

# Educational Organization Using Service Now

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Team Members:

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Problem statement:

Service Now for Digital Transformation in Education – Kovair Blog A common problem statement for an educational organization using Service Now is “The current fragmented systems for student services, IT support, and administrative workflows are inefficient, leading to increased costs, slow resolution times, and inconsistent user experiences for students, faculty, and staff”.

Objective:

- Improve performance and effectiveness
- Enhance adaptability
- Foster employee goth and engagement
- Drive innovation

Skills:

- Data collection & analysis
- Strategic planning
- Communication & facilitation
- Emotional intelligence
- Change management
- Business acumen

TASK INITIATION

Milestone 1 :Educational Organization Using Service Now

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.

## Milestone 2: Setting up Service Now Instance

Sign up for a developer account on the Service Now Developer site  
<https://developer.servicenow.com>.

Once logged in, navigate to the “Personal Developer Instance” section.

Click on “Request Instance” to create a new Service Now instance.

Fill out the required information and submit the request.

You’ll receive an email with the instance details once it’s ready.

Log in to your Service Now instance using the provided credentials.

Now you will navigate to the Service Now.

## Milestone3: Creating a Update Set

- Click on All >> Local update.



2. Click on new.

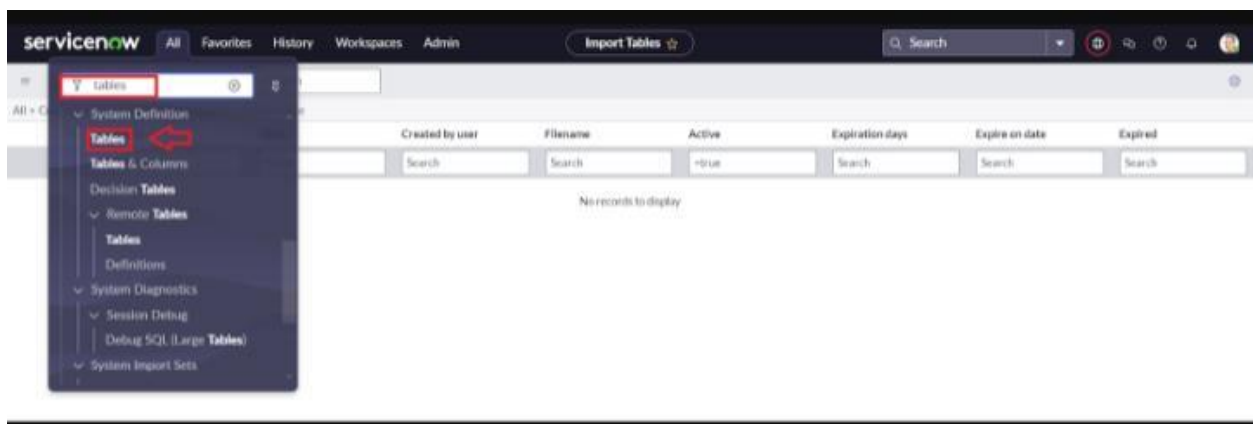
3. Enter the Details Name: Educational Organization >> Click on Submit and make Current.

The screenshot shows the 'Update Set - Create New Update Set' form in ServiceNow. The 'Name' field is highlighted with a blue border and contains the text 'New Update Set'. The 'State' dropdown is set to 'In progress'. The 'Application' dropdown is set to 'Global'. There are buttons for 'Submit' and 'Submit and Make Current' at the bottom left.

## Milestone4: Creating a Table.

### Creating Salesforce Table.

- All >> Tables.



- Click on new

The screenshot shows the 'Update Sets' table in ServiceNow. The table has columns: 'Name', 'Application', 'State', 'Installed from', 'Created', 'Created by', 'Parent', and 'Batch Base'. There are two rows of data.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	App Engine Studio	In progress		2024-04-03 04:32:20	admin	(empty)	(empty)
Default	Global	In progress		2023-10-06 15:24:30	system	(empty)	(empty)

Label	Name	Extends table	Extensible	Updated
Search	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
MID Server File	agent_file	(empty)	false	2023-10-06 15:39:08
Record Product Configuration	aka_rp_config	Application File	false	2023-10-06 15:47:19
Search Actions	aka_sl_action	Application File	false	2023-10-06 15:47:19
AI Search ACL Overrides	als_acl_overrides	Application File	false	2023-10-06 15:15:20
AI Search Active Table Ingestion Tracker	als_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: Global  
 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

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

\* Label

\* Name

Extends table  🔍

Cre:  
Ad

Columns \* Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length
+	<input type="text"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

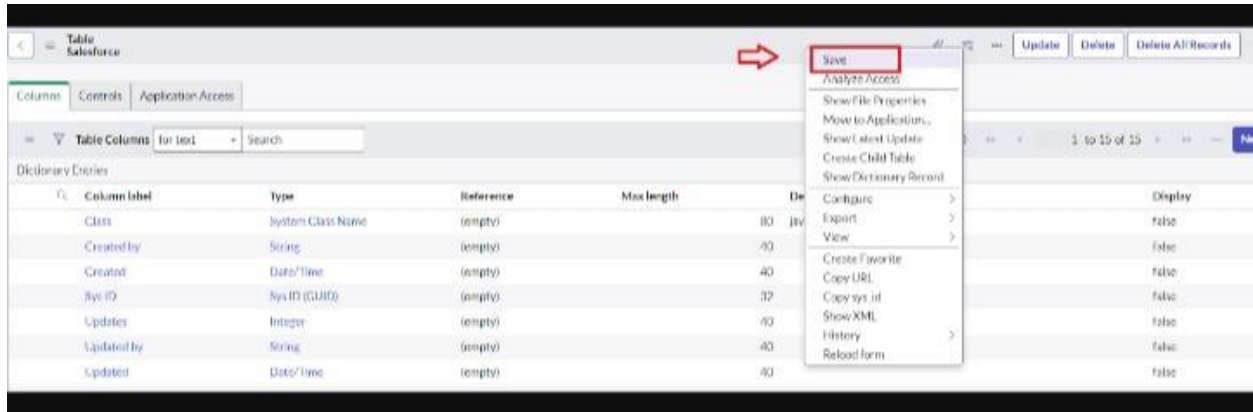
Submit Cancel

< Table  
Salesforce

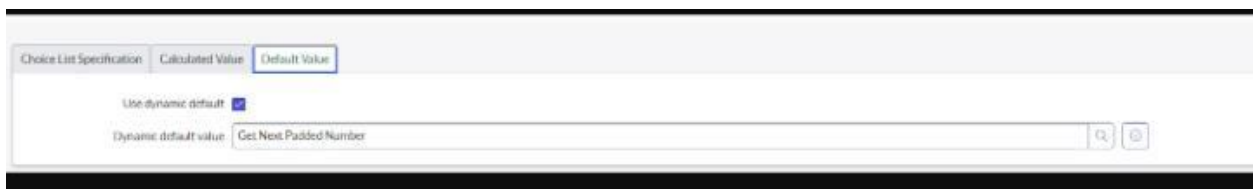
ⓘ This record is in the Global application, but Educational Organisation is the current application. To edit this record click here.

Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	<code>java.lang.NextOf(NumberField)</code>
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

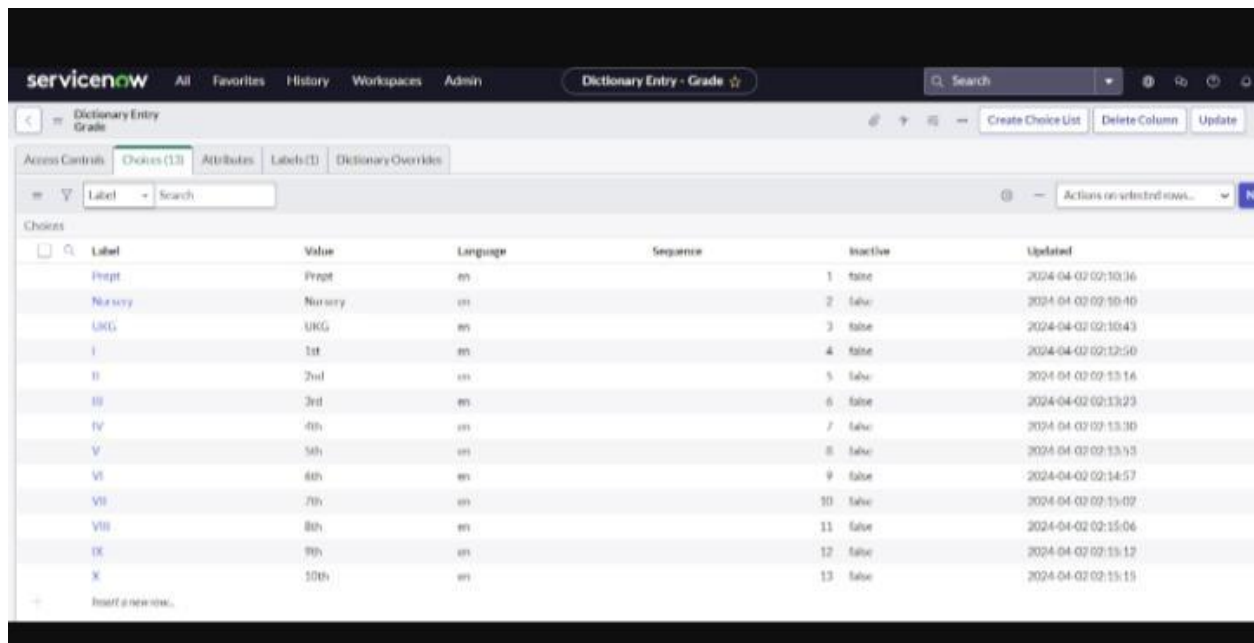
- For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.



- Click on controls >> Enable Extensible.



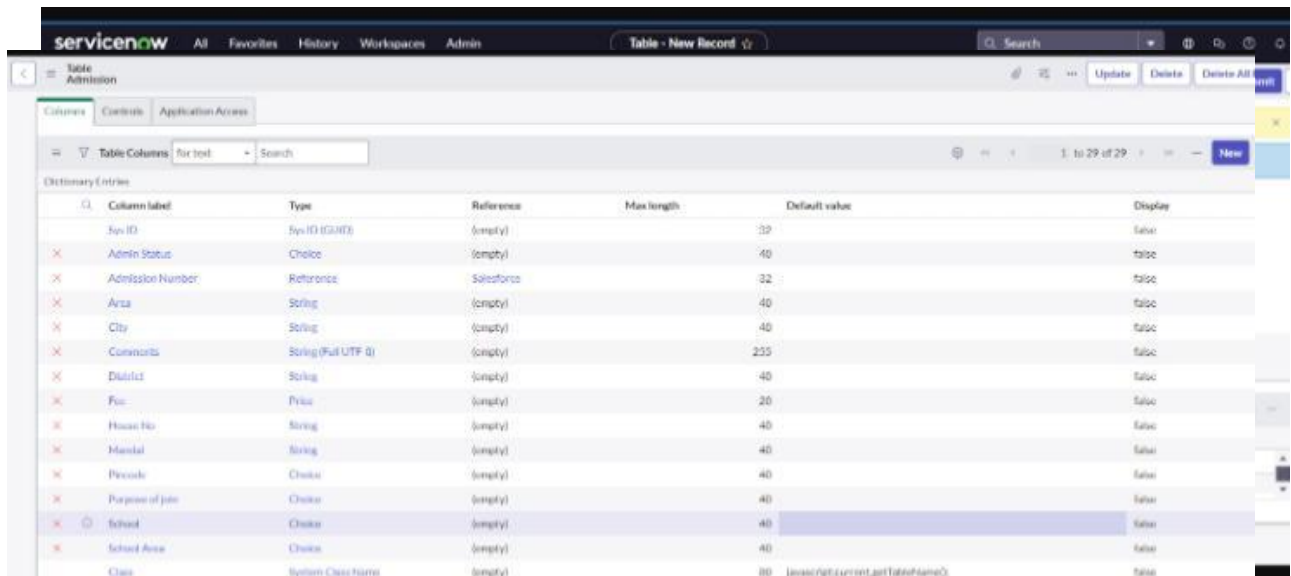
- Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .



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

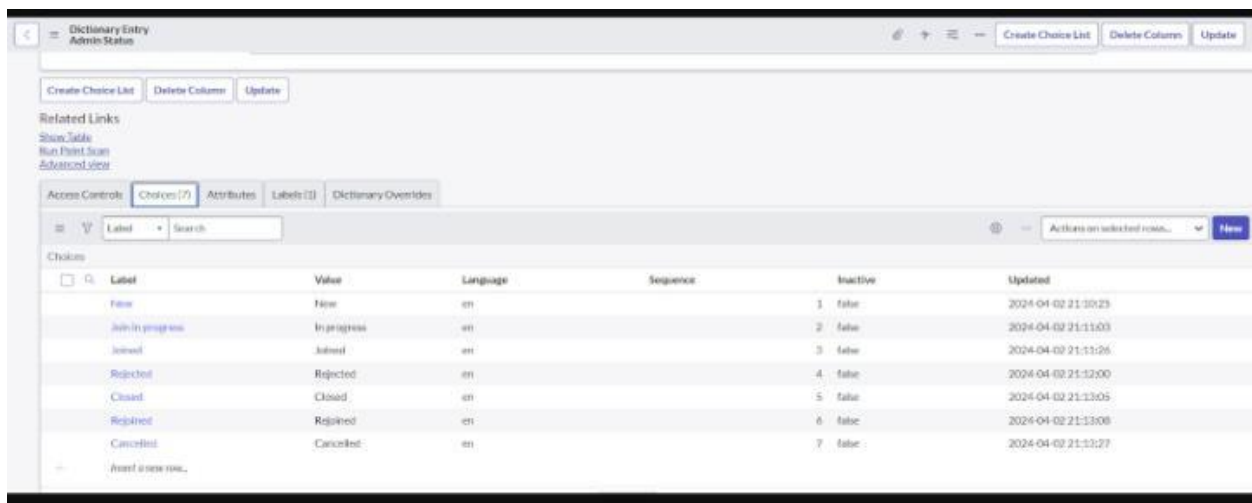
## Creating Admission Table

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



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 job	Choice	(empty)	40		False
School	Choice	(empty)	40		False
School Area	Choice	(empty)	40		False
Class	System Choice Name	(empty)	80	javascript:current.getTableName()	False

- Create choice for Admin Status as:



Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	False	2024-04-02 21:10:23
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
Rejected	Rejected	en	6	False	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	False	2024-04-02 21:13:27
A new one was...					

- Create choice for Pincode as:

•

Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

Actions on selected rows...

Choices

	Label	Value	Language	Sequence	Inactive	Updated
<div><div><div></div><div></div></div></div>	509358	509358	en		1 false	2024-04-02 21:15:19
<div><div><div></div><div></div></div></div>	500079	500079	en		2 false	2024-04-02 21:15:46
<div><div><div></div><div></div></div></div>	500081	500081	en		3 false	2024-04-02 21:16:05
<div>Insert a new row...</div>						

- Create choice for Purpose of Join as:

Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

Actions on selected rows...

New

Choices

Label

Value

Language

Sequence

Inactive

Updated

Tuition

Tuition

en

1

false

2024-09-02 21:17:09

Coaching

Coaching

en

2

false

2024-05-02 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

Choices

<div><div></div><div></div></div>	Label	Value	Language	Sequence	Inactive	Updated	
<div><div></div><div></div></div>	Starling	Starling	en		1	false	2024-04-02 21:19:14
<div><div></div><div></div></div>	Starling-R	Starling-R	en		2	false	2024-04-02 21:19:35
<div>Insert a new row...</div>							

- Create choice for School Area as:

Access Controls							
Choices (2)   Attributes   Labels (1)   Dictionary Overrides							
Label Search							
Actions on selected rows...							
Choices							
	Label	Value	Language	Sequence	Inactive	Updated	
<input type="checkbox"/>	Starling	Starling	en		1	false	2024-04-02 21:19:14
<input type="checkbox"/>	Starling-R	Starling-R	en		2	false	2024-04-02 21:19:35
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:

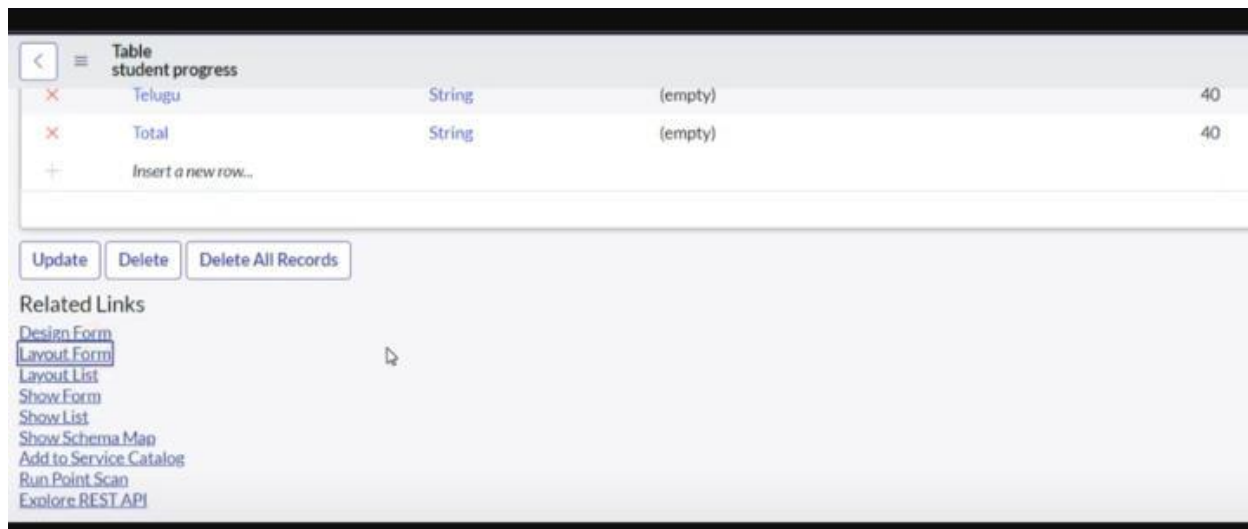
<input checked="" type="checkbox"/>	Admission Number	Reference	Salesforce	32	false
<input checked="" type="checkbox"/>	English	String	(empty)	40	false
<input checked="" type="checkbox"/>	Hindi	String	(empty)	40	false
<input checked="" type="checkbox"/>	Maths	String	(empty)	40	false
<input checked="" type="checkbox"/>	Percentage	String	(empty)	40	false
<input checked="" type="checkbox"/>	Result	String	(empty)	40	false
<input checked="" type="checkbox"/>	Science	String	(empty)	40	false
<input checked="" type="checkbox"/>	Social	String	(empty)	40	false
<input checked="" type="checkbox"/>	Telugu	String	(empty)	40	false
<input checked="" type="checkbox"/>	Total	String	(empty)	40	false
Insert a new row...					



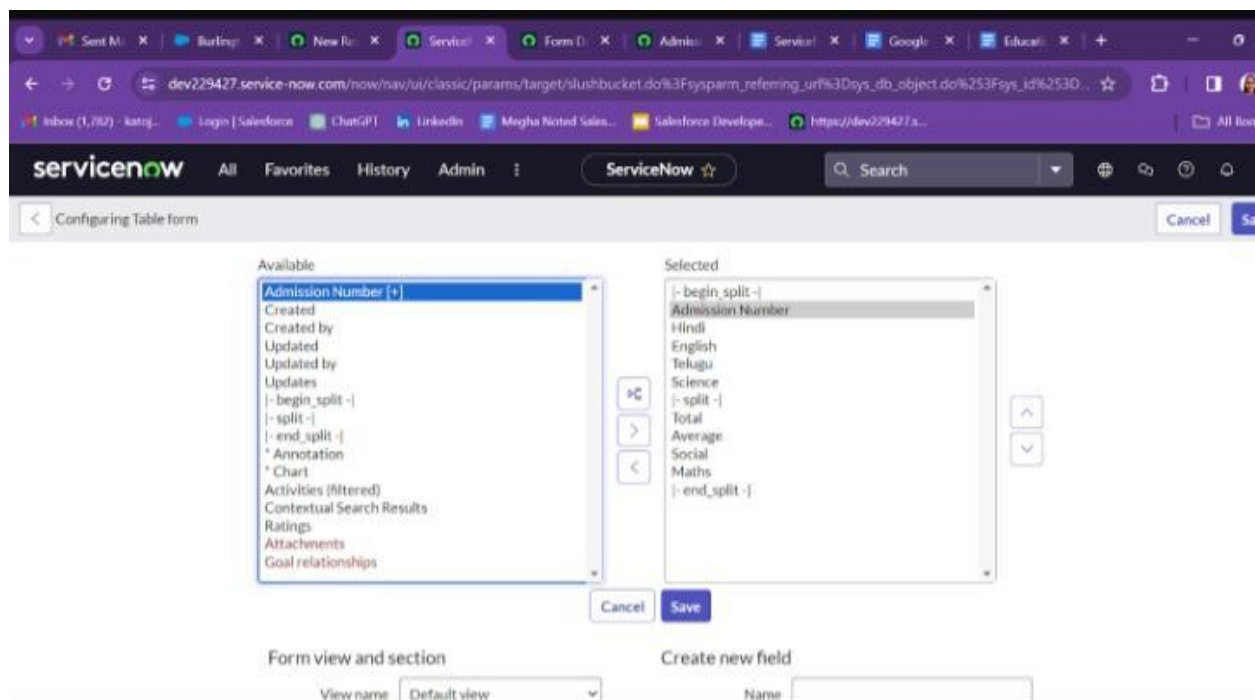
## Milestone5:Form Layout

### Configuring Table form for Student Progress Table

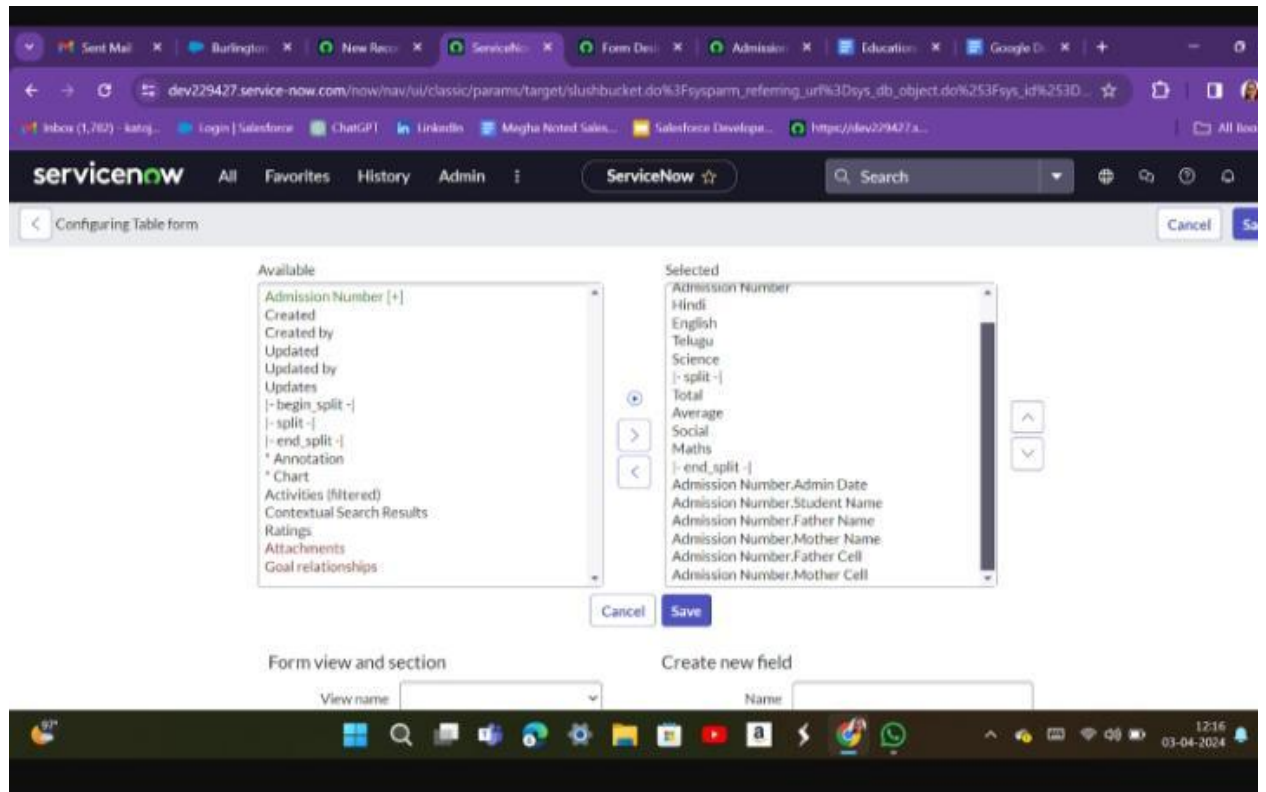
In the Student Progress Table Page , Click on Layout form .



- Click on Admission Number [+].



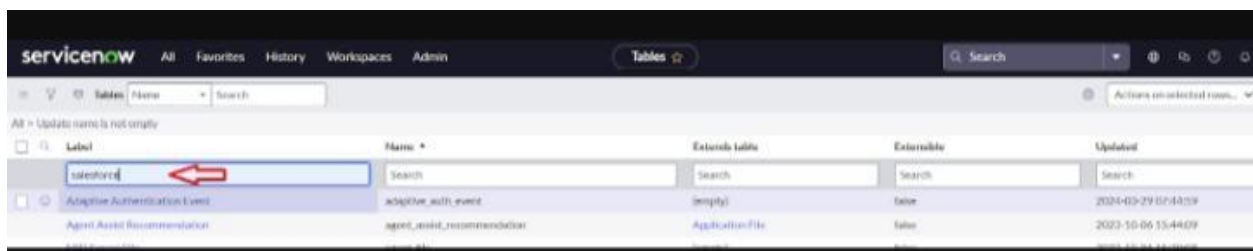
Select below Admission Number fields in Available side and send it to selected side as below >> save.



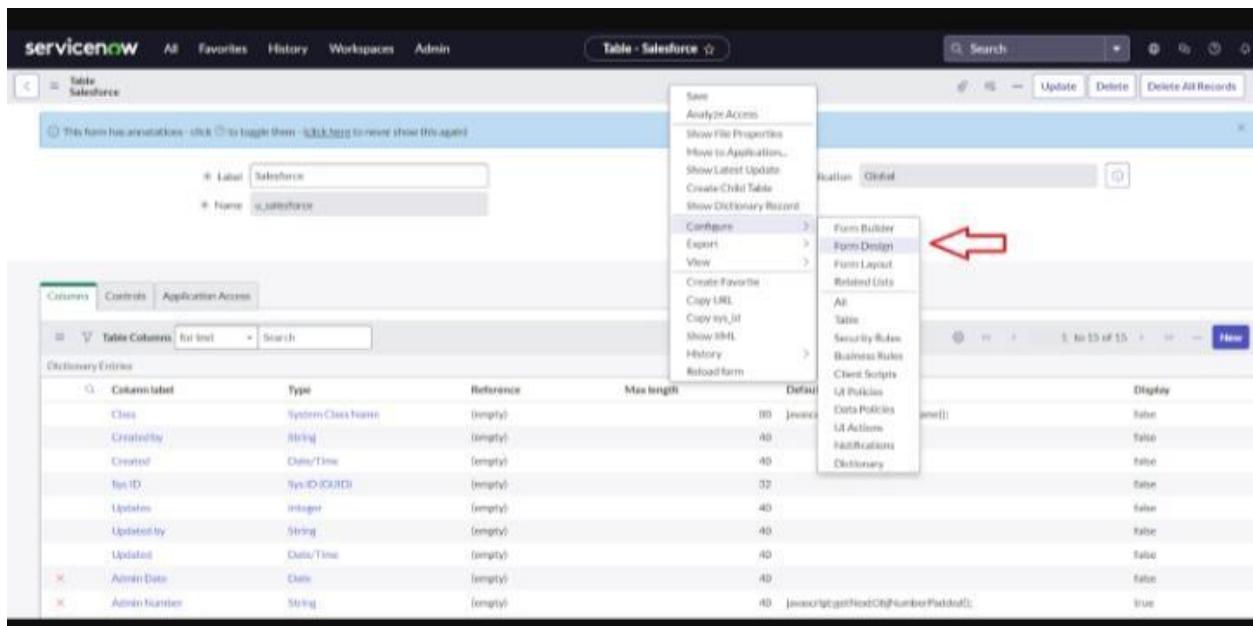
## Milestone6:Form Design

### Creating Form Design for Salesforce Table

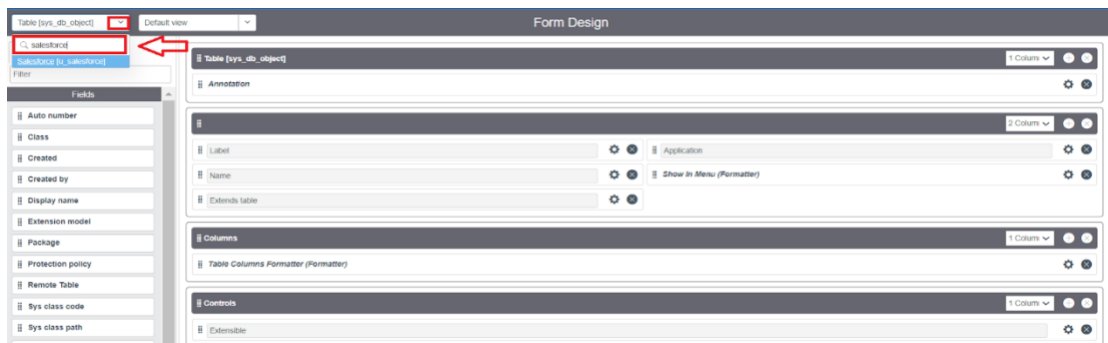
- All >> System Definition >> Tables .
- In Label Search for Salesforce and open .



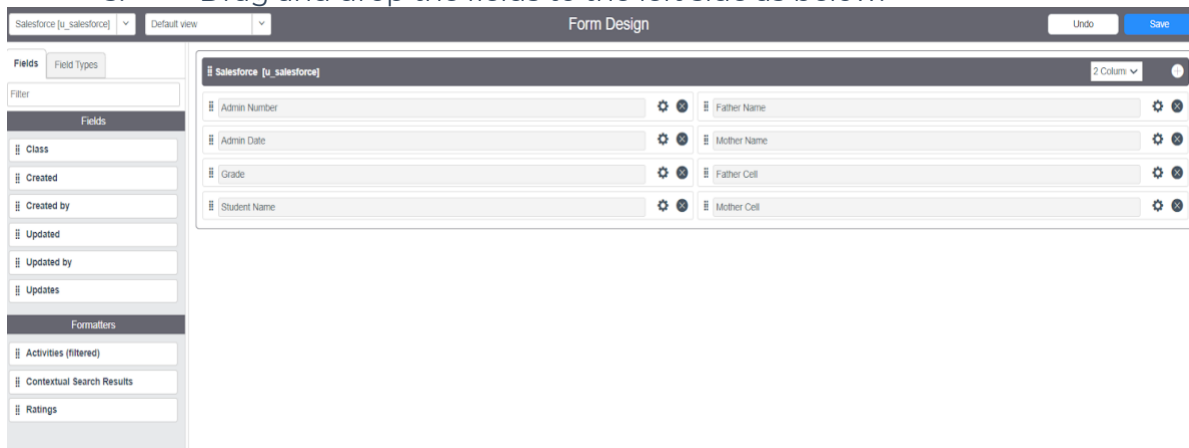
- Right Click on top Toggle >> Configure >> Form Design.



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.

## Creating Form Design for Student progress Table

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

## Milestone7: Number Maintenance

## Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

Field	Type	Reference	Max length	Default value	Display
Class Name	String	(empty)	80	javascript:current.getTableName();	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

- Fill the details >> Submit.

## Milestone8: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.

## 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  
6   //Type appropriate comment here, and begin script below  
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.

The screenshot shows the 'Client Script' configuration window for a 'Pincode Update' script. The 'Name' field is 'Pincode Update', 'Table' is 'Admission[u\_admission]', 'UI Type' is 'Desktop', 'Type' is 'onChange', and 'Field name' is 'Pincode'. The 'Application' is set to 'Global', and the 'Active' checkbox 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   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');
10  }
```

- 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');
```

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

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration interface for a script named 'Disable Fields'. The script is associated with the 'Student Progress [u\_student\_progress]' table and is set to execute on 'onLoad'. The 'Application' is set to 'Global', and the 'Active' checkbox is checked. The 'Script' section contains the following code:

```
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 top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'Client Script - Total Up...'. A notification at the top states 'You are editing a record in the Global application (cancel)'. The configuration form includes the following fields:

- 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 sections for 'Description', 'Messages', and 'Script'. The 'Script' section contains the following code:

```

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   if (newValue){
7     var a = parseInt(g_form.getValue('u_telugu'));
8     var b = parseInt(g_form.getValue('u_hindi'));
9     var c = parseInt(g_form.getValue('u_english'));
10    var d = parseInt(g_form.getValue('u_maths'));
11    var e = parseInt(g_form.getValue('u_science'));
12    var f = parseInt(g_form.getValue('u_social'));
13    var Total = parseInt(a+b+c+d+e+f);
14    g_form.setValue('u_total', Total);
15  }
16 }
17

```

At the bottom, there is a checkbox for 'Isolate script' which is currently checked.

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

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }

```

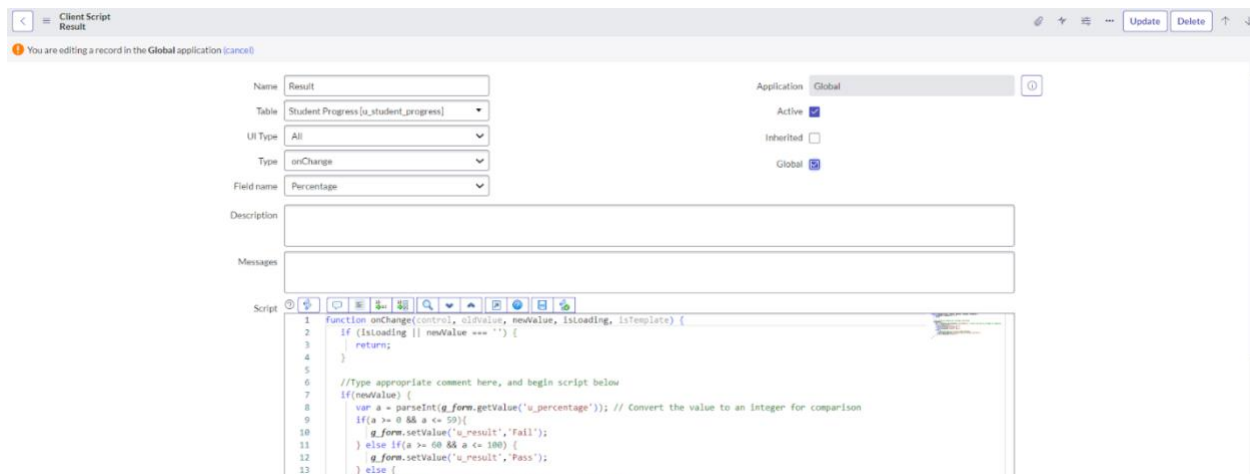
```

//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.



- 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.');
```

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

- Fill the Details as given.

Client Script  
Percentage

You are editing a record in the Global application (cancel)

Name: Percentage

Table: Student Progress[u\_student\_progress]

UI Type: All

Type: onChange

Field name: Total

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

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   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+'%');
}

```

## Result

Salesforce  
New record

Admin Number: SAL0001078

Admin Date:

Grade: --None--

Student Name:

Father Name:

Mother Name:

Mother Cell:

Father Cell:

Submit

