

EDUCATIONAL ORGANISATION USING SERVICENOW

Team Id: NM2025TMID20011

Team Members: 4

Team Leader: DILLI SREE.G.H

Team Member 1 : HARINI.M

Team Member 2 : OOVIIYA.M

Team Member 3 : DEEPALAKSHMI.N

Problem statement:

Objective:

Skills:

Educational Organisation Using ServiceNow

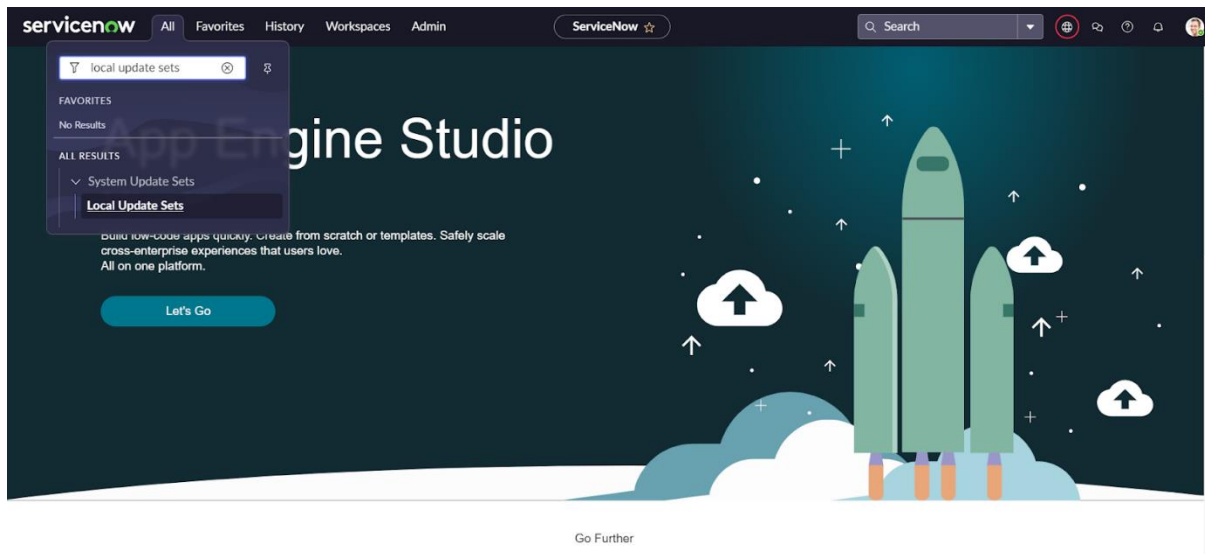
The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

Setting up ServiceNow Instance

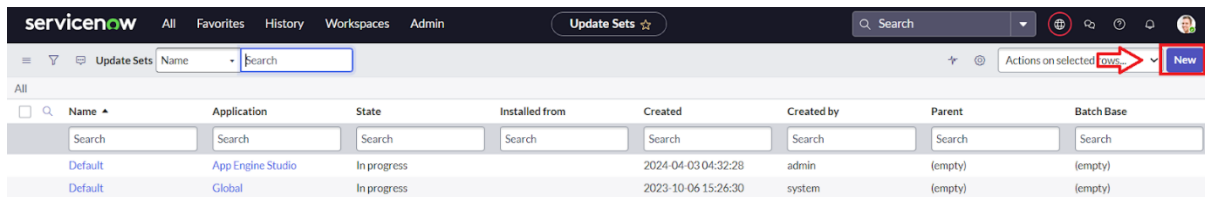
1. Sign up for a developer account on the ServiceNow Developer site
“https://developer.servicenow.com”.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
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

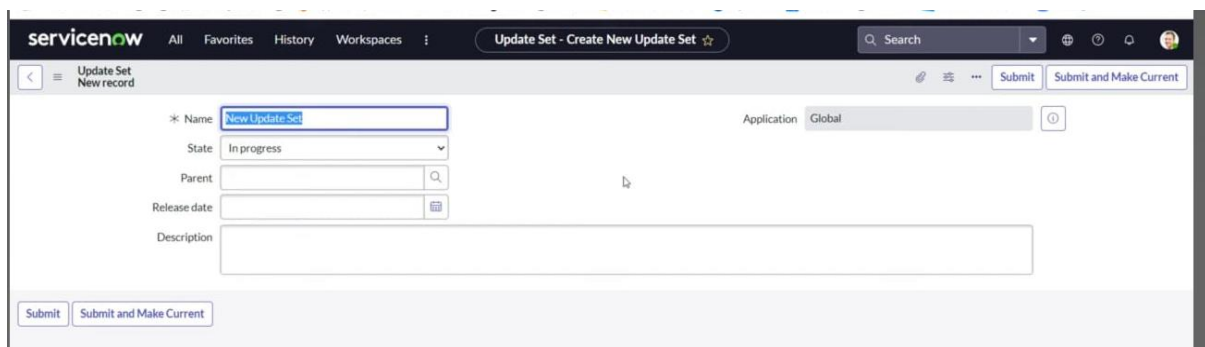
1. Click on All >> Local update sets .



2. Click on new



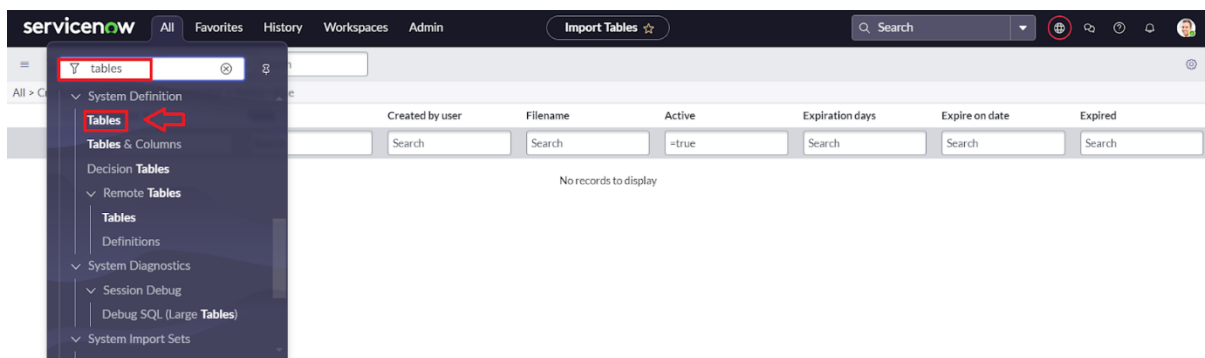
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



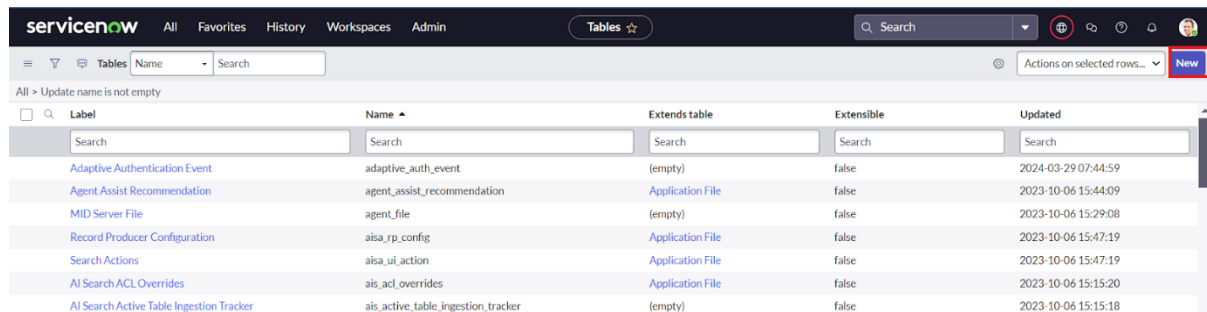
Creating a Table

Creating Salesforce Table.

- All >> Tables.

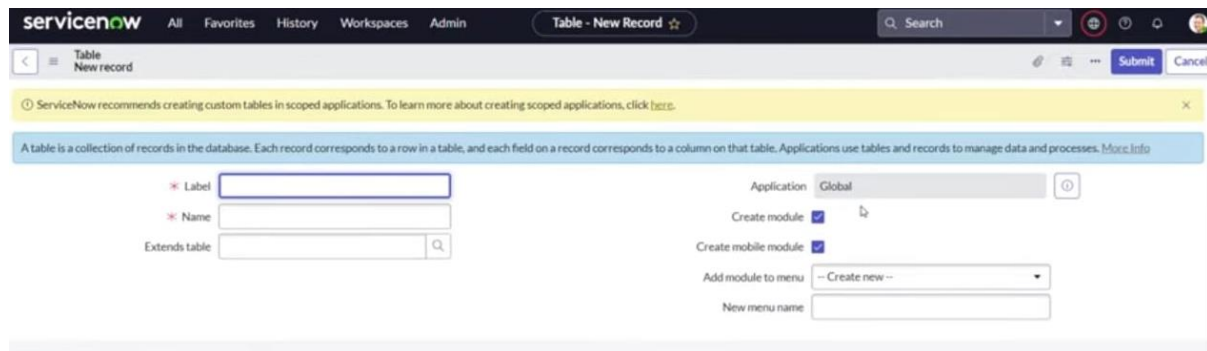


- Click on new



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_acl_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.



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

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:

Name:

Extends table:

Application:

Create module: ☒

Create mobile module: ☒

Add module to menu:

New menu 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

① This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

* Label

* Name

Extends table 🔍

Create

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

Save

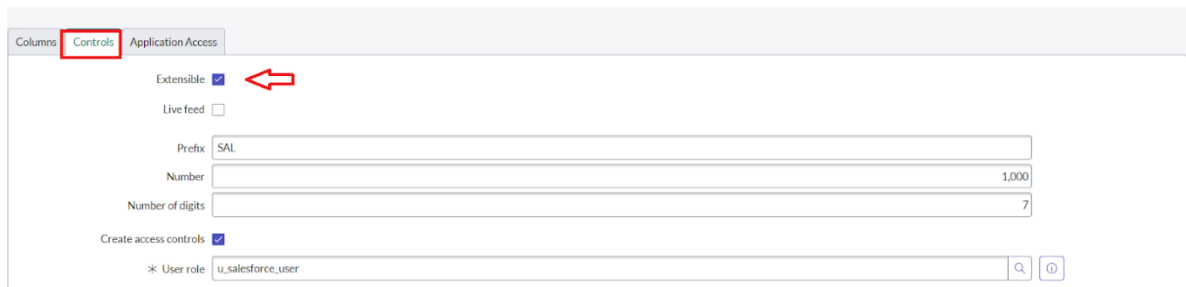
Columns Controls Application Access

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

- Click on controls >> Enable Extensible.



Columns **Controls** Application Access

Extensible ☒ 

Live feed ☐

Prefix SAL

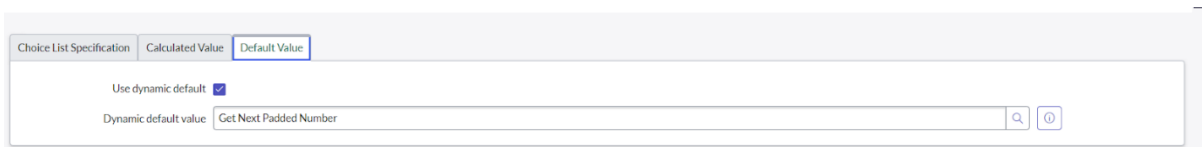
Number 1,000

Number of digits 7

Create access controls ☒

* User role u_salesforce_user

- 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 .

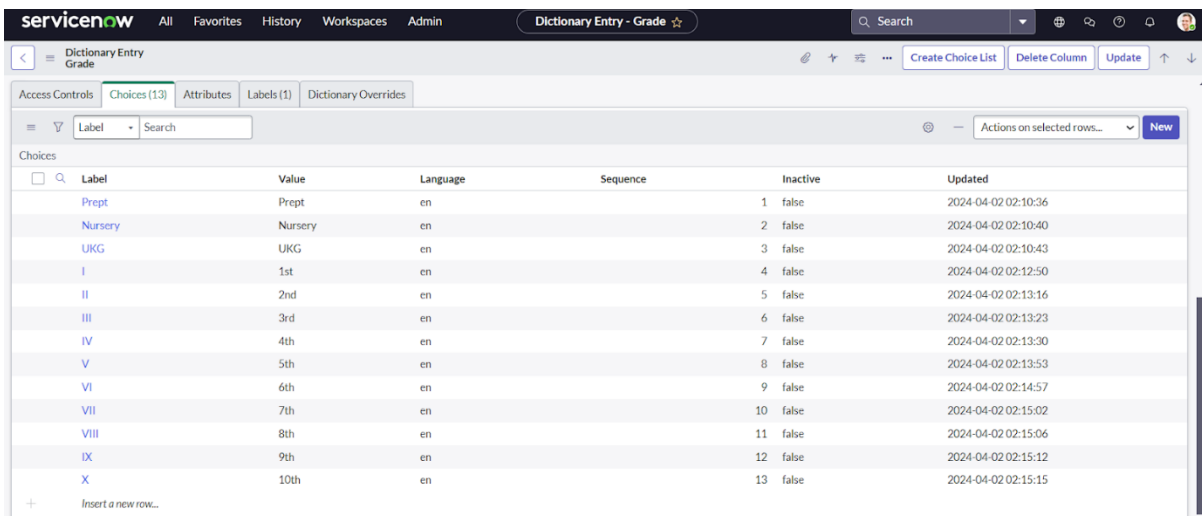


Choice List Specification Calculated Value **Default Value**

Use dynamic default ☒

Dynamic default value Get Next Padded Number

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



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

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:

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...				

Form Layout

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

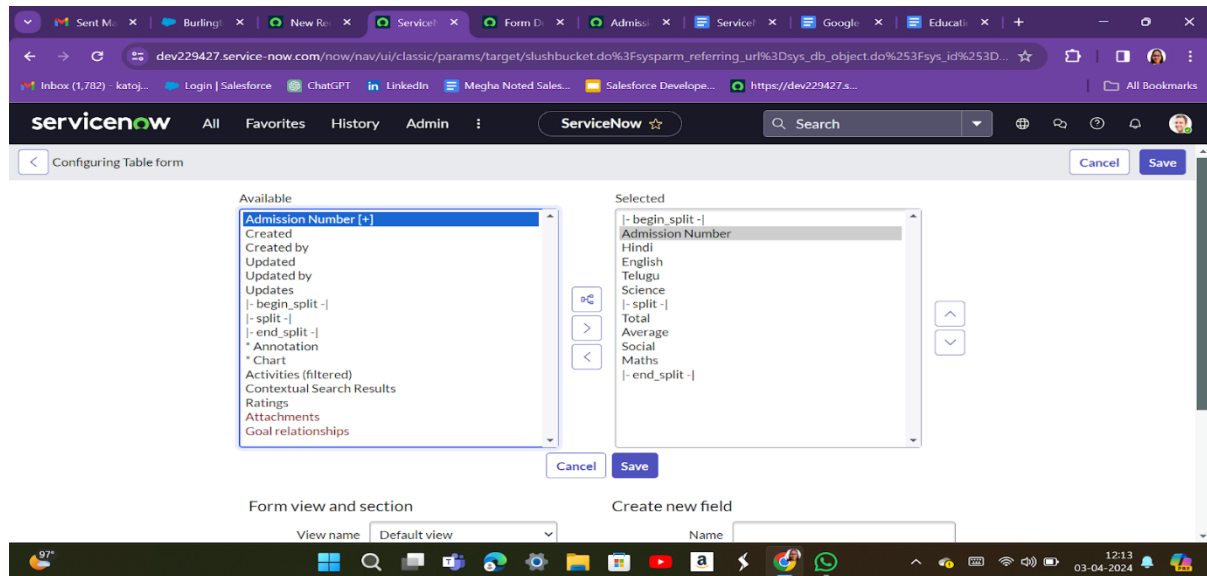
Show Schema Map

Add to Service Catalog

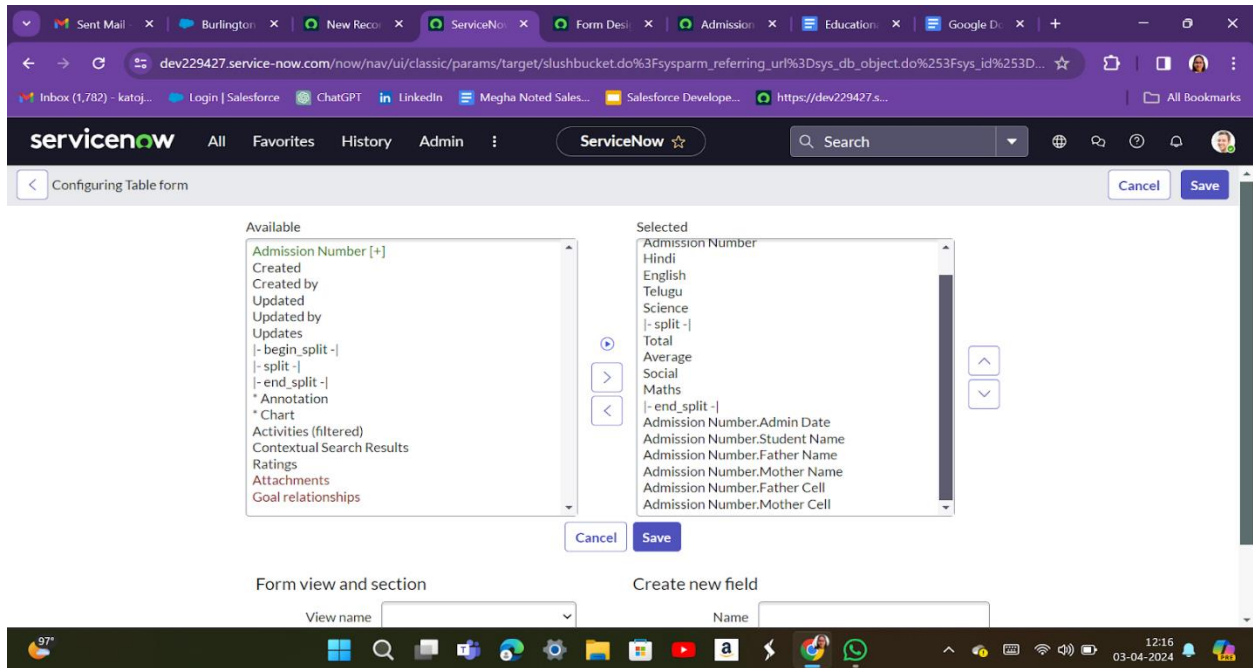
Run Point Scan

Explore REST API

- Click on Admission Number [+].



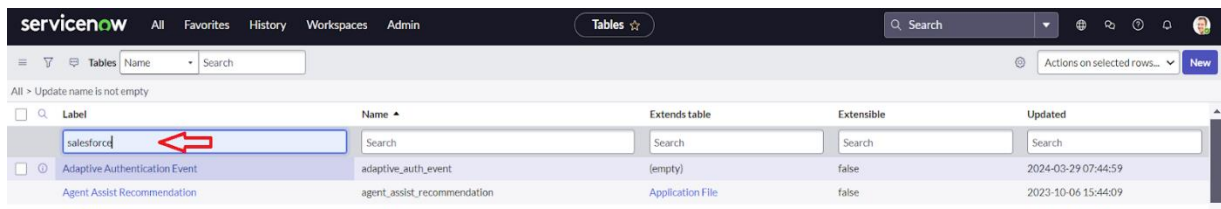
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



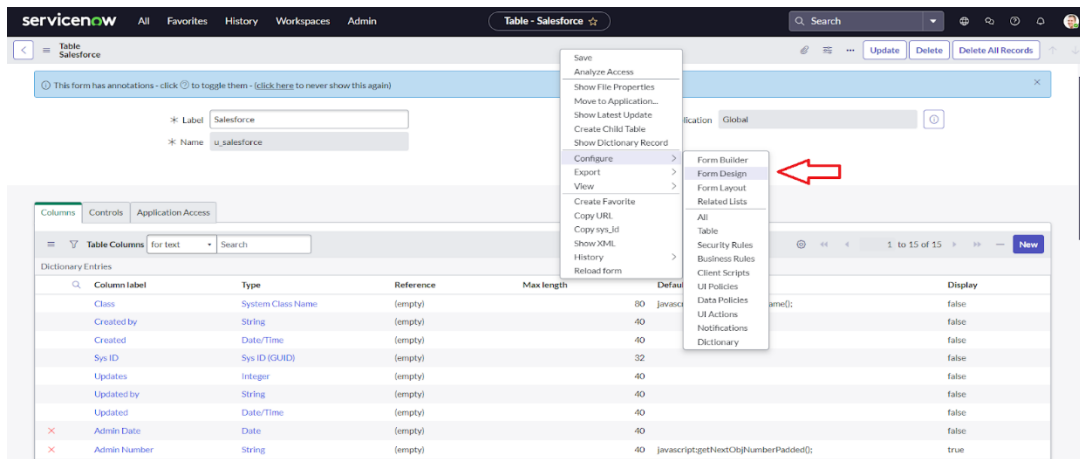
Form Design

Creating Form Design for Salesforce Table

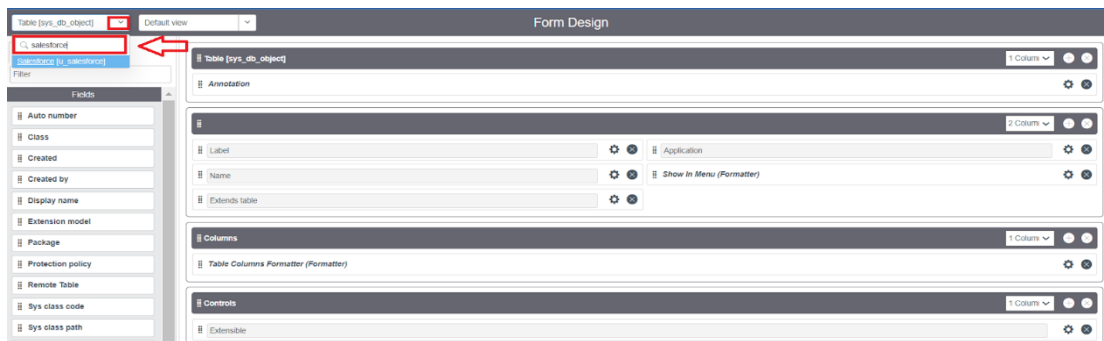
1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



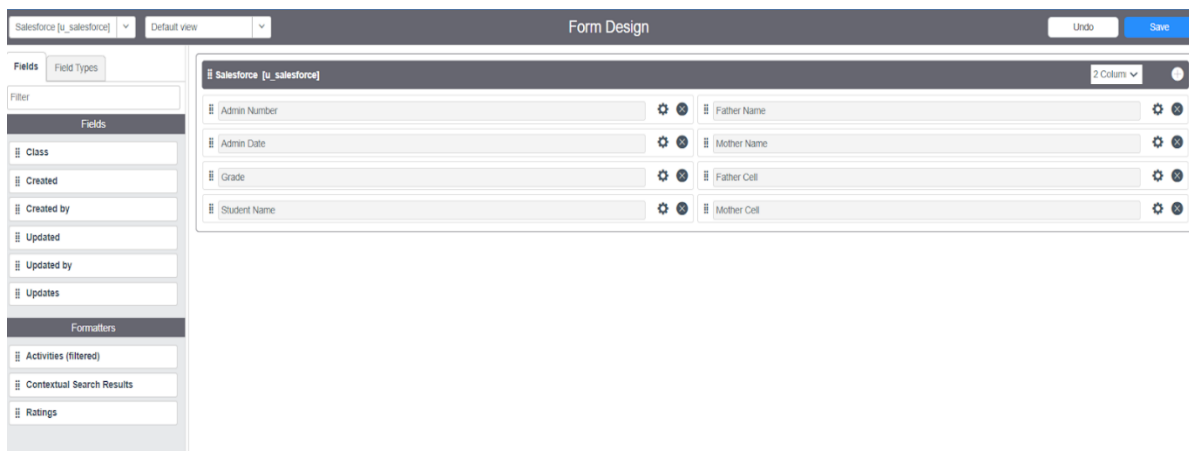
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_salesforce).



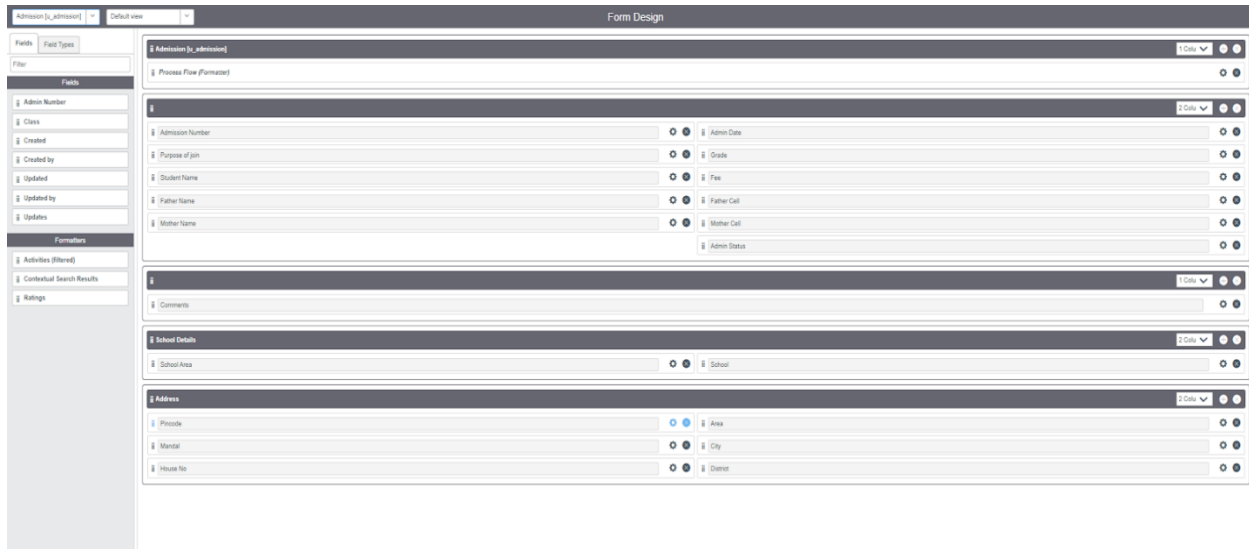
5. Drag and drop the fields to the left side as below.



6. Save.

Creating Form Design for Admission Table

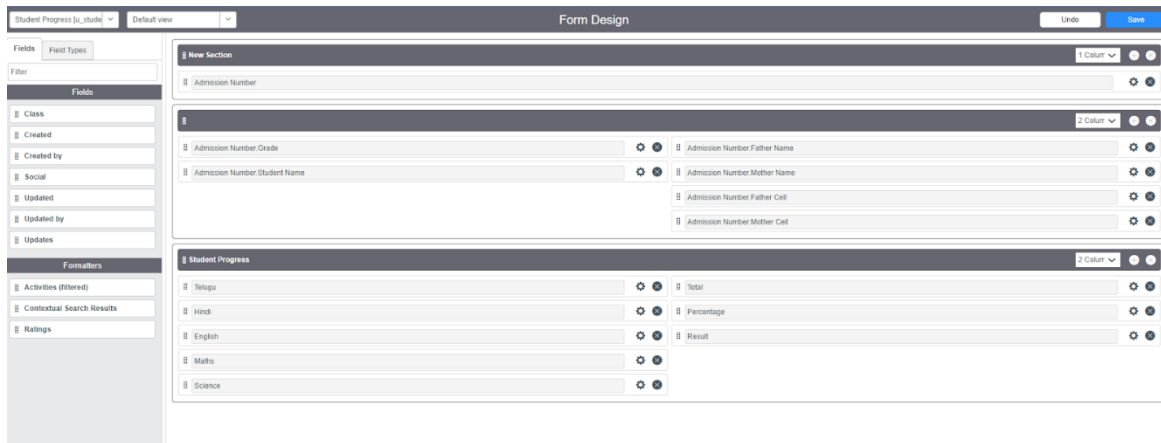
Follow the same steps as Activity1,Configure the fields as below and Save.



The image shows the 'Form Design' interface for the 'Admission' table. The left sidebar contains a 'Fields' list with categories: Fields, Field Types, Filter, and Formatters. The main area displays the form layout with sections: 'Admission [u_admission]', 'Process Flow (Formatter)', 'School Details', and 'Address'. The 'Admission' section includes fields for Admission Number, Class, Created, Created by, Updated, Updated by, Updates, Purpose of join, Student Name, Father Name, Mother Name, Admission Date, Grade, Fee, Father Cell, Mother Cell, and Admission Status. The 'School Details' section includes School Area and School. The 'Address' section includes Pincode, Area, Mandal, City, and District. Each field has a configuration icon (gear) and a '1 Col' or '2 Col' dropdown.

Creating Form Design for Student progress Table

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

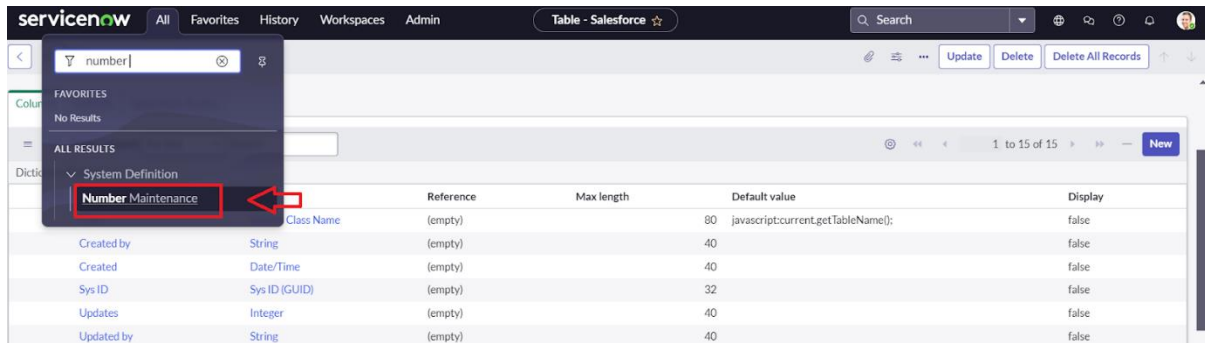


The image shows the 'Form Design' interface for the 'Student Progress' table. The left sidebar contains a 'Fields' list with categories: Fields, Field Types, Filter, and Formatters. The main area displays the form layout with sections: 'New Section' and 'Student Progress'. The 'New Section' section includes Admission Number, Admission Number Grade, Admission Number Student Name, Admission Number Father Name, Admission Number Mother Name, Admission Number Father Cell, and Admission Number Mother Cell. The 'Student Progress' section includes Telugu, Hindi, English, Maths, Science, Total, Percentage, and Result. Each field has a configuration icon (gear) and a '2 Col' dropdown. The interface also includes 'Undo' and 'Save' buttons at the top right.

Number Maintenance

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New



- Fill the details >> Submit.

The screenshot shows the ServiceNow interface with the 'Number - SAL' form. The form contains the following fields:

- * Table: Salesforce
- Prefix: SAL
- * Number: 1,000
- Application: Global
- Number of digits: 7

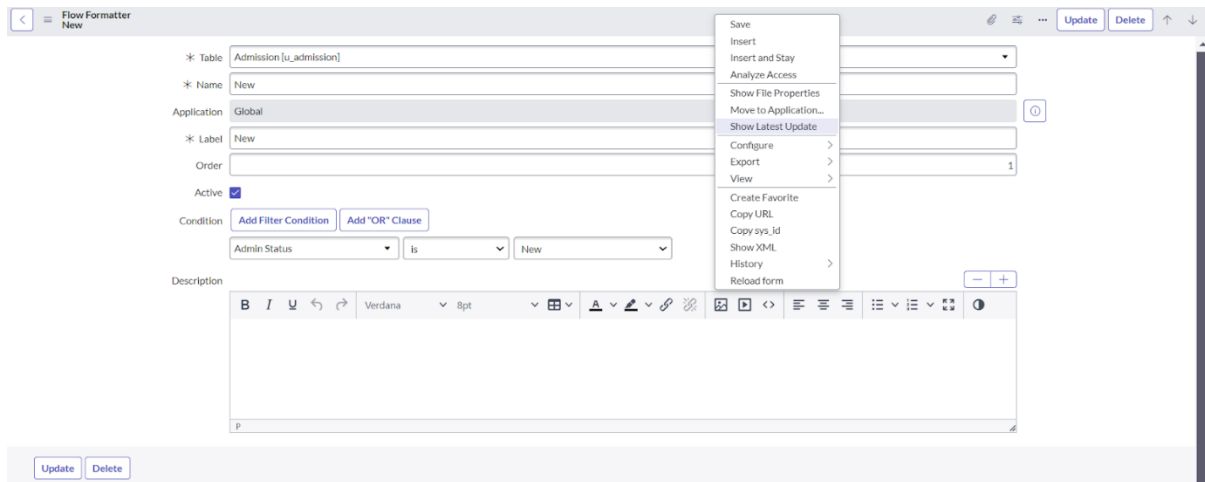
Buttons: Update, Delete

Related Links: [Show Counter](#)

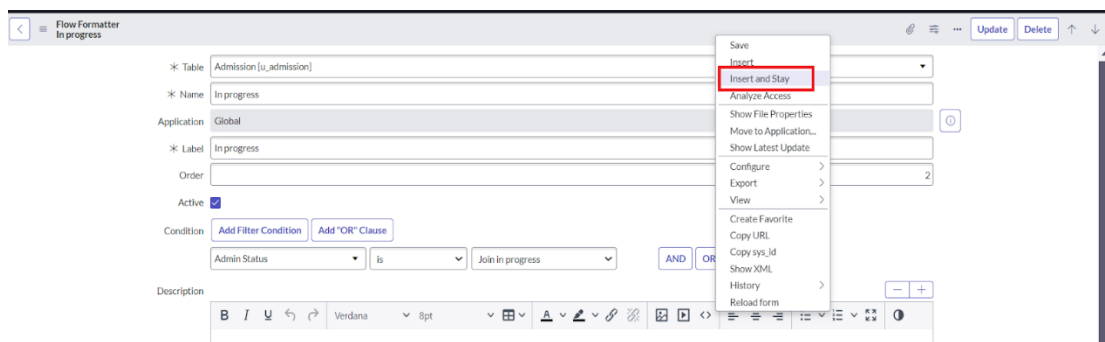
Process Flow

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.

Client Script

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 .

Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.

Client Script
Pincode Update

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

Name: Pincode Update

Table: Admission [u_admission]

UI Type: Desktop

Type: onChange

Field name: Pincode

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

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_nandal', '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 Salesforce Client Script configuration page for a script named "Disable Fields". The script is associated with the "Student Progress [u_student_progress]" table and is triggered on the "onLoad" event. The application is set to "Global". The script is active and inherited. The script code is as follows:

```

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);
}

```

- 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 interface for configuring a Client Script. The breadcrumb trail is 'Client Script - Total Up...'. The page title is 'Client Script - Total Update'. A notification at the top states: 'You are editing a record in the Global application (cancel)'. The configuration 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: ☒

Below these fields are empty text areas for 'Description' and 'Messages'. The 'Script' section 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   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 }
```

At the bottom left, there is a checkbox labeled 'Isolate script' 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
```

```

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 Result' configuration window. The 'Name' field is set to 'Result'. The 'Table' is 'Student Progress [u_student_progress]'. The 'UI Type' is 'All'. The 'Type' is 'onChange'. The 'Field name' is 'Percentage'. 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
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 <= 50){
10      g_form.setValue('u_result', 'Fail');
11    } else if(a >= 60 && a <= 100) {
12      g_form.setValue('u_result', 'Pass');
13    } else {
14      //
15    }
16  }
17 }

```

- 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' configuration window for a script named 'Percentage'. The 'Table' is set to 'Student Progress [u_student_progress]', 'UI Type' is 'All', 'Type' is 'onChange', and 'Field name' is 'Total'. The 'Application' is 'Global', 'Active' is checked, 'Inherited' is unchecked, and 'Global' is checked. 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 }
```

At the bottom, the 'Isolate script' checkbox is checked. 'Update' and 'Delete' buttons are at the bottom right.

- 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+'%');
```

}

Result

<

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Salesforce

New record

Submit

Admin Number

SAL0001078

Admin Date

Grade

--None--

Student Name

Father Name

Mother Name

Mother Cell

Father Cell

Submit

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Admission

New record

Submit

Now

In progress

Joined

Rejected

Rejoined

Closed

Cancelled

Admission Number

Purpose of join

--None--

Student Name

Father Name

Mother Name

Comments

Admin Date

Grade

--None--

Fee

\$

0.00

Father Cell

Mother Cell

Admin Status

--None--

School Details

Address

School Area

--None--

School

--None--

Submit

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New Section

New record

Submit

Admission Number

Grade

--None--

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

