

EDUCATIONAL ORGANIZATION USING SERVICE NOW

Submitted by

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In partial fulfilment for the award of the degree

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in

COMPUTER SCIENCE AND ENGINEERING

NAAN MUDHALVAN LAB

ANNA UNIVERSITY REGIONAL CAMPUS MADURAI-625-019



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Supervised by

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BONAFIDE CERTIFICATE

This is to certify that the project report titled "**EDUCATONAL ORGANIZATION USING SERVICENOW**" is the Bonafide work of **SAKTHIVEL G (910022104707)**, **GIRIDHARAN K (910022104705)**, **ANTO ALLVN A (910022104706)** who carried out the project work under my supervision in the Naan Mudhalvan Lab.

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Team Leader

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ABSTRACT

The Educational Organization Management System developed on the ServiceNow platform aims to provide an efficient and user-friendly solution for managing and streamlining various academic and administrative operations. The system enables institutions to record, organize, and monitor essential activities such as student enrollment, course management, staff administration, attendance tracking, and performance analysis. Through its automation and centralized data management features, users can ensure accuracy, transparency, and consistency across institutional processes.

The system leverages ServiceNow's powerful automation, reporting, and integration capabilities to deliver a seamless experience with real-time updates and intelligent workflows. A customized dashboard presents clear visual reports and summaries, helping administrators, teachers, and students make data-driven decisions. Additionally, the project ensures data security, scalability, and flexibility, making it suitable for educational organizations of various sizes and structures.

By offering a centralized and digital platform for institutional management, this project promotes operational efficiency, collaboration, and improved communication within the organization. Ultimately, the Educational Organization Management System empowers institutions to optimize their administrative tasks, enhance educational delivery, and achieve long-term academic excellence..

Problem Statement:

The project aims to develop a comprehensive management system for educational organizations using the ServiceNow platform. This system will enable institutions to efficiently handle and monitor academic and administrative processes while offering essential features such as student management, staff coordination, attendance tracking, performance evaluation, and reporting capabilities. By leveraging ServiceNow's robust and flexible framework, the system will ensure seamless integration, a user-friendly interface, and scalability to suit institutions of different sizes and complexities. The ultimate goal of this project is to empower educational organizations with intelligent tools that enhance operational efficiency, streamline data management, and promote academic excellence through informed decision-making.

Objectives:

The main objective of this project is to develop an Educational Organization Management System on the ServiceNow platform that enables efficient management, monitoring, and automation of academic and administrative operations. The specific objectives are as follows:

- To provide real-time monitoring and interactive dashboards for improved institutional visibility and decision-making.
- To generate insightful analytical reports that support academic planning and performance evaluation.
- To ensure scalability and adaptability for educational organizations of various sizes and structures.
- To promote operational efficiency through automation and centralized data management.
- To maintain data security and integrity using ServiceNow's built-in security and access control features.

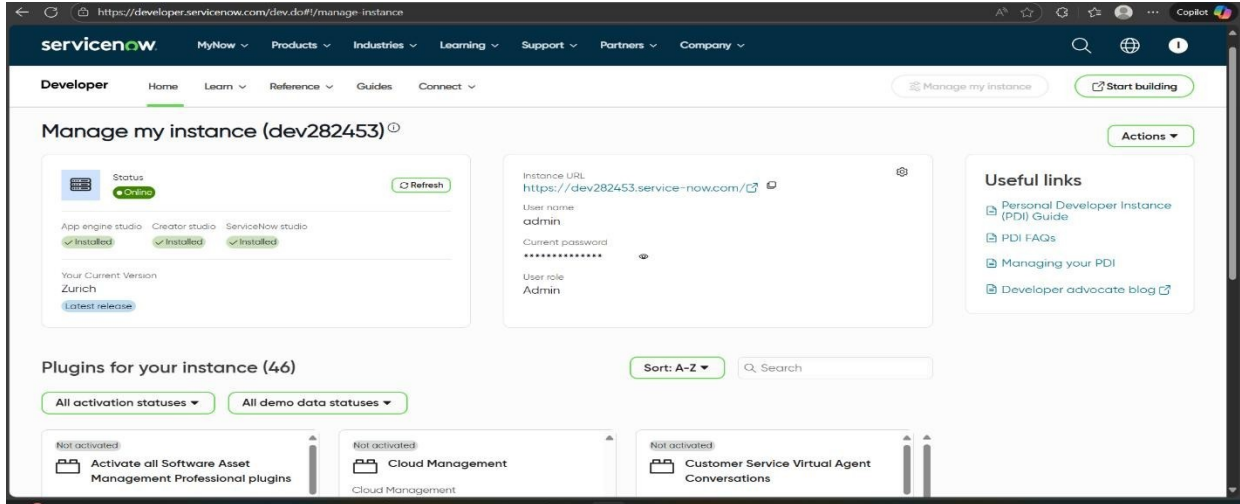
Skills:

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

Activity: Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site
“https://developer.servicenow.com”.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.

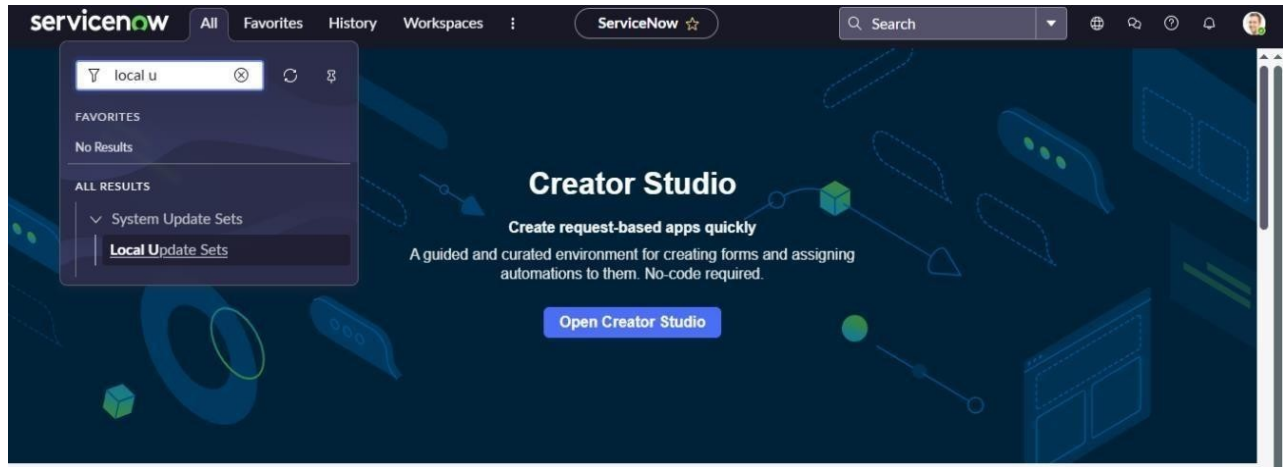


7. Now you will navigate to the ServiceNow.

Milestone 2: Creation of New Update Set

Activity: Creation of New Update Set

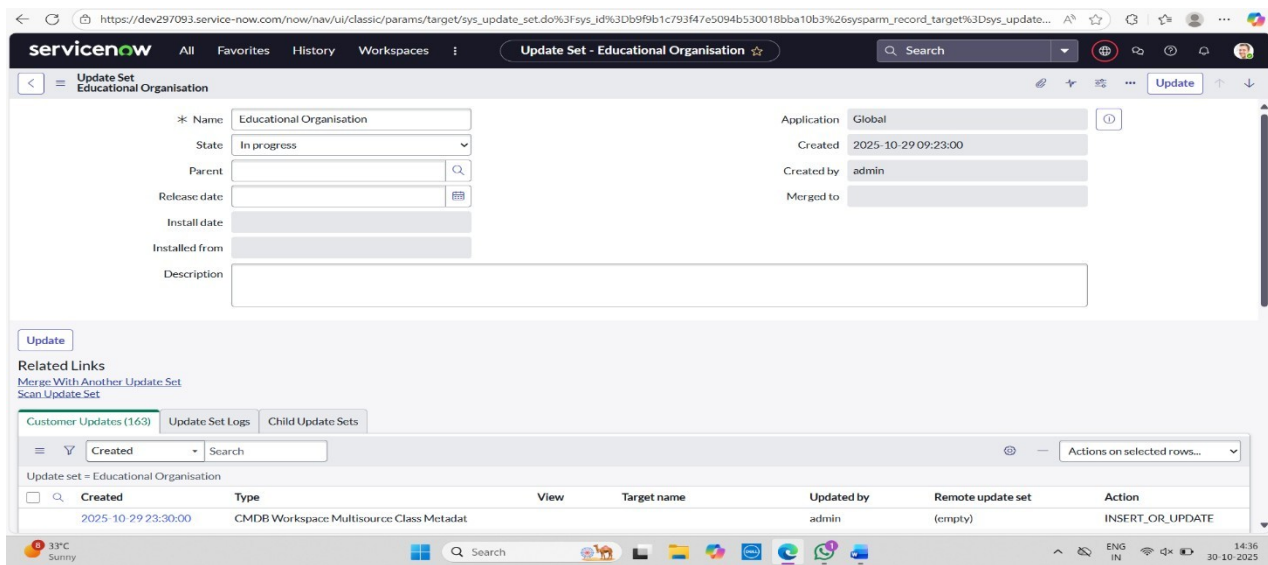
1. Go to All >> In the filter search for Local Update set > click on New



2. Enter the Details as:

Name: Educational Organization

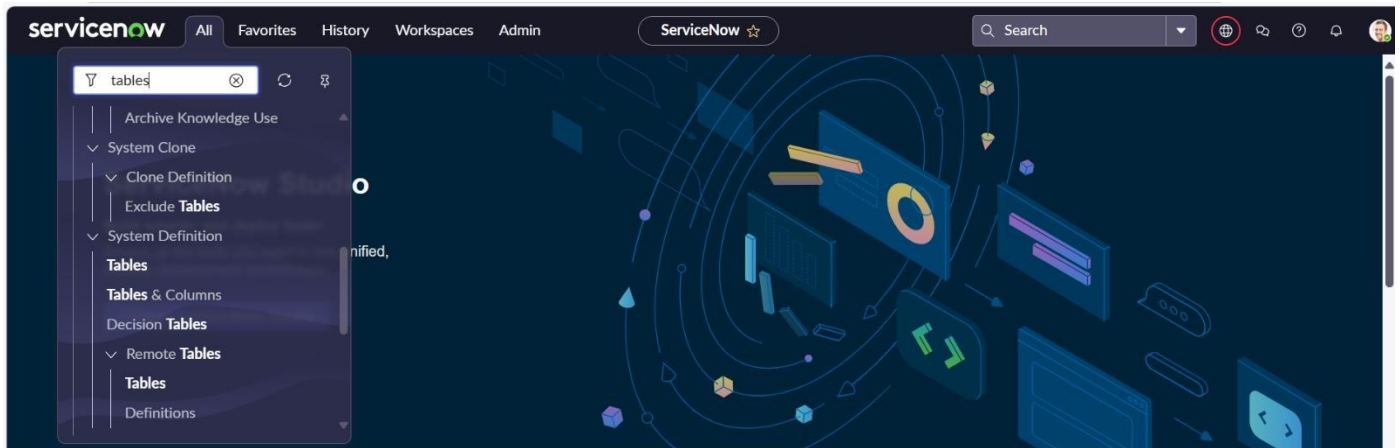
3. Then click on Submit and Make current



Milestone 3: Creation of Table

Activity 1: Creating Salesforce Table.

1. Go to All >> Tables > click on New



2. Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

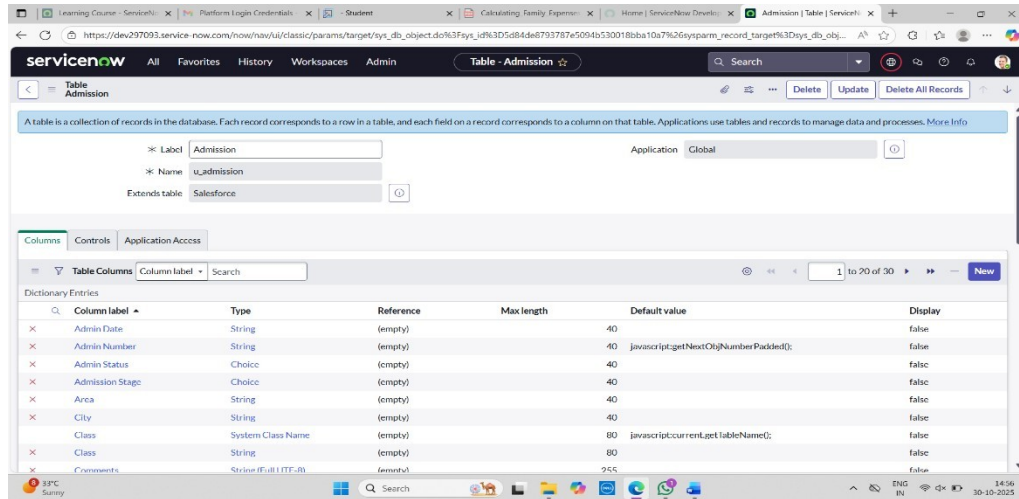
Name:SalesForce

3. Then click on Submit and Make current.

Column label	Type	Reference	Max length	Default value	Display
Admin Date	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Father Cell	String	(empty)	40		false
Father Name	String	(empty)	40		false
Grade	Choice	(empty)	40		true
Mother Cell	String	(empty)	40		false

Activity 2: Creating Admission Table

1. Go to All > In the filter search for Tables > click on New.
2. Create an Admission Table with Columns given.
3. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
4. Go to the Header and right click there >> click on Save.



Activity 3: Creating Student Progress Table

- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Near Columns Double click near insert a new row.

1. Give the details as:

- Column label: Admission Number
- Type: String

2. Double click on insert a new row again

Give the details as:

- Column label: English
- Type: String

3. Double click on insert a new row again

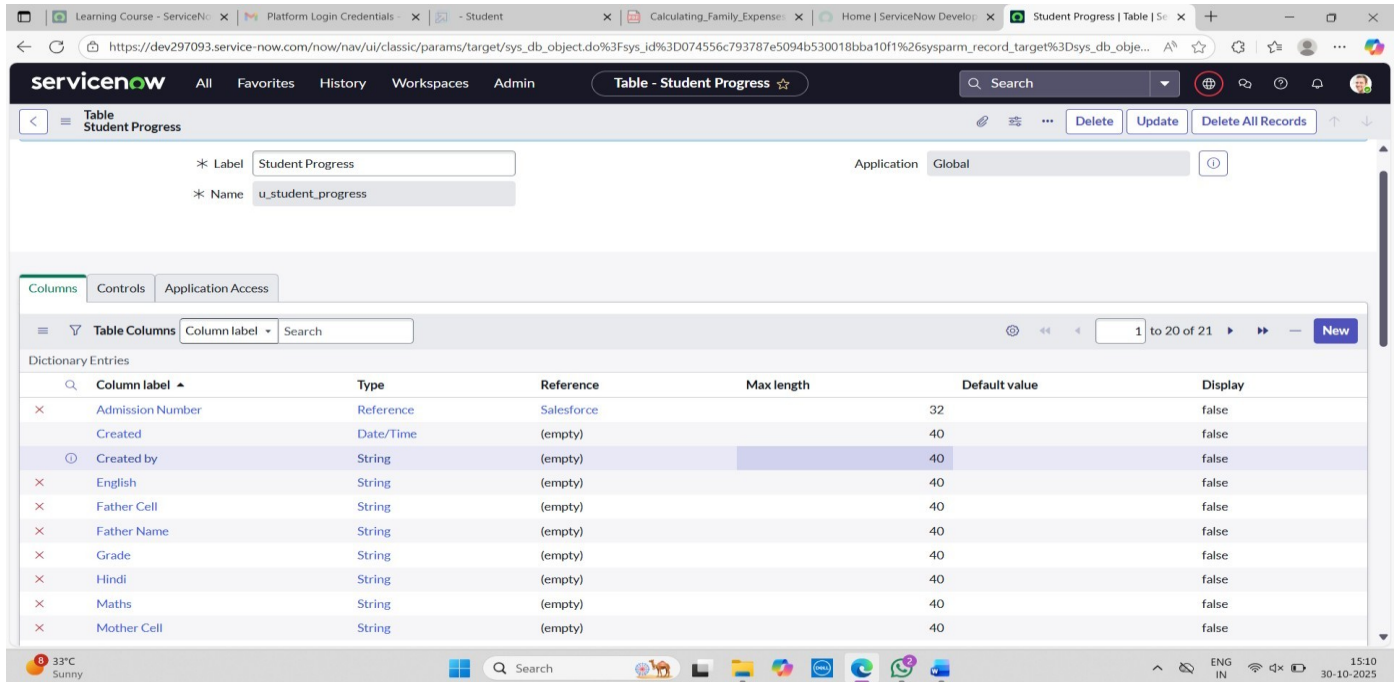
Give the details as:

- Column label: Father Cell
- Type: String

4. Double click on insert a new row again

Give the details as:

- Column label: Father Name
- Type: String



5. Double click on insert a new row again

Give the details as:

- i. Column label: Hindi
- ii. Type: String

6. Double click on insert a new row again

Give the details as:

- iii. Column label: Maths
- iv. Type: String

7. Double click on insert a new row again

Give the details as:

- i. Column label: Total
- ii. Type: String

8. Double click on insert a new row again

Give the details as:

- i. Column label: Percentage
- ii. Type: String

Milestone 4: Form Layout

Activity 1: Configuring Table form for Student Progress Table

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

ServiceNow Table - Student Progress

Updated by String (empty) 40 false

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

Access Controls (4) Labels (1) Database Indexes (2) Table Subscription Configuration (1)

Name Search

Actions on selected rows...

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_student_progress	Allow If	create	record	true	admin	2025-10-29 11:23:13
u_student_progress	Allow If	read	record	true	admin	2025-10-29 11:23:13
u_student_progress	Allow If	delete	record	true	admin	2025-10-29 11:23:13
u_student_progress	Allow If	write	record	true	admin	2025-10-29 11:23:13

- Click on Admission Number [+].

ServiceNow Configuring Table form

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- [begin_split -]
- [split -]
- [end_split -]
- Annotation
- Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments

Selected

- Admission Number
- Telugu
- Hindi
- Social
- English
- Percentage
- Maths
- Science
- Total
- Result
- Student Name
- Father Name
- Mother Cell
- Father Cell
- Grade

Cancel Save

Form view and section

View name Default view

Section Student Progress New...

Create new field

Name

Type String

Field length Small (40)

Add

Related Links

Show versions

- 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 Salesforce Table

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

Label	Name	Extends table	Extensible	Updated
Salesforce	Search	Search	Search	Search
.NET Application	cmdb_ci_appl_dot_net	Application	false	2025-08-07 12:45:09
A/B Testing Evaluation	evaluation	(empty)	false	2025-08-07 12:39:08
A/B Testing Evaluation Execution	evaluation_execution	(empty)	false	2025-08-07 12:39:08
A/B Testing Evaluation Parameter	evaluation_parameter	(empty)	false	2025-08-07 12:39:08
A/B Testing Evaluation Parameter Result	evaluation_parameter_result	(empty)	false	2025-08-07 12:39:08

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

https://dev297093.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D76d3c2c393387e5094b530018bba10f1%26sysparm_record_target%3Dsys_db_obje...

servicenow All Favorites History Workspaces Admin Table - Salesforce

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 in a table. [More Info](#)

* Label: Salesforce
* Name: u_salesforce

Columns Controls Application Access

Table Columns Column label Search

Dictionary Entries

Column label	Type	Reference	Max length	Display
Admin Date	String	(empty)	40	false
Admin Number	String	(empty)	40	false
Class	System Class Name	(empty)	80	false
Created	Date/Time	(empty)	40	false
Created by	String	(empty)	40	false
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	true
Mother Cell	String	(empty)	40	false

1 to 14 of 14 New

Save
Analyze Access
Show File Properties
Move to Application...
Show Latest Update
Create Child Table
Show Dictionary Record
Configure
Export
View
Create Favorite
Copy URL
Copy sys_id
Show XML
History
Reload form

Form Builder
Form Design
Form Layout
Related Lists
All
Table
Security Rules
Business Rules
Client Scripts
UI Policies
Data Policies
UI Actions
Notifications
Dictionary

- In drop down select Salesforce(u_salesforce).

https://dev297093.service-now.com/\$ng_fd.do?sysparm_attributes=startTable:"sys_db_object"%2CstartView:"Default"%20view"

Salesforce [u_salesforce] Default view Form Design

Search: salesforce
Filter: Salesforce [u_salesforce]

Fields

- Class
- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Salesforce [u_salesforce] 1 Column

Admin Number

Grade

Student Name

Father Name

Admin Date

Father Cell

Mother Cell

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

The screenshot shows the ServiceNow Form Design interface for the 'Salesforce [u_salesforce]' table. The left sidebar contains a list of fields under the 'Fields' tab, including 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. The main area displays the form layout with fields like 'Admin Number', 'Grade', 'Student Name', 'Father Name', 'Admin Date', 'Father Cell', and 'Mother Cell'. The top bar shows the table name and the 'Form Design' tab.

- Save

Activity 2: Creating Form Design for Admission Table

1. All >> System Definition >> Tables .
2. In Label Search for Admission and open
3. Follow the same steps as Activity1, Configure the fields as below and Save.

The screenshot shows the ServiceNow Form Design interface for the 'Admission [u_admission]' table. The left sidebar contains a list of fields under the 'Fields' tab, including 'Admin Date', 'Class', 'Created', 'Created by', 'Father Cell', 'Father Name', 'Mother Cell', 'Student Name', 'Updated', 'Updated by', and 'Updates'. The main area displays the form layout with fields like 'Admin Number', 'Grade', 'Fee', 'Process Flow(Formatter)', 'House No', 'City', 'Admin Status', 'District', 'School', 'Sys ID', 'school Area', 'Madal', 'Class', and 'Comments'. The top bar shows the table name and the 'Form Design' tab.

4. Click on Save.

Activity 3: Creating Form Design for Student progress Table

1. All >> System Definition >> Tables .
2. In Label Search for Student progress and open
3. Follow the same steps as Activity1,Configure the fields as below and Save.

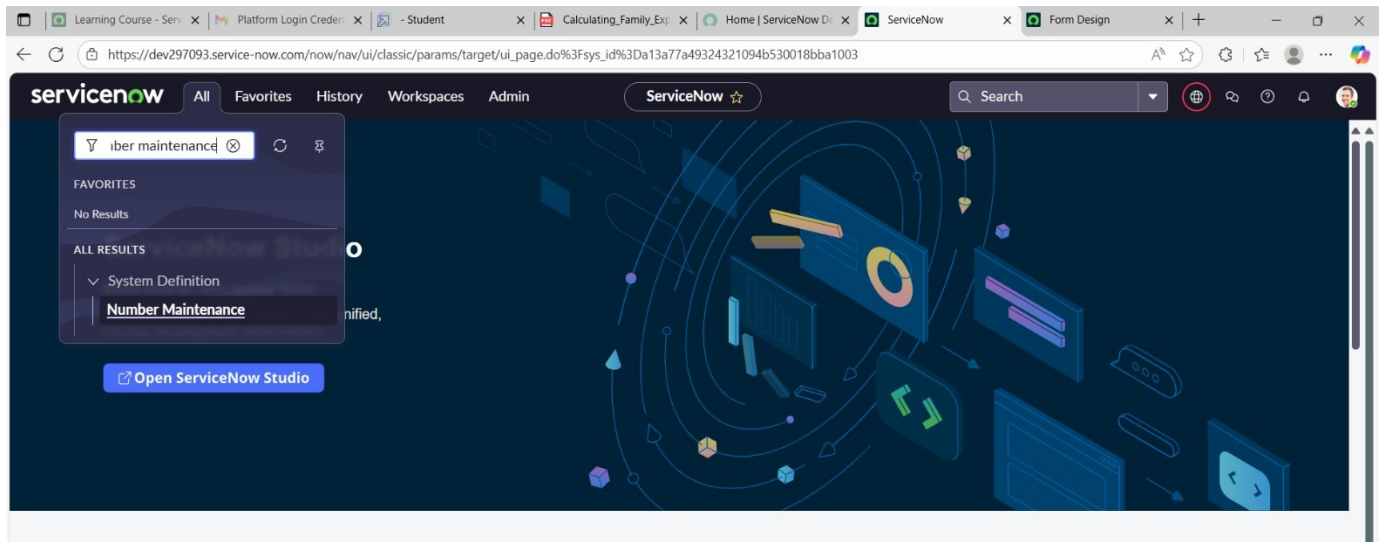
The screenshot shows the ServiceNow Form Designer interface for the 'Student Progress' table. The browser address bar displays the URL: [https://dev297093.service-now.com/\\$ng_fd.do?sysparm_attributes=startTable:'sys_db_object'%2CstartView:'Default%20view'](https://dev297093.service-now.com/$ng_fd.do?sysparm_attributes=startTable:'sys_db_object'%2CstartView:'Default%20view'). The interface includes a left sidebar with 'Fields' and 'Field Types' tabs, a 'Filter' input, and a list of available fields and formatters. The main area shows the 'Form Design' for the 'Student Progress [u_student_progress]' table, with a '1 Column' layout. The fields are listed in a table with configuration icons (gear and close) for each.

Field Name	Configuration
Admission Number	[Gear] [Close]
Telugu	[Gear] [Close]
Hindi	[Gear] [Close]
Social	[Gear] [Close]
English	[Gear] [Close]
Percentage	[Gear] [Close]
Maths	[Gear] [Close]
Science	[Gear] [Close]
Total	[Gear] [Close]
Result	[Gear] [Close]
Student Name	[Gear] [Close]
Father Name	[Gear] [Close]
Mother Cell	[Gear] [Close]
Father Cell	[Gear] [Close]
Grade	[Gear] [Close]

Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

1. All >> Number Maintenance >> New



- Fill the details >> Submit.

A screenshot of the ServiceNow 'Number - SAL' configuration page. The browser's address bar shows a URL with 'sys_number.do%3Fsys_id%3Dda800d5393b4be5094b530018bba10f3%26sysparm_record_target%3Dsys_number%...'. The page header includes the 'Number - SAL' title and 'Update' and 'Delete' buttons. The main form contains the following fields:

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

At the bottom of the form, there are 'Update' and 'Delete' buttons. Below the form, there is a 'Related Links' section with a link labeled 'Show Counter'. The page also features a sidebar on the left with a back arrow and a menu icon.

Milestone 7: Process Flow

Activity 1: Creating Process Flow for Admission Table

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

The screenshot shows the 'Flow Formatter - New' form in the ServiceNow interface. The form fields are as follows:

- * Table: Admission [u_admission]
- * Name: New
- Application: Global
- * Label: New
- Order: (empty)
- Active: ☒
- Condition: Add Filter Condition Add "OR" Clause
- Admin Status is New
- Description: (empty text area)

A right-click context menu is open over the 'New' label, with the 'Save' option highlighted. The menu includes options like 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

The screenshot shows the 'Flow Formatter - In progress' form in the ServiceNow interface. The form fields are as follows:

- * Table: Admission [u_admission]
- * Name: In progress
- Application: Global
- * Label: In progress
- Order: (empty)
- Active: ☒
- Condition: Add Filter Condition Add "OR" Clause
- Admin Status is In progress
- Description: (empty text area)

A right-click context menu is open over the 'In progress' label, with the 'Insert and Stay' option highlighted. The menu includes 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.

- 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.

Milestone 8: Client Script

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

- All >> Client Scripts >> New.
- Fill the Details as given.

The screenshot shows the ServiceNow interface for creating a new client script. The browser address bar shows the URL: https://dev297093.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D3Dd99b411393f4be5094b530018bba10b0%26sysparm_record_target%3Dsys_script...

The page title is "Client Script - Auto populate". The breadcrumb navigation is "Client Script > Auto populate".

A warning message states: "New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the 'Isolate script' field. To disable this feature for all new globally-scoped client-side scripts set the system property 'glide.script.block.client.globals' to false."

The form fields are as follows:

- Name: Auto populate
- Table: Admission [u_admission]
- UI Type: Mobile / Service Portal
- Type: onChange
- Field name: Admin Number
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒
- Description: (empty text area)
- Messages: (empty text area)
- Script: (code editor with the following code)

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   var a = g_form.getReference('u_admission_number');
8
9   g_form.setValue('u_admin_date',a.u_admin_date);
10
11   g_form.setValue('u_grade',a.u_grade);

```

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

```

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

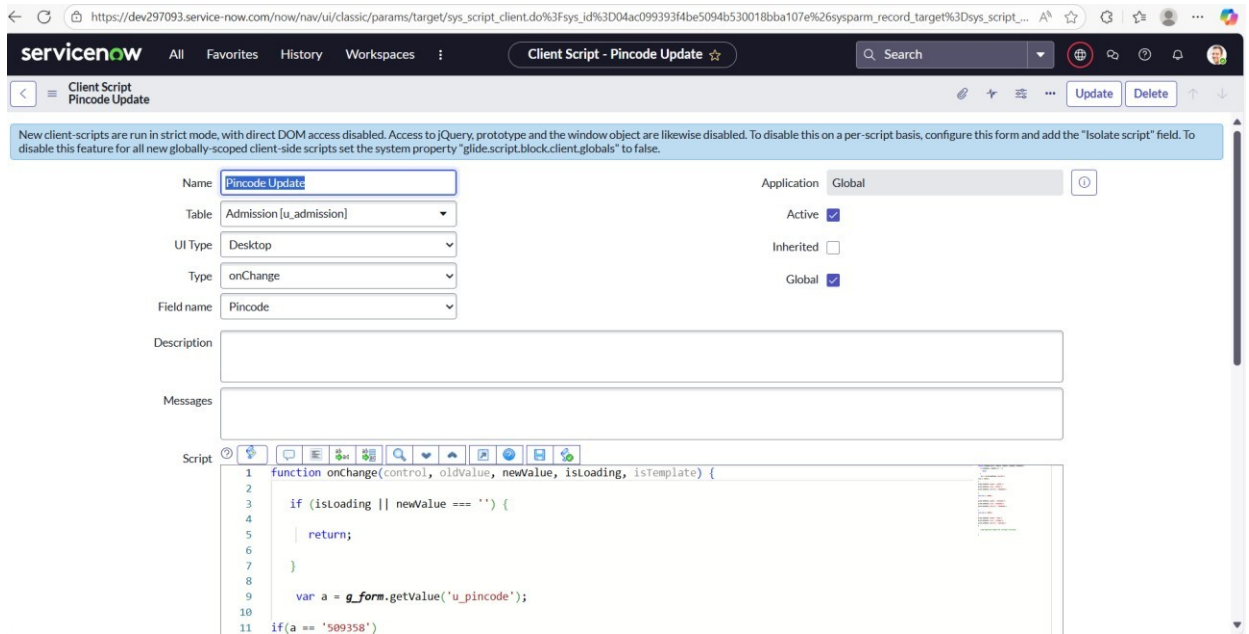
```

```
//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);
}
```

Activity 2: 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

```

}

```

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

- Fill the Details as given.

servicenow All Favorites History Workspaces Client Script - Disable Fields

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client_globals" to false.

Name	Disable Fields	Application	Global
Table	Student Progress [u_student_progress]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onload	Global	<input checked="" type="checkbox"/>

Description

Messages

Script

```

1 function onLoad() {
2
3     //Type appropriate comment here, and begin script below
4
5     g_form.setDisabled('u_total',true);
6
7     g_form.setDisabled('u_percentage',true);
8
9     g_form.setDisabled('u_result',true);
10
11 }

```

- 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

- Fill the Details as given.

The screenshot shows the ServiceNow interface for configuring a Client Script. The breadcrumb trail is 'Client Script - Total Update'. A search bar and navigation icons are at the top right. Below the breadcrumb, there's a warning message about strict mode. The configuration form includes fields for Name, Table, UI Type, Type, Field name, Application, Active, Inherited, and Global. The 'Script' section contains a code editor with the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3     if (isLoading || newValue === '') {
4         return;
5     }
6
7 }
8
9 //Type appropriate comment here, and begin script below
10
11
```

- 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

- Fill the Details as given.

The screenshot shows the ServiceNow interface for configuring a Client Script. The browser address bar shows a URL from dev297093.service-now.com. The page title is 'Client Script - Result'. A blue banner at the top states: 'New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.'

The configuration form includes the following fields:

- Name:** Result
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Percentage
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7   //Type appropriate comment here, and begin script below
8
9   if(newValue) {

```

- 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.');
```

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

- Fill the Details as given.

The screenshot shows the ServiceNow interface for configuring a Client Script. The script is named 'Percentage' and is associated with the 'Student Progress [u_student_progress]' table. The configuration includes the following details:

- Name:** Percentage
- Table:** Student Progress [u_student_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Total
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The script editor contains the following code:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4
5     return;
6
7   }
8
9
10  //Type appropriate comment here, and begin script below
11

```

- 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+'%');
```

```
}
```

Conclusion:

The project **“Educational Organization Management System using ServiceNow”** demonstrates how technology can enhance and streamline academic and administrative operations within educational institutions. By leveraging the powerful capabilities of ServiceNow, the system provides efficient management of students, staff, courses, attendance, and performance data while ensuring scalability, data security, and ease of use. The customized components, such as tables, forms, workflows, and dashboards, enable a user-friendly and automated solution that promotes transparency and operational efficiency. Overall, the project highlights the potential of ServiceNow as a flexible and robust platform capable of supporting real-world educational management beyond traditional IT service processes.