

Education Organization Using ServiceNow

Team Id: NM2025TMID18703

Team Members:4

Team Leader: DHANALAKSHMI M

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DEPARTMENT: COMPUTER SCIENCE

COLLEGE NAME: L.N GOVERNMENT COLLEGE OF ARTS & SCIENCE

YEAR: 3rd YEAR

PROBLEM STATEMENT:

Managing students, faculty, courses, and administrative workflows in an educational organization through manual or disconnected systems is time-consuming, error-prone, and lacks transparency. There is a need for a centralized and automated platform to streamline processes, improve communication, and enhance efficiency.

OBJECTIVE:

1. Centralized Student Information Management

- Maintain and manage student profiles, admissions, and academic records in a single ServiceNow platform.

2. Automated User & Role Management

- Create, manage, and assign roles (students, teachers, administrators) efficiently with ServiceNow workflows.

3. Streamlined Academic Processes

- Automate tasks such as course registration, timetable management, and grading to reduce manual work.

4. Improved Communication & Collaboration

- Provide a centralized portal for announcements, queries, and notifications between faculty, students, and staff.

5. Efficient Request & Incident Handling

- Allow students and staff to raise requests (e.g., IT support, facility issues, academic queries) and track resolutions through ServiceNow's ticketing system.

6. Data-Driven Decision Making

- Use ServiceNow dashboards and reports to monitor student performance, resource usage, and institutional efficiency.

7. Enhanced Transparency & Accountability

- Ensure clear visibility of academic and administrative processes to both staff and students.

8. Scalability & Adaptability

- Provide a flexible platform that can grow with the institution and support new modules (exams, library, hostel, etc.) when required.

SKILLS:

☐ **ServiceNow Platform Skills**

- Hands-on experience in navigating the ServiceNow interface.
- Creating and managing users, groups, and roles.
- Designing and configuring workflows for academic and administrative processes.

☐ **IT Service Management (ITSM) Skills**

- Incident, problem, and request management for handling student and staff queries.
- Knowledge of ticketing systems and escalation processes.

☐ **Database & Record Management**

- Understanding of ServiceNow tables and records.
- Managing student, teacher, and administrative data securely.

☐ **Scripting & Customization Skills**

- Using ServiceNow scripting (JavaScript/Glide scripting) for customization.
- Implementing automation to reduce manual work.

☐ **Reporting & Dashboard Skills**

- Creating visual dashboards for monitoring student progress, faculty workload, and request status.
- Generating data-driven reports for decision-making.

☐ **Analytical & Problem-Solving Skills**

- Analyzing institutional needs and mapping them to ServiceNow capabilities.
- Optimizing workflows to improve efficiency.

☐ **Collaboration & Communication Skills**

- Coordinating tasks among team members.
- Communicating effectively with stakeholders (teachers, administrators, students).

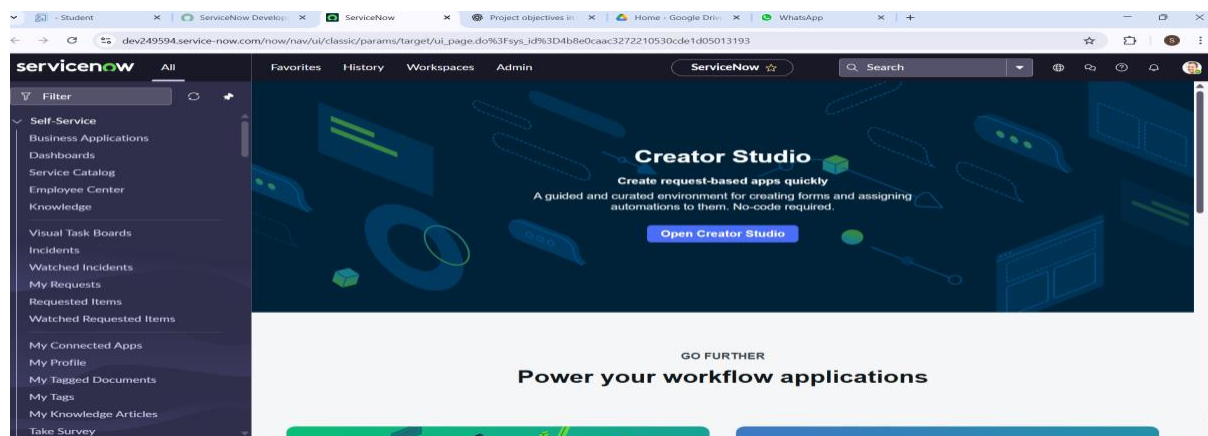
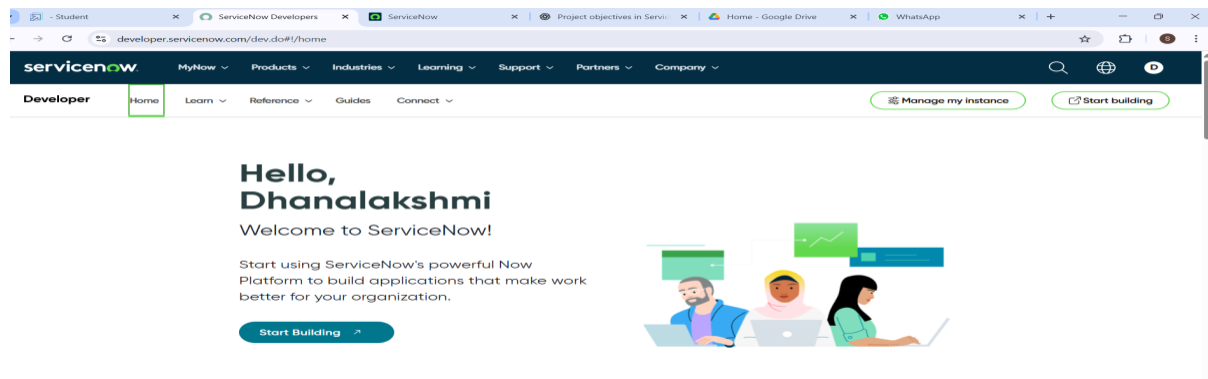
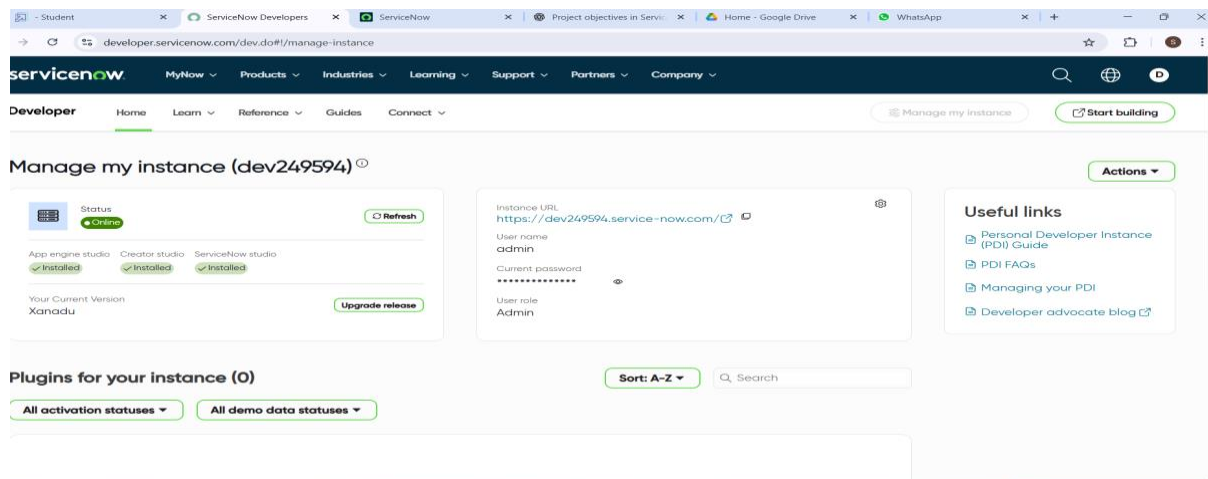
TASK INITIATION

Milestone 1: Setting Up ServiceNow Instance

Activity 1: Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
2. Instance Once logged in, navigate to the "Personal Developer " 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.



Milestone 2: Creating A Update Set

Activity 1: Creating A Update Set

1. Click on All >> Local update sets .

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-06-04 09:27:32	system	(empty)	(empty)
Default	Global	In progress		2025-06-04 08:18:15	system	(empty)	(empty)
Default	Pipeline	In progress		2025-08-26 20:00:02	system	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-02 03:07:37	admin	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-02 02:37:38	admin	(empty)	(empty)

2. Click on new

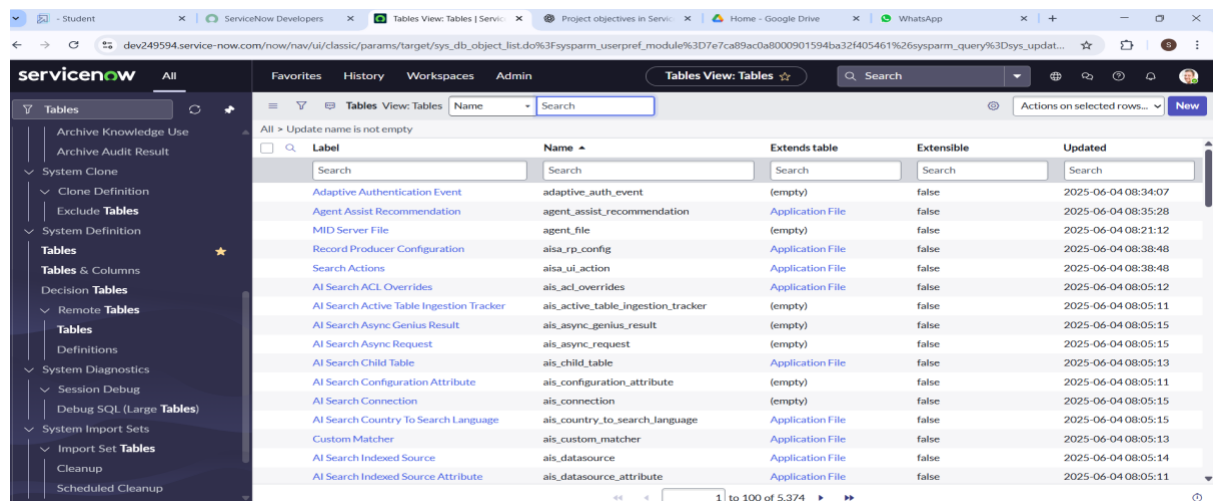
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

* Name: Educational Organisation
State: In progress
Application: Global
Parent:
Release date:
Description:
Submit Submit and Make Current

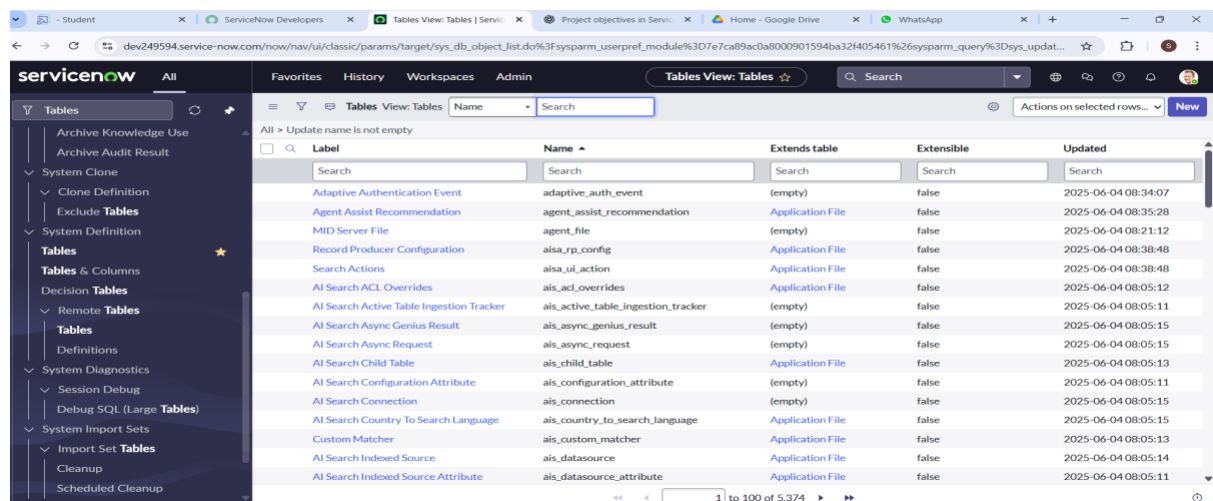
Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table

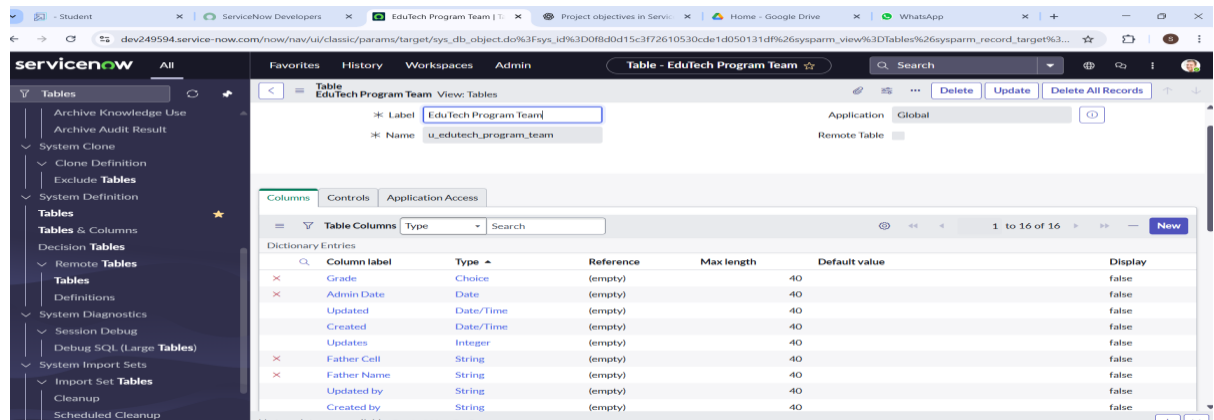
1. All >> Tables.



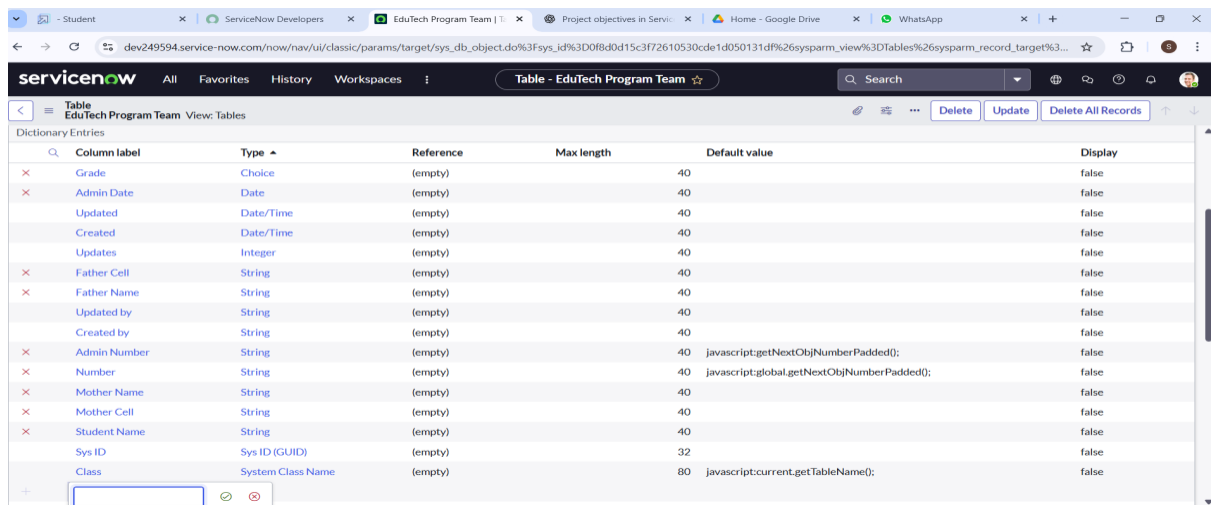
2. Click on new



3. Enter the Label(Anything you want): EduTech Program Team>> Click on New it will Automatically generate Api number.



4. 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 .



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

Column label	Type	Reference	Max length	Default value	Display
Grade	Choice	(empty)	40		false
Admin Date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Father Cell	String	(empty)	40		false
Father Name	String	(empty)	40		false
Updated by	String	(empty)	40		false
Created by	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(NumberPadded());	true
Number	String	(empty)	40	javascript:global.getNextObj(NumberPadded());	false
Mother Name	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Student Name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Class	System Class Name	(empty)	80	javascript:current.getTableNames();	false
Insert a new row...					

6. Click on controls >> Enable Extensible.

Table - EduTech Program Team

Columns | **Controls** | Application Access

Extensible ☒

Live feed ☐

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

Prefix: EDU

Number: 1,000

Number of digits: 7

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

Create access controls ☒

* User role: u_edutech_program_team_user

7. 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 .

Dictionary Entry - Admin Number

* Column label: Admin Number

* Column name: u_admin_number

* Max length: 40

Function field: ☐

Read only: ☐

Mandatory: ☐

Display: ☒

Attributes:

Choice List Specification | Calculated Value | **Default Value**

The **Default value** specifies what value the field has when first displayed.

Use dynamic default: ☒

Dynamic default value: Get Next Padded Number

Delete Column | Update

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

Label	Value	Language	Sequence	Inactive	Updated
II	2nd	en	5	false	2025-09-05 12:17:06
Prept	Prept	en	1	false	2025-09-05 12:15:24
XI	11th	en	14	false	2025-09-05 12:18:24
VII	7th	en	10	false	2025-09-05 12:17:35
VI	6th	en	9	false	2025-09-05 12:17:24
VIII	8th	en	11	false	2025-09-05 12:17:43
Nursery	Nursery	en	2	false	2025-09-05 12:15:32
III	3rd	en	6	false	2025-09-05 12:16:48
IX	9th	en	12	false	2025-09-05 12:17:51
X	10th	en	13	false	2025-09-05 12:18:08
UKG	UKG	en	3	false	2025-09-05 12:16:27
IV	4th	en	7	false	2025-09-05 12:17:19
XII	12th	en	15	false	2025-09-05 12:18:31
V	5th	en	8	false	2025-09-05 12:16:39
I	1st	en	4	false	2025-09-05 12:16:33

Activity 2: Creating Admission Table

1. Create an Admission Table with Columns given.
2. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
3. Create Fields as shown

dev249594.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D337bdd1dc33b2610530cde1d05013130%26sysparm_view%3DTables%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin Table - Admission

Table Admission View: Tables

* Label Admission

* Name u_admission

Application Global

Remote Table

Columns Controls Application Access

Table Columns Type Search

1 to 29 of 29

Column label	Type	Reference	Max length	Default value	Display
School	Choice	(empty)	40		false
Admin Status	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Grade	Choice	(empty)	40		false
Purpose of Join	Choice	(empty)	40		false
Pincode	Choice	(empty)	40		false
Admin Date	Date	(empty)	40		false
Created	Date/Time	(empty)	40		false

No templates are available. Create A New One?

dev249594.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D337bdd1dc33b2610530cde1d05013130%26sysparm_view%3DTables%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin Table - Admission

Table Admission View: Tables

Fee	Price	(empty)	20		false
Admission Number	Reference	EduTech Program Team	40		false
Student Name	String	(empty)	40		false
House No	String	(empty)	40		false
Father Cell	String	(empty)	40		false
District	String	(empty)	40		false
Admin Number	String	(empty)	40		true
Process Flow	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Updated by	String	(empty)	40		false
Mandal	String	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Area	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Father Name	String	(empty)	40		false
Created by	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
Sys ID	Sys ID (GUID)	(empty)	32		false

4. Create choice for Admin Status as:

dev249594.service-now.com/now/nav/ui/classic/params/target/sys_dictionary.do%3Fsys_id%3D27e5a599c37b2610530cde1d050131b%26sysparm_view%3DTables%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin Dictionary Entry - Admin Status

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)

Language Search

Actions on selected rows...

Label	Value	Language	Sequence	Inactive	Updated
Joined	Joined	en	3	false	2025-09-04 04:27:47
Cancelled	Cancelled	en	7	false	2025-09-04 04:31:10
New	New	en	1	false	2025-09-04 04:27:30
Join in Progress	In Progress	en	2	false	2025-09-04 04:27:36
Rejoined	Rejoined	en	6	false	2025-09-04 04:32:22
Rejected	Rejected	en	4	false	2025-09-04 04:28:32
Closed	Closed	en	5	false	2025-09-04 04:29:35

1 to 7 of 7

5. Create choice for Pincode as:

servicenow All Favorites History Workspaces Admin Dictionary Entry - Pincode

Search

Dictionary Entry Pincode

Choice Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table Run Point Scan Advanced view

Access Controls Choices (3) Attributes Labels (1)

Language Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
509358	509358	en	1	false	2025-09-04 04:34:34
500081	500081	en	3	false	2025-09-04 04:36:03
500079	500079	en	2	false	2025-09-04 04:35:25

1 to 3 of 3

6. Create choice for Purpose of Join as:

Access Controls Choices (3) Attributes Labels (1)

Language Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
Coaching	Coaching	en	2	false	2025-09-04 04:39:05
Tuition	Tuition	en	1	false	2025-09-04 04:38:32
Teacher	Teacher	en	3	false	2025-09-04 04:41:12

1 to 3 of 3

7. Create choice for School as:

Access Controls Choices (2) Attributes Labels (1)

Language Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2025-09-04 04:42:45
Narash It	Narash It	en	2	false	2025-09-04 04:43:17

1 to 2 of 2

8. Create choice for School Area as:

Access Controls Choices (2) Attributes Labels (1)

Language Search

Choices

Label	Value	Language	Sequence	Inactive	Updated
Near Bus Stand	Near Bus Stand	en	2	false	2025-09-04 04:46:41
Near Market	Near Market	en	1	false	2025-09-04 04:46:36

1 to 2 of 2

Activity 3: Creating Student Progress Table

1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. Create Fields as shown:

servicenow All Favorites History Workspaces **Table - Student Progress Table** Search

Table Student Progress Table View: Tables Delete Update Delete All Records

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 Student Progress Table Application Global
 * Name u_student_progress_table Remote Table
 Extends table EduTech Program Team

Columns Controls Application Access

Table Columns Type Search 1 to 33 of 33 New

Column label	Type	Reference	Max length	Default value	Display
Admission Number.Grade	Choice	(empty)	40		true
Grade	Choice	(empty)	40		false
Admin Date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Admission Number	Reference	EduTech Program Team	32		false

No templates are available. [Create A New One?](#)

Milestone 4: Form Layout

Activity 1: Configuring Table form for Student Progress Table

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

servicenow All Favorites History Workspaces **Table - Student Progress Table** Search

Table Student Progress Table View: Tables Delete Update Delete All Records

Mother Cell	String	(empty)	40	false
Admission Number.Mother Name	String	(empty)	40	false
Result	String	(empty)	40	false
Student Name	String	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Class	System Class Name	(empty)	80	javascript:current.getTableName();
Insert a new row...				

Delete Update Delete All Records

Related Links

- Form Builder
- Design Form
- Layout Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

2. Click on Admission Number [+].

servicenow All Favorites History Admin **ServiceNow** Search

Configuring Table form Cancel Save

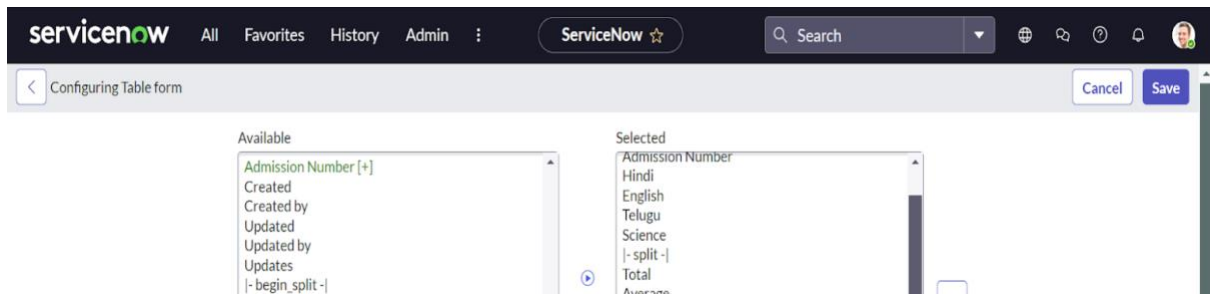
Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- [- begin_split -]
- [- split -]

Selected

- [- begin_split -]
- Admission Number
- Hindi
- English
- Telugu
- Science
- [- split -]
- Total

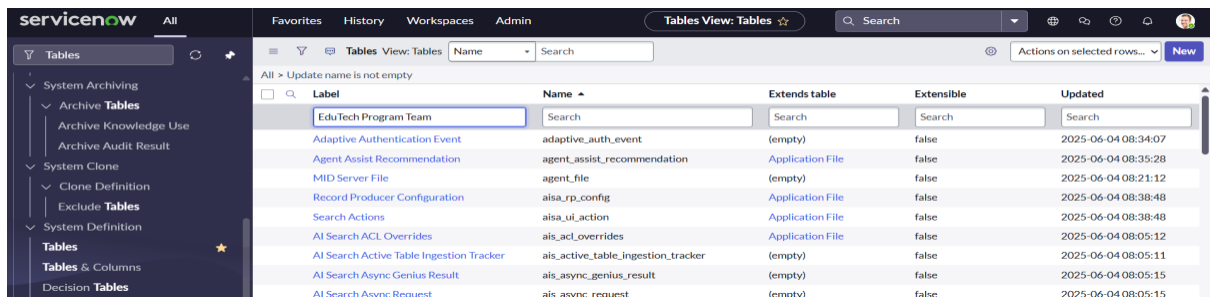
3. Select below Admission Number fields in Available side and send it to selected side as below >> save.



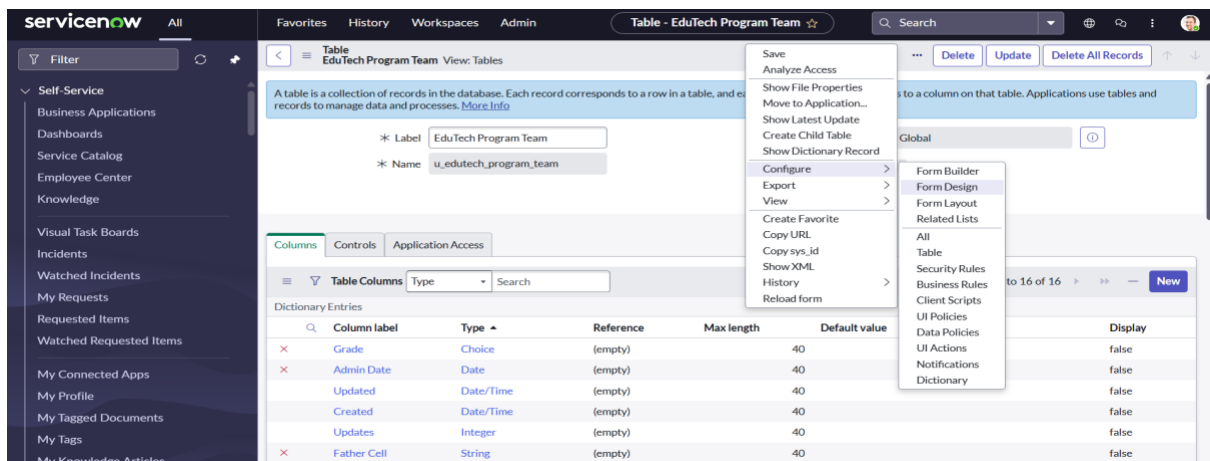
Milestone 5: Form Design

Activity 1: Creating Form Design for EduTech Program Team Table

1. All >> System Definition >> Tables .
2. In Label Search for EduTech Program Team and open .



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



4. In drop down select EduTech Program Team(u_edutech_program_team)

The screenshot shows the 'Form Design' interface. On the left, a search bar contains 'EduTech Program Team' and a dropdown menu shows 'EduTech Program Team (u_edutech_program_team)' selected. Below this is a list of fields: Auto number, Class, Created, Created by, Display name, Extension model, Package, Protection policy, Sys class code, Sys class path, Update name, Updated, and Updated by. The main area displays the table configuration for 'Table [sys_db_object]'. It includes an 'Annotation' section, a 'Columns' section with 'Table Columns Formatter (Formatter)', and a 'Controls' section with 'Extensible', 'Live feed', and 'Annotation'.

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

The screenshot shows the 'Form Design' interface with the table configuration updated. The table is named 'EduTech Program Team (u_edutech_program_team)' and is set to '2 Column' view. The left side of the table contains the following fields: Admin Number, Admin Date, Grade, and Student Name. The right side contains: Father Name, Mother Name, Father Cell, and Mother Cell. The 'Fields' list on the left now includes: Class, Created, Created by, Number, Updated, Updated by, and Updates. The 'Formatters' list includes: Activities (filtered), Contextual Search Results, and Ratings.

6. Save.

Activity 2: Creating Form Design for Admission Table

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

The top screenshot shows the 'Form Design' interface for 'Admission [u_admission]'. The left sidebar contains 'Fields' and 'Formatters'. The main area shows the form structure with sections: 'Admission[u_admission]', 'Process Flow (Formatter)', 'Comments', 'School Details', and 'Address'. The 'Process Flow' section is expanded, showing fields like 'Admission Number', 'Purpose of Join', 'Student Name', 'Father Name', 'Mother Name', 'Admin Date', 'Grade', 'Fee', 'Father Cell', 'Mother Cell', and 'Admin Status'. The 'School Details' section shows 'School Area' and 'School'. The 'Address' section shows 'Pincode', 'Area', 'Mandal', 'City', and 'District'.

The bottom screenshot shows a more detailed configuration of the 'Address' section. The 'Address' section is expanded, showing fields for 'Pincode', 'Area', 'Mandal', 'City', and 'District'. The 'School Details' section is also visible, showing 'School Area' and 'School'.

Activity 3: Creating Form Design for Student progress Table

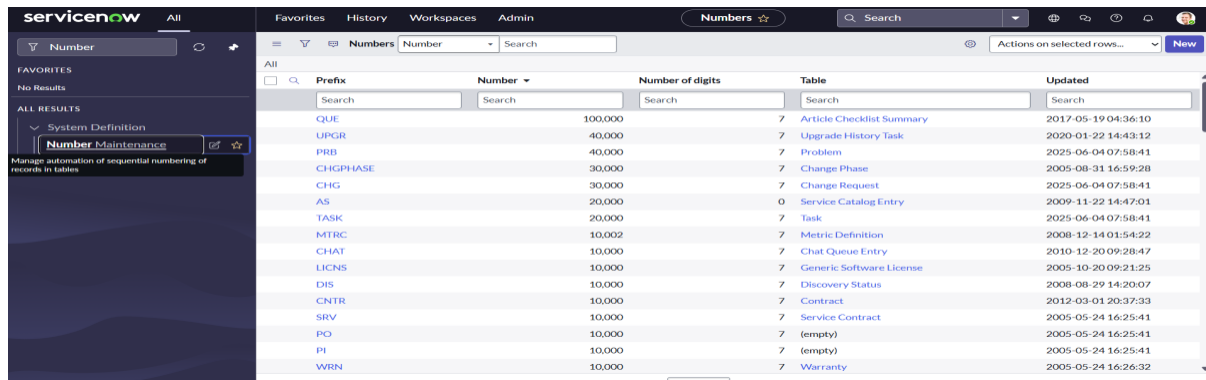
1. Follow the same steps as Activity1,Configure the fields as below and Save.

The screenshot shows the 'Form Design' interface for 'Student Progress Table [u_]'. The left sidebar contains 'Fields' and 'Formatters'. The main area shows the form structure with sections: 'New Section', 'Admission Number', and 'Student Progress'. The 'Student Progress' section is expanded, showing fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Social', 'Total', 'Percentage', and 'Result'.

Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

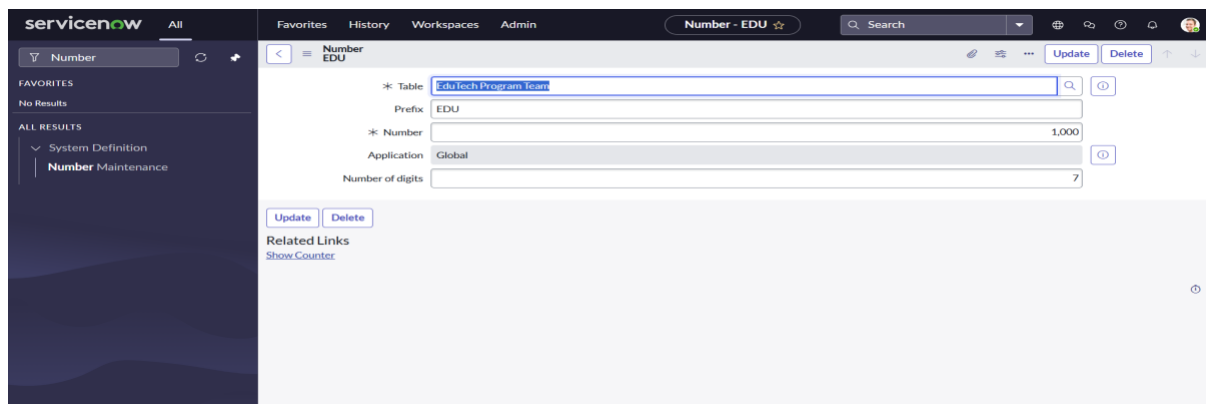
1. All >> Number Maintenance >> New



The screenshot shows the ServiceNow interface for the 'Number Maintenance' list. The left sidebar has 'Number Maintenance' selected under 'System Definition'. The main area displays a table with columns: Prefix, Number, Number of digits, Table, and Updated. The table contains various entries for different prefixes and their corresponding number ranges and associated tables.

Prefix	Number	Number of digits	Table	Updated
QUE	100,000	7	Article Checklist Summary	2017-05-19 04:36:10
UPGR	40,000	7	Upgrade History Task	2020-01-22 14:43:12
PRB	40,000	7	Problem	2025-06-04 07:58:41
CHGPHASE	30,000	7	Change Phase	2005-08-31 16:59:28
CHG	30,000	7	Change Request	2025-06-04 07:58:41
AS	20,000	0	Service Catalog Entry	2009-11-22 14:47:01
TASK	20,000	7	Task	2025-06-04 07:58:41
MTRC	10,002	7	Metric Definition	2008-12-14 01:54:22
CHAT	10,000	7	Chat Queue Entry	2010-12-20 09:28:47
LICNS	10,000	7	Generic Software License	2005-10-20 09:21:25
DIS	10,000	7	Discovery Status	2008-08-29 14:20:07
CNTR	10,000	7	Contract	2012-03-01 20:37:33
SRV	10,000	7	Service Contract	2005-05-24 16:25:41
PO	10,000	7	(empty)	2005-05-24 16:25:41
PI	10,000	7	(empty)	2005-05-24 16:25:41
WRN	10,000	7	Warranty	2005-05-24 16:26:32

2. Fill the details >> Submit.

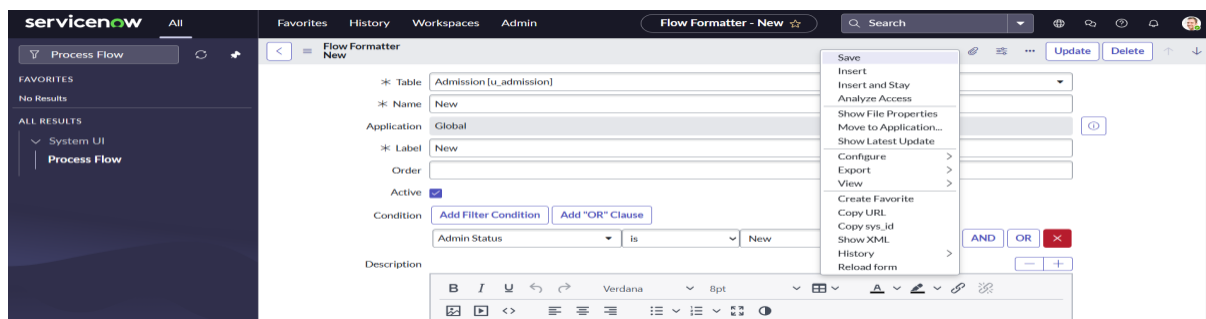


The screenshot shows the ServiceNow interface for the 'Number Maintenance' form. The left sidebar has 'Number Maintenance' selected under 'System Definition'. The main area displays the form with fields for Table, Prefix, Number, Application, and Number of digits. The 'Table' field is set to 'EdaTech Program Team', 'Prefix' is 'EDU', 'Number' is '1,000', 'Application' is 'Global', and 'Number of digits' is '7'. There are 'Update' and 'Delete' buttons at the bottom.

Milestone 7: Process Flow

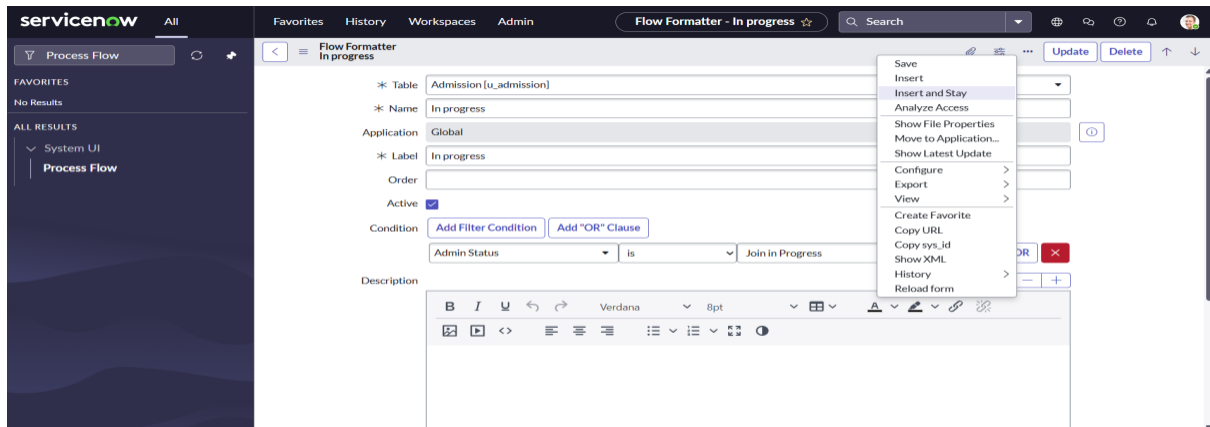
Activity 1: Creating Process Flow for Admission Table

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



The screenshot shows the ServiceNow interface for the 'Process Flow' form. The left sidebar has 'Process Flow' selected under 'System UI'. The main area displays the form for 'Flow Formatter - New'. The 'Table' field is set to 'Admission[u_admission]', 'Name' is 'New', 'Application' is 'Global', 'Label' is 'New', 'Order' is empty, 'Active' is checked, 'Condition' is 'Admin Status is New', and 'Description' is empty. There are 'Update' and 'Delete' buttons at the bottom. A context menu is open over the 'Condition' field, showing options like 'Save', 'Insert', 'Insert and Stay', 'Analyze Access', 'Show File Properties', 'Move to Application...', 'Show Latest Update', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'.

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

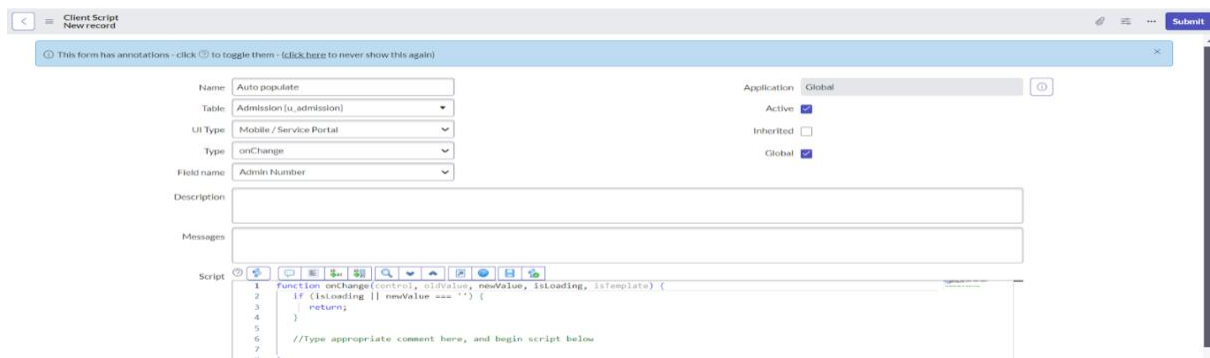


5. Replace the Name and Label in order and click on Insert on stay.
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
6. Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 8: Client Script

Activity 1: Creating “Auto populate” Client Scripts for Admission Table

1. All >> Client Scripts >> New.
2. Fill the Details as given.



3. Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

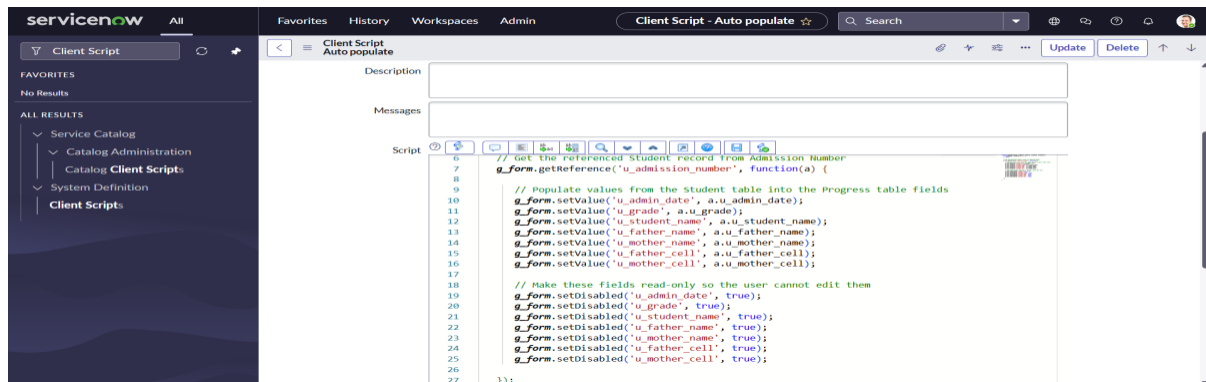
```
if (isLoading || newValue === "") {  
    return;  
}
```

```
//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);
```

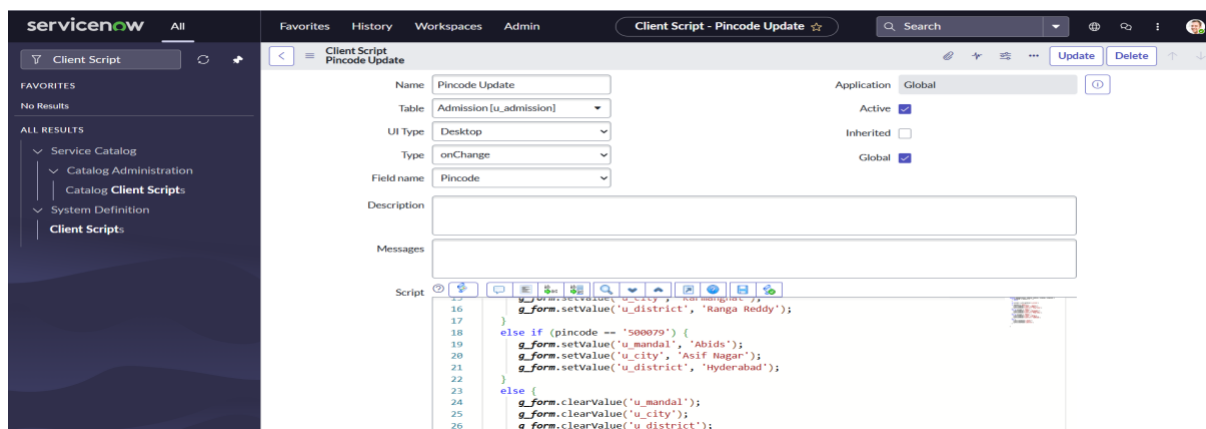
```
g_form.setDisabled('u_admin_date',a.u_admin_date);  
g_form.setDisabled('u_grade',a.u_grade);  
g_form.setDisabled('u_student_name',a.u_student_name);  
g_form.setDisabled('u_father_name',a.u_father_name);  
g_form.setDisabled('u_mother_name',a.u_mother_name);  
g_form.setDisabled('u_father_cell',a.u_father_cell);  
g_form.setDisabled('u_mother_cell',a.u_mother_cell);  
}
```

Note: Make sure the Field names should be the same as you created .



Activity 2: Creating “Pincode Update” Client Scripts for Admission Table

1. Fill the Details as given.



2. 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');
```

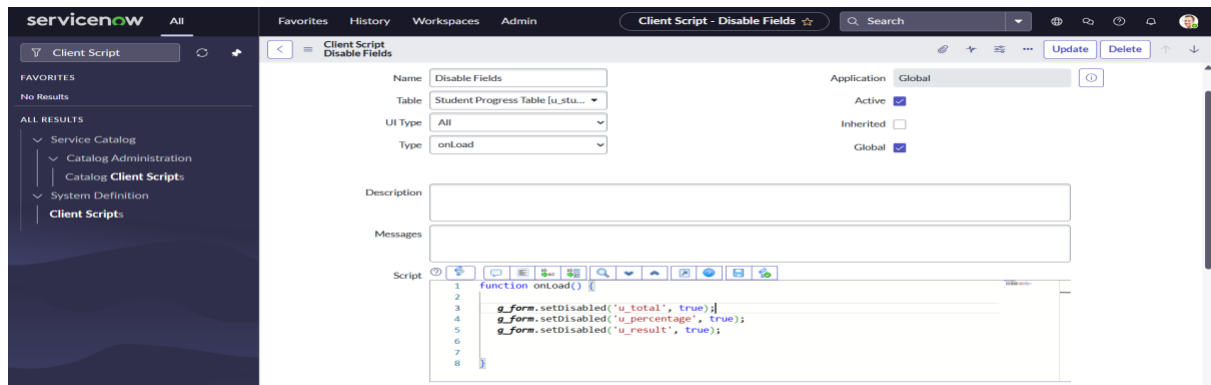
```
}
```

```
//Type appropriate comment here, and begin script below
```

```
}
```

Activity 3: Creating “Disable Fields” Client Scripts for Student progress Table

1. Fill the Details as given.

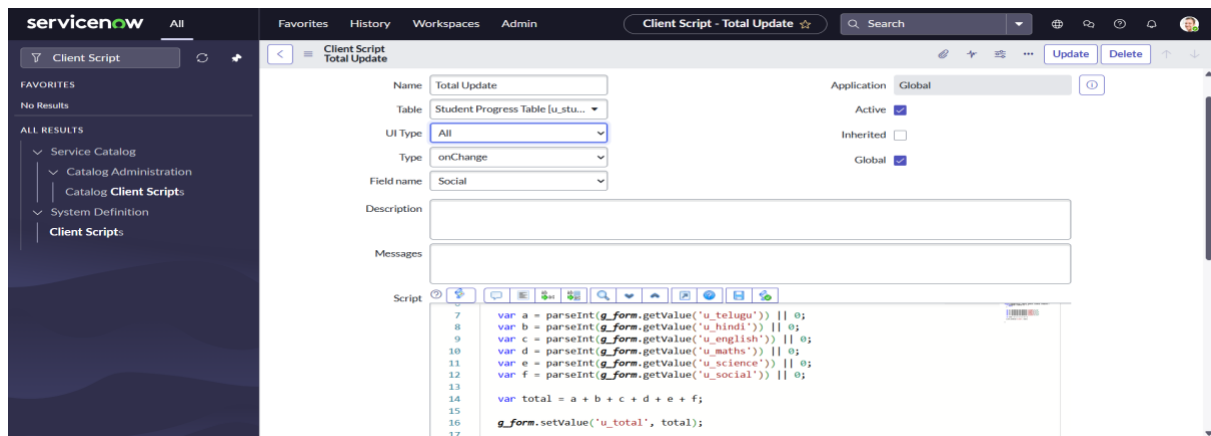


2. Write the Code as below, Enable Isolate script and Save.

```
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);  
}
```

Activity 4: Creating “Total Update” Client Scripts for Student progress Table

1. Fill the Details as given



2. 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);
}
}
```

Activity 5: Creating “Result” Client Scripts for Student progress Table

1. Fill the Details as given.

The screenshot shows the ServiceNow 'Client Script - Result' configuration page. The left sidebar contains a navigation menu with 'Service Catalog', 'Catalog Administration', 'Catalog Client Scripts', 'System Definition', and 'Client Scripts'. The main area is titled 'Client Script - Result' and contains a form for configuring the script. The form fields are: Name (Result), Table (Student Progress Table [u_stu...]), UI Type (All), Type (onChange), Field name (Percentage), Application (Global), Active (checked), Inherited (unchecked), and Global (checked). There are also fields for Description and Messages. At the bottom, there is a 'Script' editor with a code editor showing the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2   if (isLoading || newValue === '') {  
3     return;  
4   }  
5     
6   var percentage = parseInt(g_form.getValue('u_percentage'));  
7     
8 }
```

2. 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');
```

```

    }
  }
}

```

Activity 6: Creating “Percentage” Client Scripts for Student progress Table

1. Fill the Details as given.

The screenshot shows the ServiceNow interface for configuring a Client Script. The left sidebar shows the navigation menu with 'Client Scripts' selected under 'System Definition'. The main area displays the configuration for a Client Script named 'Percentage'.

Configuration Details:

- Name:** Percentage
- Table:** Student Progress Table [u_stu...]
- UI Type:** All
- Type:** onChange
- Field name:** Total
- Description:** (Empty field)
- Messages:** (Empty field)
- Script:**

```

7   var total = parseInt(g_form.getValue('u_total')) || 0;
8
9
10  var percentage = (total / 600) * 100;
11
12
13  percentage = Math.round(percentage * 100) / 100;
14
15  g_form.setValue('u_percentage', percentage);
16

```
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

2. 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+'%');
}

```

Milestone 9: Result

This screenshot shows the 'EduTech Program Team - Create EDU0001008' form in ServiceNow. The left sidebar contains a navigation menu with 'Sales', 'Admission', 'EduTech Program Teams', and 'Student Progress Tables'. The main form area includes fields for 'Admin Number' (EDU0001008), 'Admin Date', 'Grade' (set to '-- None --'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. A 'Submit' button is located at the bottom left of the form area.

This screenshot shows the 'Admission - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'Sales', 'Admission', 'EduTech Program Teams', and 'Student Progress Tables'. The main form area includes a status bar with options: 'New', 'In progress', 'Closed', 'Cancelled', 'Joined', 'Rejected', and 'Rejoined'. Below this, there are fields for 'Admission Number', 'Admin Date', 'Purpose of Join' (set to '-- None --'), 'Grade' (set to '-- None --'), 'Fee' (set to '\$ 0.00'), 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', 'Mother Cell', 'Admin Status' (set to '-- None --'), and 'Comments'. At the bottom, there is a 'School Details' section with 'School Area' and 'School' dropdown menus, and a 'Submit' button.

This screenshot shows the 'Student Progress Table - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'Sales', 'Admission', 'EduTech Program Teams', and 'Student Progress Tables'. The main form area includes fields for 'Admission Number', 'Admission Number.Grade' (set to '-- None --'), 'Admission Number.Student Name', 'Admission Number.Father Name', 'Admission Number.Mother Name', 'Admission Number.Father Cell', and 'Admission Number.Mother Cell'. Below these fields is a 'Student Progress' section with a table for recording progress in various subjects: Telugu, Hindi, English, Maths, Science, and Social. To the right of this table are fields for 'Total', 'Percentage', and 'Result'. A 'Submit' button is located at the bottom left of the form area.

Conclusion

The project “*Education Organization Using ServiceNow*” successfully demonstrates how educational institutions can leverage ServiceNow to streamline academic and administrative operations. By implementing automated workflows, centralized user management, and efficient request handling, the system reduces

manual efforts and minimizes errors. The integration of dashboards and reporting tools ensures data-driven decision-making, improving transparency and accountability across the organization.

This solution not only enhances communication between students, faculty, and administrators but also establishes a scalable and adaptable platform that can evolve with future institutional needs. Overall, the project highlights the effectiveness of ServiceNow in transforming traditional educational processes into a more efficient, collaborative, and technology-driven environment.