

# PROJECT REPORT

On

## Educational Organisation Using ServiceNow

### Submitted by:

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### Under the Guidance of:

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## 1. Project Overview

The Educational Management System (EMS) is a streamlined solution built on the ServiceNow platform to enhance administrative efficiency within educational institutions. It manages student and teacher data, simplifies the admission process, and provides tools for tracking academic progress. By implementing EMS in ServiceNow, institutions benefit from a user-friendly, customizable, and automated environment that supports better decision-making and operational management.

## 2. Setting Up the ServiceNow Instance

### Sign Up for a Developer Account

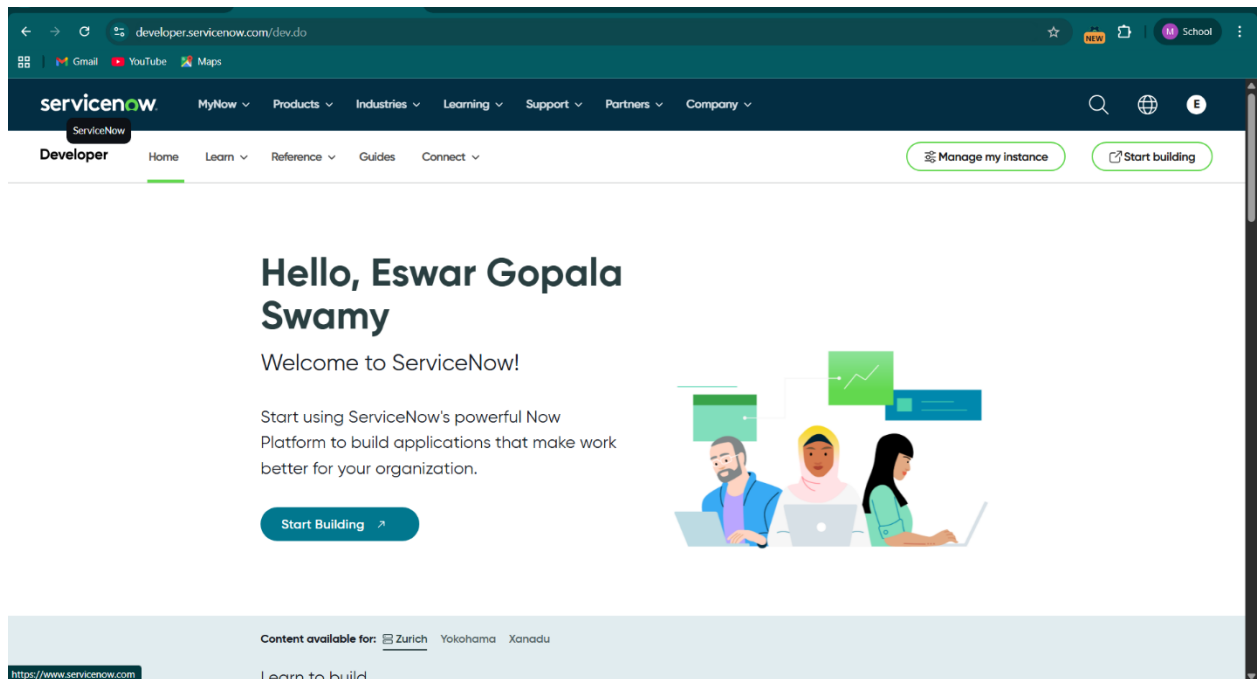
- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

### Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the “Manage > Instance” section.
- Click “Request Instance” and choose the latest available release.
- You will receive an email with the instance details (URL, username, and password).

### Access Your Instance

- Open the instance URL received via email.
- Log in using the provided credentials to access your personal ServiceNow instance



### 3. Creating an Update Set

An Update Set tracks all configuration changes made in a ServiceNow instance, enabling migration between instances.

Steps:

- Navigate to All > Local Update Sets.
- Click New to create an update set.
- Enter the name "Educational Organisation" and submit.
- Click Make Current to activate the update set.

dev313621.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3fsys\_id%3D6d693bb0837f6210260b9065eead315%26sysparm\_record\_target%3Dsys\_updat...

local upda

FAVORITES  
No Results

ALL RESULTS  
System Update Sets  
Local Update Sets

Update Set - Educational Organisation

Application scope: Global  
Update set: Educational Organisation [Global]

Update Set - Educational Organisation

Name: Educational Organisation  
State: In progress  
Parent:   
Release date:   
Install date:   
Installed from:   
Description:   
Application: Global  
Created: 2025-09-03 01:50:44  
Created by: admin  
Merged to:   
Update

Related Links  
[Merge With Another Update Set](#)  
[Scan Update Set](#)  
[SN Utils Versions \(0\)](#)

Customer Updates (147) Update Set Logs Child Update Sets Install History

Created Search Actions on selected rows...

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-09-09	Password Reset		Service-Desk Password Reset for Local			

## 4. Creating the Salesforce Table

The Salesforce table manages core student information.

Steps:

- Navigate to All > Tables > New.
- Enter the label "Salesforce". The system will auto-generate the table name.
- Add required fields, including:
  - Admin Number (Set Display to True, mark Extensible, and set Dynamic Default to "Get Next Padded Number").
  - Grade (Configure as a choice field with values such as Primary, Secondary, etc.).

The screenshot shows the ServiceNow Form Design interface for the 'Salesforce' table. The browser address bar indicates the URL: dev313621.service-now.com/\$mg\_id.do?sysparm\_attributes=startTable:"u\_salesforce"%2CstartView:"Default%20view"%26sysparm\_domain\_restore=false&sysparm\_stack=no. The page title is 'Form Design'. The left sidebar contains a 'Fields' section with a filter and a list of fields: Class, Created, Created by, Updated, Updated by, and Updates. Below this is a 'Formatters' section with a list of formatters: Activities (filtered), Contextual Search Results, and Ratings. The main area displays the 'Salesforce [u\_salesforce]' table with a '2 Column' layout. The table has two columns of fields, each with a settings icon (gear) and a delete icon (X). The fields are: Admin Number, Admin Date, Grade, Student Name, Fathers Name, Mother Name, Fathers Cell, and Mother Cell.

Salesforce [u_salesforce]	
Admin Number	Fathers Name
Admin Date	Mother Name
Grade	Fathers Cell
Student Name	Mother Cell

## 5. Creating the Admission Table

This table manages data related to student admissions and extends the Salesforce table.

Steps:

- Navigate to Tables > New.
- Label the table as "Admission".
- Set "Extends Table" to Salesforce.
- Add to application menu for visibility.
- Add necessary fields such as Admission Number, Grade, School, and Pincode.
- Create choice fields for Admin Status, Purpose of Join, School, Pincode, and School Area.

The screenshot displays the ServiceNow Form Designer interface for the 'Admission' table. The browser address bar shows the URL: `dev313621.service-now.com/$mg_fd.do?sysparm_attributes=startTable=u_salesforce%2CstartView=Default%20view&sysparm_domain_restore=false&sysparm_stack=no`. The interface includes a top navigation bar with links to Gmail, YouTube, and Maps. The main workspace is titled 'Form Design' and shows the 'Admission(u\_admission)' table. On the left, there is a sidebar with 'Fields' and 'Field Types' tabs. The 'Fields' tab is active, showing a list of fields including 'Admin Number', 'Class', 'Created by', 'Sys ID', 'Updated by', and 'Updated'. The main workspace displays the form layout with several sections: 'Process Flow (Formattor)', 'Admin Details' (containing fields like 'Admission Number', 'Admin Date', 'Purpose of join', 'Grade', 'Student Name', 'Fee', 'Fathers Name', 'Fathers Cell', 'Mother Name', 'Mother Cell', and 'Admin Status'), 'Comments', 'School Details' (containing 'School Area' and 'School'), and 'Address' (containing 'Pincode', 'Area', 'Mandal', 'city', and 'House No'). Each field has a configuration icon (gear) and a visibility icon (eye).

## 6. Creating the Student Progress Table

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

The screenshot shows the Salesforce Form Design interface for a table named 'Student Progress'. The interface is divided into a left sidebar and a main design area. The sidebar contains a 'Fields' tab, a 'Field Types' tab, and a 'Filter' section with options like 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', 'Formatters', 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main design area shows a 'New Section' with a '1 Column' dropdown. Below this, there are two sections: 'Admission Number' and 'Student Progress'. The 'Admission Number' section has a '2 Column' dropdown and contains fields for 'Admission Number', 'Admission Number Admin Date', 'Admission Number Student Name', 'Admission Number Fathers Name', 'Admission Number Mother Name', 'Admission Number Fathers Cell', and 'Admission Number Mother Cell'. The 'Student Progress' section has a '2 Column' dropdown and contains fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Social', 'Total', 'Percentage', and 'Result'. Each field has a small icon to its right, likely for configuration or deletion.

## 6. Configuring Forms

Form configuration improves the user experience by allowing intuitive interaction with data.

Salesforce Table Form:

- Navigate to System Definition > Tables.
- Search for "Salesforce" and select Configure > Form Design.
- Add and arrange relevant fields.

Admission Table Form:

- Repeat the same process as above for the "Admission" table.

Student Progress Table Form:

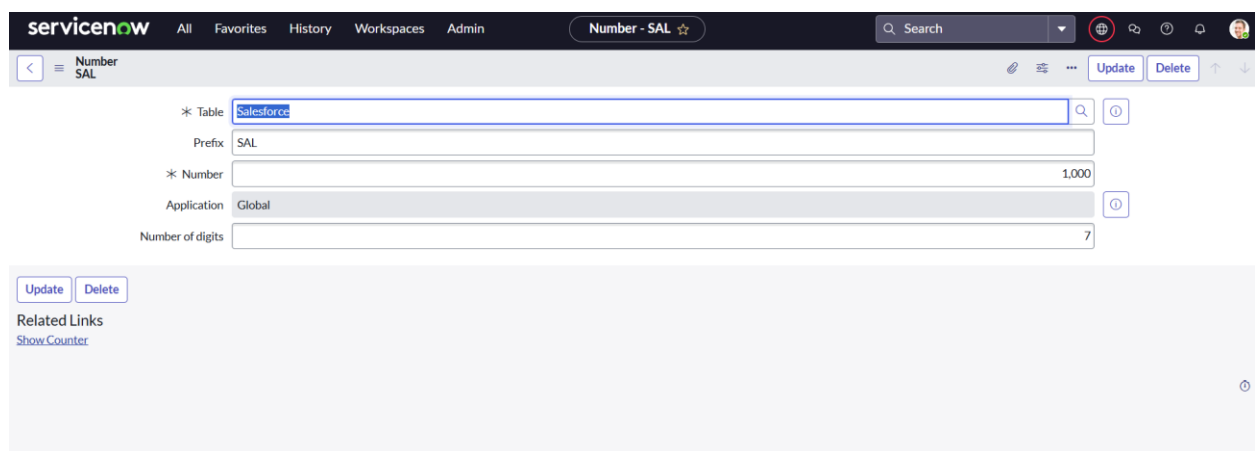
- Use the same method to configure the Student Progress table.

## 7. Number Maintenance for Admin Numbers

To automatically generate Admin Numbers in a specified format:

Steps:

- Navigate to Number Maintenance > New.
- Create a record for Admin Number.
- Set an appropriate prefix (e.g., ADM) and define the number format (e.g., ADM0001).
- Submit the record.



The screenshot shows the ServiceNow interface for creating a new Admin Number. The breadcrumb trail is 'Number - SAL'. The form fields are as follows:

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

At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Show Counter'.

## 8. Creating Process Flows

ServiceNow Process Flows automate and visualize processes such as the student admission lifecycle.

Steps:

- Navigate to Process Flow > New.
- Provide details including name, label, and description.
- Define stages such as New, InProgress, Joined, Rejected, Rejoined, Closed, and Cancelled.
- Save and publish the process flow.

**ORDER:** Joined >> Rejected >> Rejoined >> Closed >> Cancelled

## 9. Client Scripts for Automation

Client Scripts automate actions and enforce form behavior.

### Auto-Populate Admission Fields

Populates fields like Grade and Student Name when Admission Number is selected.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var admission = g_form.getReference('u_admission_number');
    g_form.setValue('u_grade', admission.u_grade);
    g_form.setValue('u_student_name', admission.u_student_name);
}
```

### Pincode-Based Field Update

Automatically fills Mandal, City, and District based on the entered Pincode.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var pincode = g_form.getValue('u_pincode');
    if (pincode === '534201') {
        g_form.setValue('u_mandal', 'Bhimavaram');
        g_form.setValue('u_city', 'Bhimavaram');
        g_form.setValue('u_district', 'West Godavari');
    }
}
```

### Disable Fields for Student Progress

Prevents manual entry into specific fields on form load.

```
function onLoad() {
    g_form.setDisabled('u_total', true);
    g_form.setDisabled('u_percentage', true);
    g_form.setDisabled('u_result', true);
}
```

### Total Marks Calculation

Calculates the total score from subject fields automatically.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    var total = parseInt(g_form.getValue('u_telugu')) +
        parseInt(g_form.getValue('u_hindi')) +
        parseInt(g_form.getValue('u_english')) +
        parseInt(g_form.getValue('u_maths')) +
        parseInt(g_form.getValue('u_science')) +
        parseInt(g_form.getValue('u_social'));
    g_form.setValue('u_total', total);
}
```



## 10. Results

The implemented Educational Management System on ServiceNow provides:

- Centralized management of student and admission data.
- Automated workflows for consistent and error-free operations.
- Dynamic forms and scripts that enhance data entry and validation.
- Seamless tracking of student progress and admission stages.

Screenshots should be included for:

- Table and form configurations
- Process flow
- Script execution in forms

### FORMS OF TABLES

The screenshot shows a ServiceNow form titled "Salesforce - Create SAL0001005". The form is displayed in a web browser window with the URL "dev313621.service-now.com/now/nav/ui/classic/params/target/u\_salesforce.do%3Fsys\_id%3D-1". The form has a header bar with the ServiceNow logo and navigation links. The form itself is divided into two columns. The left column contains fields for "Admin Number" (SAL0001005), "Admin Date" (2025-09-16), "Grade" (X), and "Student Name" (Eswar). The right column contains fields for "Fathers Name" (srinivas), "Mother Name" (saraswathi), "Fathers Cell" (9848870688), and "Mother Cell" (9494754688). A "Submit" button is located at the bottom left of the form.

Admin Number	SAL0001005	Fathers Name	srinivas
Admin Date	2025-09-16	Mother Name	saraswathi
Grade	X	Fathers Cell	9848870688
Student Name	Eswar	Mother Cell	9494754688

### SALESFORCE RECORD

## ADMISSION RECORD

servicenow

AllFavoritesHistoryWorkspacesAdmin

Admission - SAL0001001

Application scope: Glo...  
Update set: Educatio...

Admission[u\_admission]  
SAL0001001

UpdateDelete

NewIn progressJoinedRejectedRejoinedClosedCancelled

Admission NumberSAL0001002

Purpose of joinTution

Student NameEswar

Fathers NameSrinivas

Mother NameSaraswathi

Comments

Admin Date2025-09-12

GradeX

Fee\$200.00

Fathers Cell9848870688

Mother Cell3456789

Admin StatusNew

School Details

Adress

Pincode500079

MandalTpg

House No1-61-19

Areatpg

cityhi

Districtwg

UpdateDelete

## STUDENT PROGRESS RECORD

dev313621.service-now.com/now/nav/ui/classic/params/target/u\_admission.do%3Fsys\_id%3Df8c3aab83332210260b9065eeaad3c2

servicenow

AllFavoritesHistoryWorkspacesAdmin

Admission - SAL0001004

Application scope: Glo...  
Update set: Educatio...

Admission[u\_admission]  
SAL0001004

UpdateDelete

NewIn progressJoinedRejectedRejoinedClosedCancelled

Admission NumberSAL0001003

Purpose of joinTeacher

Student NameElon Musk

Fathers NameTrump

Mother NameAishwarya

Commentsthis is new admission

Admin Date2025-09-11

GradeIII

Fee\$3,330.00

Fathers Cell2345678

Mother Cell765432

Admin StatusNew

School Details

Adress

Pincode509358

Mandal

House No

Area

city

District

UpdateDelete

## 11. Advantages

- Accessible from any location with cloud support.
- Automation reduces manual workload and increases accuracy.
- Customizable for various educational institution needs.
- Integrated system for admissions, student records, and performance.
- Secure and role-based access control.

## 12. Disadvantages

- Requires prior knowledge or training in ServiceNow for effective use.
- Complex customization may be time-consuming.
- Enterprise usage may involve licensing costs.

## 13. Future Scope

- Integration with analytics tools like Tableau or Power BI for reporting.
- Expansion to include teacher scheduling and performance tracking.
- Mobile application support using ServiceNow Mobile Studio.
- API-based connectivity with external systems and student databases.
- AI-driven insights to monitor and predict student performance trends.

