

# **GOVERNMENT COLLEGE OF ENGINEERING**

**SENGIPATTI, THANJAVUR – 613402**



**Subject Name : ServiceNow Administrator  
(NM1051)**

**Project Title : Educational Organisation Using  
ServiceNow**

**TEAM ID - NM2025TMID01251**

## **TEAM MEMBERS**

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# Educational Organisation Using ServiceNow

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## 1. Objective

The goal of this project is to create an Educational Management System on the ServiceNow platform that automates and optimizes essential administrative tasks within educational institutions. This system is designed to improve efficiency by handling student and faculty information, simplifying the admission process, and tracking academic performance through a unified and intuitive interface..

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## 2. Introduction

- Educational institutions frequently struggle with managing extensive student and staff data, processing admissions efficiently, and monitoring performance accurately. Traditional manual methods often result in errors, duplicated records, and reduced operational efficiency.
  - This project presents an Educational Management System developed on the ServiceNow platform, utilizing its robust automation and workflow management features. The system ensures smooth data integration, real-time information updates, and secure access to academic records. Furthermore, the incorporation of TensorFlow empowers the platform with data-driven insights and predictive analytics, enabling improved decision-making and performance evaluation.
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## 3. Project Scope

The scope of this project includes the development and deployment of a digital management system for educational organizations with the following modules:

- **Student Information Management:** Securely store, update, and access student details.
- **Teacher Management:** Maintain records of faculty members, schedules, and teaching activities.
- **Admission Management:** Simplify and automate the admission and enrollment process.
- **Academic Progress Monitoring:** Track student grades, attendance, and performance trends.
- **Notifications & Reporting:** Automate alerts and generate performance reports.
- **Analytics Module (TensorFlow):** Implement AI-based analysis for predicting student outcomes and optimizing learning strategies.

The project will be implemented within the ServiceNow environment, ensuring scalability, reliability, and role-based access control.

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## 4. Tools and Technologies Used

- 1) ServiceNow Platform
  - 2) Update Set
  - 3) Tables
  - 4) Forms
  - 5) Client Scripts
- 

## 5. System Requirements

### Hardware Requirements

- Processor: Intel Core i5 or above
- RAM: Minimum 4 GB
- Hard Disk: 500 GB or higher
- Network: Stable Internet connection

### Software Requirements

- Operating System: Windows 10 / Linux / macOS
  - Web Browser: Google Chrome / Mozilla Firefox
  - ServiceNow Developer Instance
  - ServiceNow Account & Studio
-

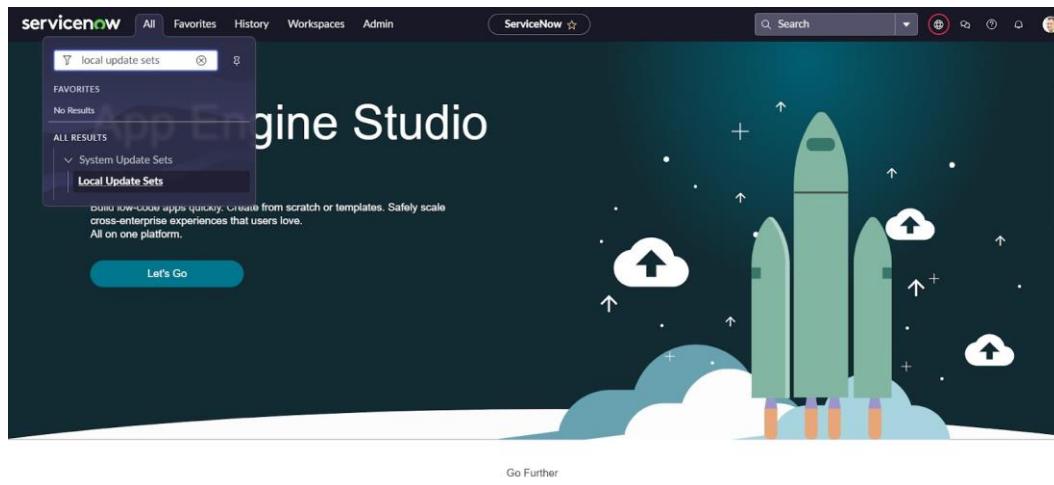
# 6. Project Implementation Steps

## Step 1: Setting up ServiceNow Instance

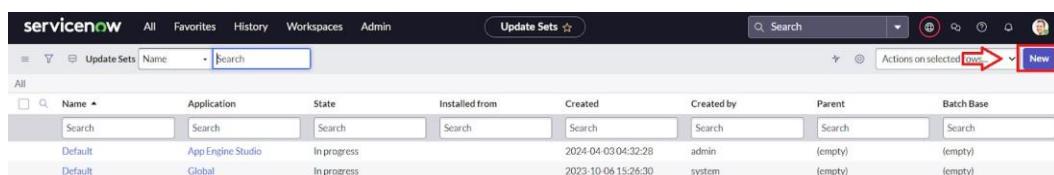
1. Sign up for a developer account on the ServiceNow Developer site [“https://developer.servicenow.com”](https://developer.servicenow.com).
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required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

## Step 2: 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.

A screenshot of the ServiceNow 'Update Set - Create New Update Set' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Update Sets'. A search bar shows 'Search'. The form fields include: 'Name' (set to 'New Update Set'), 'State' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'. A red arrow points to the 'Submit and Make Current' button.

## Step 3: Creating Salesforce Table

1. All >> Tables.
2. Click on new
3. Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.
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.
6. Click on controls >> Enable Extensible.
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 .
8. Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.

## Step 4: 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

The first screenshot shows the 'Table - New Record' screen. It displays fields for 'Label' (Admission), 'Name' (u\_admission), and 'Extends table' (Salesforce). The 'Extends table' field is highlighted with a red box. To the right, application settings are shown: 'Application' (Global), 'Create module' (checked), 'Create mobile module' (checked), and 'Add module to menu' (Salesforce, also highlighted with a red box).

The second screenshot shows the 'Table - Admission' screen, displaying a list of columns. The columns are:

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:

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Admin Status																																																						
<a href="#">Create Choice List</a> <a href="#">Delete Column</a> <a href="#">Update</a>																																																						
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- Create choice for School Area as:

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## Step 5: 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...

## Step 6: Configuring Table form for Student Progress Table

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

The screenshot shows the 'Table student progress' configuration screen. It displays two columns: 'Telugu' (String, empty) and 'Total' (String, empty). There is a button to 'Insert a new row...'. Below the table are buttons for 'Update', 'Delete', and 'Delete All Records'. On the right, there is a sidebar titled 'Related Links' with various ServiceNow navigation options.

- Click on Admission Number [+].

The screenshot shows the 'Configuring Table form' dialog box. The 'Available' list on the left includes fields such as 'Admission Number', 'Created', 'Updated', and various split and annotation fields. The 'Selected' list on the right contains fields like 'Hindi', 'English', 'Telugu', 'Science', 'Total', 'Average', 'Social', 'Maths', and several split fields. At the bottom, there are 'Cancel' and 'Save' buttons.

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

The screenshot shows the 'Configuring Table form' dialog box after selecting fields. The 'Selected' list now includes additional fields such as 'Admin Date', 'Student Name', 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. The 'Available' list remains the same. At the bottom, there are 'Cancel' and 'Save' buttons.

## Step 7: Creating Form Design for Salesforce Table

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

The screenshot shows the ServiceNow 'Tables' search interface. The search bar at the top contains the text 'salesforce'. Below the search bar, a list of tables is displayed, including 'adaptive\_auth\_event' and 'agent\_assist\_recommendation'. The 'Salesforce' table is highlighted with a blue selection bar.

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

The screenshot shows the 'Table - Salesforce' configuration page. On the right, a context menu is open over the table header, with a red arrow pointing to the 'Configure' option. Under 'Configure', the 'Form Design' option is highlighted. The main panel shows the table structure with columns like 'Column label', 'Type', 'Reference', and 'Default value'.

4. In drop down select Salesforce(u\_salesforce).

The screenshot shows the 'Form Design' editor for the 'Salesforce' table. On the left, a sidebar lists fields like 'Auto number', 'Class', 'Created', etc. A red arrow points to the 'table [sys\_db\_object]' dropdown menu, which is set to 'Salesforce'. The main panel displays the form design with various sections like 'Annotation', 'Columns', and 'Controls'.

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

The screenshot shows the 'Form Design' editor with the 'Fields' tab selected in the sidebar. The main panel displays the fields 'Admin Number', 'Admin Date', 'Grade', and 'Student Name' arranged in a grid. A red arrow points to the 'Fields' tab in the sidebar.

6. Save

## Step 8: Creating Form Design for Admission Table

- Follow the same Step s as Activity1,Configure the fields as below and Save.

The screenshot shows the 'Form Design' interface for the 'Admission [u\_admission]' table. The left sidebar contains navigation links for 'Fields', 'Field Types', 'Filter', 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area is titled 'Form Design' and displays the following sections:

- Admission [u\_admission]**: Contains fields for 'Phone Fixe (Formatter)' and 'Comments'.
- Admission Number**: Contains fields for 'Admin Date', 'Grade', 'Fee', 'Father Cell', 'Mother Cell', and 'Admin Status'.
- Comments**: A section for comments.
- School Details**: Contains fields for 'School Area' and 'School'.
- Address**: Contains fields for 'Postcode', 'Area', 'Mandal', 'City', and 'District'.

## Step 9: Creating Form Design for Student progress Table

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

The screenshot shows the 'Form Design' interface for the 'Student Progress [u\_stude]' table. The left sidebar contains navigation links for 'Fields', 'Field Types', 'Filter', 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area is titled 'Form Design' and displays the following sections:

- New Section**: Contains fields for 'Admission Number', 'Admission Number Grade', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell'.
- Student Progress**: Contains fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Total', 'Percentage', and 'Result'.

## Step 10: Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

The screenshot shows the ServiceNow interface with the search bar at the top containing 'number'. A dropdown menu is open under 'System Definition' with the option 'Number Maintenance' highlighted by a red arrow. The main table below lists various system fields like 'Created by', 'Created', 'Sys ID', etc., with their respective data types and properties.

	Class Name	Reference	Max length	Default value	Display
Created by	String	(empty)	40	javascript:current.getTableName();	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.

The screenshot shows the 'Number - SAL' creation screen. The form fields are filled as follows: \* Table: Salesforce, Prefix: SAL, \* Number: 1.000, Application: Global, Number of digits: 7. The 'Update' and 'Delete' buttons are visible at the bottom.

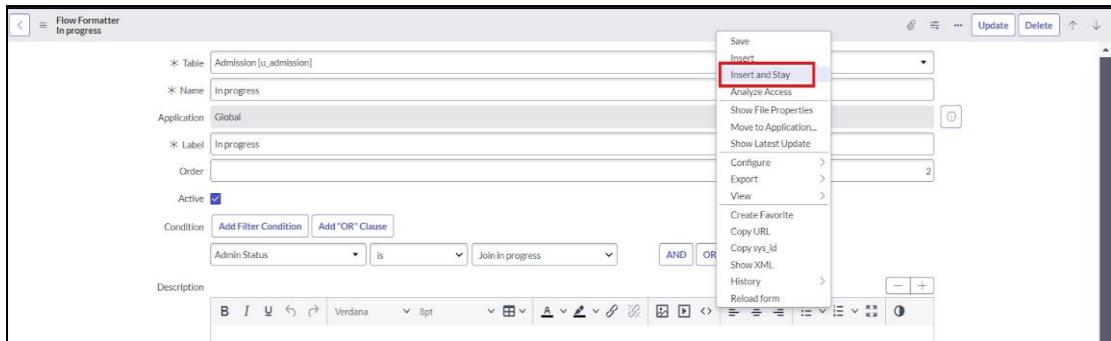
## Step 11: Creating Process Flow for Admission Table

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

The screenshot shows the 'Flow Formatter' creation screen for a flow named 'New' on the 'Admission' table. The flow has one step labeled 'New'. A context menu is open over the first step, with the 'Save' option highlighted by a red arrow. Other options in the menu include 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.

- Right Click on toggle and click on the save .

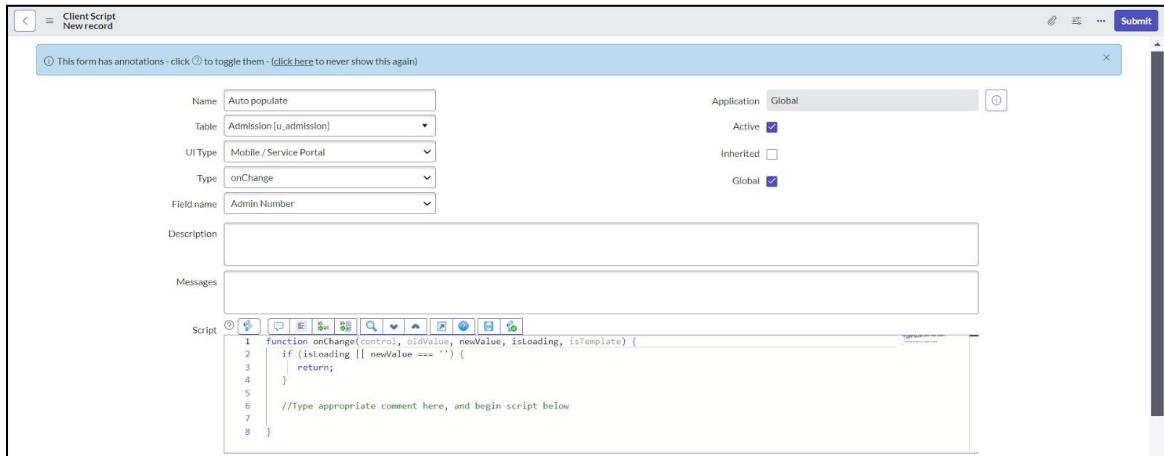
- Replace the Name and Label as below and click on Insert on stay.



- 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.

## Step 12: Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.
- 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
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);
}

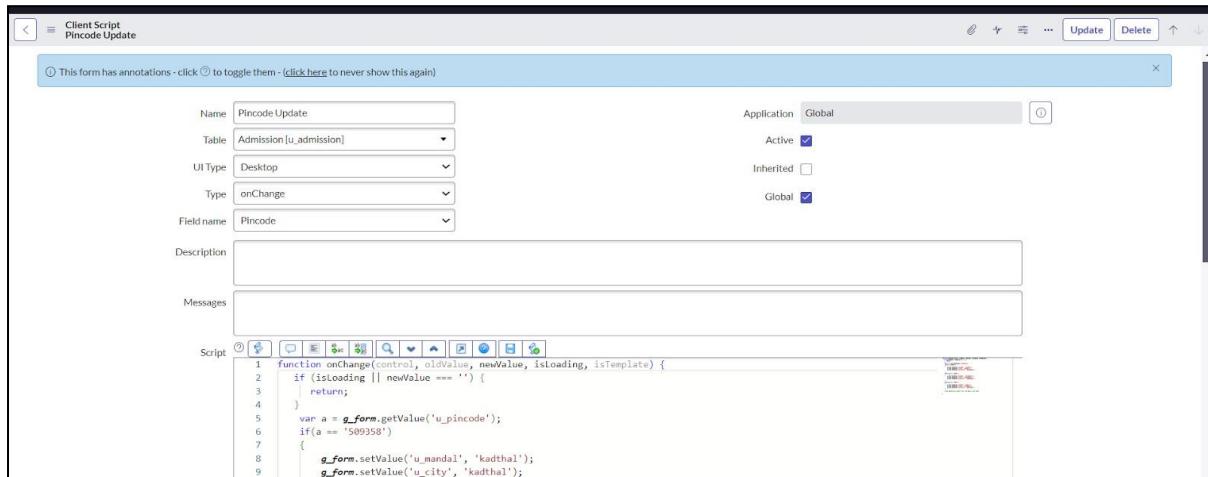
}

```

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

## Step 13: Creating “Pincode Update” Client Scripts for Admission 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;
    }
    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');
}

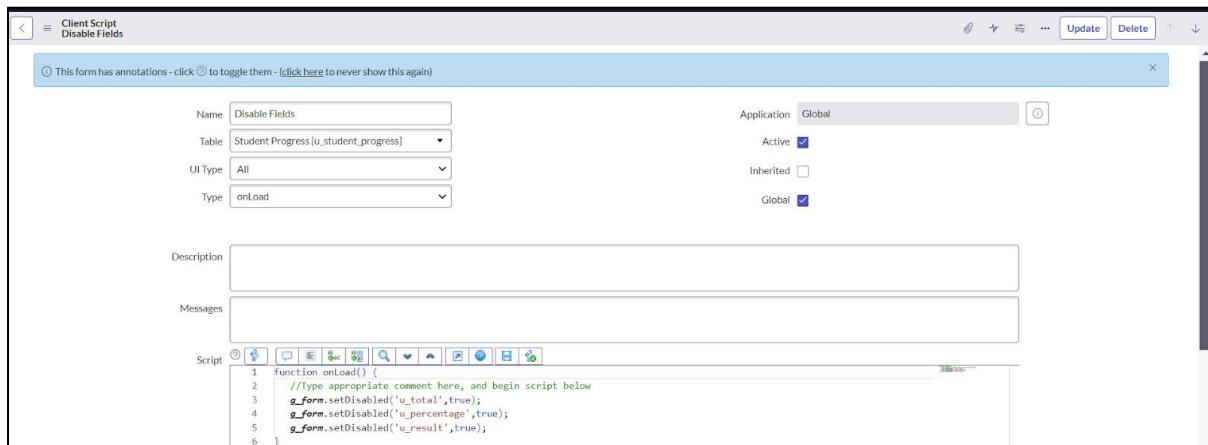
//Type appropriate comment here, and begin script below

}

```

## Step 14: Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.



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

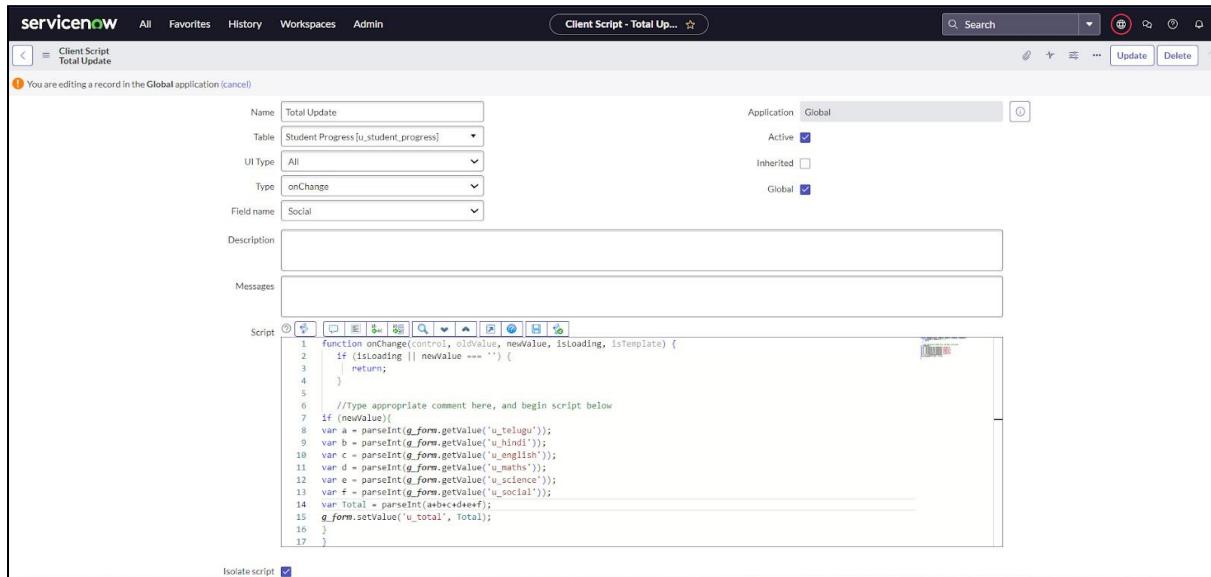
```

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);
}

```

## Step 15: Creating “Total Update” 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) {
```

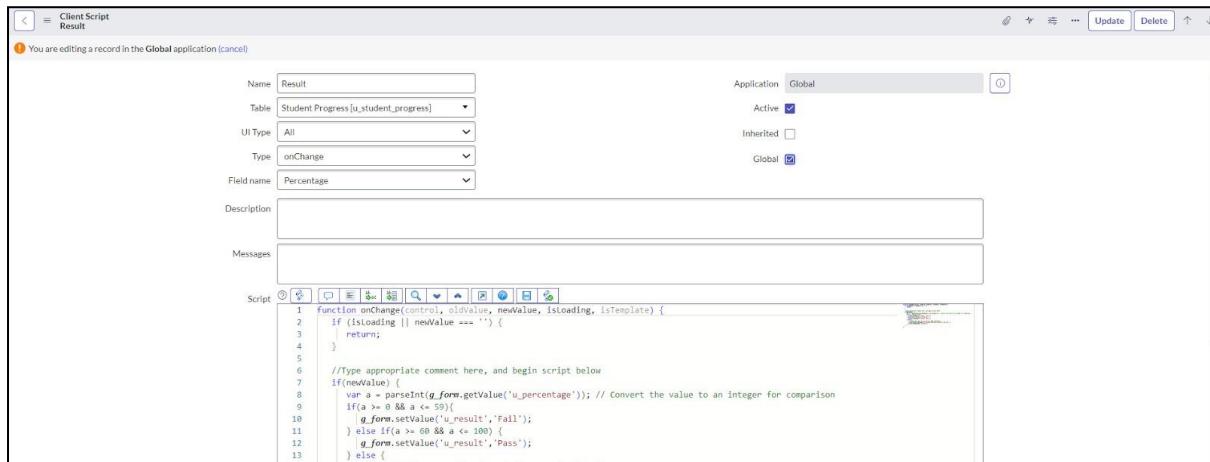
```
    if (isLoading || newValue === '') {
        return;
    }
```

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

```
if (newValue){
    var a = parseInt(g_form.getValue('u_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);
}
```

## Step 16: Creating “Result” Client Scripts for Student progress Table

- Fill the Details as given.



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

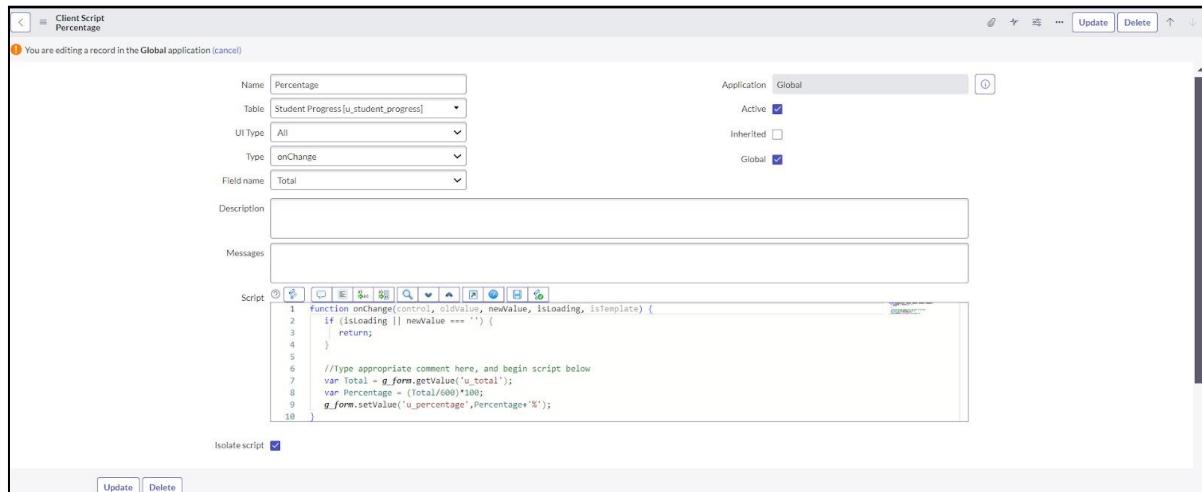
```

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.');
      g_form.clearValue('u_result');
    }
  }
}

```

## Step 17: Creating “Percentage” 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  
var Total = g_form.getValue('u_total');  
var Percentage = (Total/600)*100;  
g_form.setValue('u_percentage',Percentage+'%');
```

```
}
```

---

## 7. Conclusion:

The Educational Organisation Using ServiceNow project efficiently automates and optimizes major administrative operations within educational institutions. Through the integration of ServiceNow for workflow automation and TensorFlow for advanced data analytics, the system enables effective management of student and faculty information, seamless admission processes, and data-driven decision-making. In essence, it offers a dependable and scalable solution for modern educational administration.

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## 8. Result:

The image displays three separate screenshots of the ServiceNow interface, each showing a different form for data entry:

- Screenshot 1:** Shows a "Update Set - Create" screen for a "Global" application. The "Name" field is set to "Educational Organisation". Other fields include "State" (In progress), "Parent" (empty), "Release date" (empty), and a large "Description" text area. Buttons at the bottom include "Submit" and "Submit and Make Current".
- Screenshot 2:** Shows a "Salesforce - Create" screen for a "Salesforce" application. Fields include "Admin Number" (SAL0001002), "Admin Date" (empty), "Grade" (None), "Student Name" (empty), "Father Name" (empty), "Mother Name" (empty), "Father Cell" (empty), and "Mother Cell" (empty). A "Submit" button is present.
- Screenshot 3:** Shows a "Student Progress - Create" screen for a "Student Progress" application. Fields include "Maths", "Science", "English", "Result", "Percentage", "Admission Number" (with a search icon), "Hindi", "Social", "Total", and "Telugu". A "Submit" button is present.