result Progress [%_source.progress%]'. The 'UI Type' is 'AR'. The 'Type' is 'onChange'. The 'Field name' is 'Percentage'. The 'Application' is 'Global'. The 'Description' and 'Message' fields are empty. The 'Script' field contains the following JavaScript code:

```

1 function onChange(control, params, newValue, currentValue, isValid, onChange) {
2     if (!isValid) { newValue = "" }
3     return
4 }
5
6 //Type appropriate comment here, and toggle script below
7 if(newValue) {
8
9     var x = parseInt(g_form.getvalue("%_source.percentage%")) // convert the value to an integer for comparison
10
11     if(x >= 85 && x <= 100)
12         g_form.setValue("%_source.result%", "Full")
13 }

```

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.

The screenshot shows the ServiceNow Client Script editor for a script named 'Percentage'. The script is associated with the 'Student Progress' table and the 'uiChange' event. The 'Application' is set to 'Global'. The script code is as follows:

```

1 function onChange(control, previous, fieldname, isLoading, isEmpty, hasHeaderRow) {
2
3     if (isLoading || !previous || !fieldname) {
4
5         return;
6     }
7
8
9
10    //Type appropriate comment here, and begin script below
11
12    var total = g_form.getValue('g_total');
  
```

➤ **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 in the 'salesforce1' table. The breadcrumb trail indicates the path: 'salesforce1 > Create SAL0001007'. The form contains several input fields:

- Admin Number:** A text field containing the value 'SAL0001001'.
- Admin Date:** An empty text field.
- Grade:** An empty text field.
- Student Name:** An empty text field.
- Father name:** An empty text field.
- Mother name:** An empty text field.
- Father cell:** An empty text field.
- Mother cell:** An empty text field.

A 'Submit' button is located at the bottom left of the form area. The top navigation bar includes the 'servicenow' logo, navigation links (All, Favorites, History, Workspaces), a search bar, and a user profile icon.

servicenow All Favorites History Workspaces | Admission1 - Create SAL0001008 Search

Admission1 New record Submit

Admission Number	<input type="text"/>	Admission Date	<input type="text"/>
Purpose of job	<input type="text"/>	Grade	<input type="text"/>
Student Name	<input type="text"/>	Fee	<input type="text"/>
Father name	<input type="text"/>	Father cell	<input type="text"/>
Mother name	<input type="text"/>	Mother cell	<input type="text"/>
		Admission Status	<input type="text"/>
Comments	<input type="text"/>		

School Details Address

Pincode	<input type="text"/>	Area	<input type="text"/>
Mandal	<input type="text"/>	City	<input type="text"/>
House No	<input type="text"/>	District	<input type="text"/>

Submit

servicenow All Favorites History Workspaces | Student Progress1 - Create SAL0001010 Search

Student Progress1 New record Submit

Admission Number

New Section Student Progress

Telugu	<input type="text"/>	Total	<input type="text"/>
Hindi	<input type="text"/>	Percentage	<input type="text"/>
English	<input type="text"/>	Result	<input type="text"/>
Maths	<input type="text"/>		
Science	<input type="text"/>		

Submit