

EDUCATIONAL ORGANIZATION

USING SERVICENOW

Team ID : NM2025TMID16351

Team Members

Team Leader: SUBASRI. A

Team Member 1: JAYASRI.A

Team Member 1: SUBHASHINI.S

Team Member 1: GOKULAKRISHANAN.S

Problem Statement:

Problem Statement

Managing student admissions, academics, and faculty details manually is time-consuming,

A centralized solution is required to automate student records, course management, and pro

Objective:

- To provide accessible, inclusive, and innovative educational services that enhance learning outcomes, empower educators, and bridge the gap between traditional and modern learning methods.
- The organization aims to deliver personalized learning experiences, improve student engagement, integrate digital tools, and support lifelong learning for individuals from all backgrounds—ensuring quality education is available now, when it's needed most.

Educational Organization Using Servicenow

Project Overview

The Naan Mudhalvan project aims to enhance employability, innovation, and entrepreneurship skills of students through hands-on, project-based learning. ServiceNow will be utilized to create a centralized platform for managing student information, course management, faculty and staff management, and learning management system integration.

Key Features

Student Information System: Manage student demographics, enrollment, and academic records.

Course Management: Develop and manage course curricula, scheduling, and grading.

Faculty and Staff Management: Manage faculty and staff information, schedules, and performance evaluations.

Learning Management System Integration: Integrate ServiceNow with an LMS to provide a seamless learning experience.

Reporting and Analytics: Track student performance, course effectiveness, and faculty productivity.

Project Objectives

- Familiarize students with ServiceNow and its applications.
- Develop practical skills in using ServiceNow to solve real-world problems.
- Enhance employability and prepare students for industry demand

SETTING UP SERVICENOW INSTANCE

- The "Setting Up ServiceNow Instance" module guides users to create their own ServiceNow developer instance.
- It involves signing up on the ServiceNow Developer site, requesting a personal instance, filling details, and receiving login credentials via email.
- Once logged in, users can access and navigate ServiceNow For further project development

CREATE A NEW UPDATE SET

Step 1: Log in to your ServiceNow instance. Navigate to System Update Sets Update Sets

Step 2:Click New

Step 3:Enter a Name for your update set (e.g., "Welcome to ServiceNow Update Set").

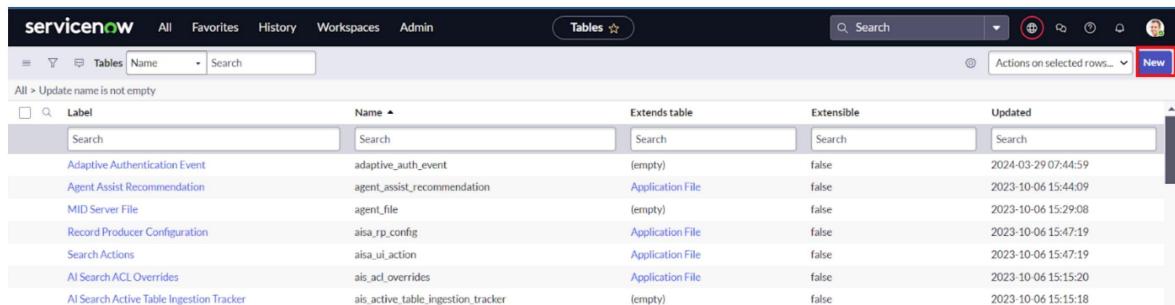
Step 4:Enter a Description for your update set

Step 5:Click Submit

CREATING A TABLE

Creating Salesforce Table

- ▶ All >> Tables
- ▶ Click on new



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 15:29:08
Record Producer Configuration	aisa_rp_config	Application File	false	2023-10-06 15:47:19
Search Actions	aisa_ui_action	Application File	false	2023-10-06 15:47:19
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2023-10-06 15:15:20
AI Search Active Table Ingestion Tracker	ais_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.
- ▶ 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
- ▶ 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

The screenshot shows the ServiceNow interface for managing dictionary entries. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. Below the navigation is a toolbar with icons for 'Create Choice List', 'Delete Column', 'Update', and other actions. The main area is titled 'Dictionary Entry - Grade' and shows a table of 'Choices'. The table has columns: Label, Value, Language, Sequence, Inactive, and Updated. The data includes rows for Prept, Nursery, UKG, I, II, III, IV, V, VI, VII, VIII, IX, and X, with their corresponding values and sequence numbers. A button 'Actions on selected rows...' is visible above the table, and a 'New' button is at the bottom right.

	Label	Value	Language	Sequence	Inactive	Updated
	Prept	Prept	en	1	false	2024-04-02 02:10:36
	Nursery	Nursery	en	2	false	2024-04-02 02:10:40
	UKG	UKG	en	3	false	2024-04-02 02:10:43
	I	1st	en	4	false	2024-04-02 02:12:50
	II	2nd	en	5	false	2024-04-02 02:13:16
	III	3rd	en	6	false	2024-04-02 02:13:23
	IV	4th	en	7	false	2024-04-02 02:13:30
	V	5th	en	8	false	2024-04-02 02:13:53
	VI	6th	en	9	false	2024-04-02 02:14:57
	VII	7th	en	10	false	2024-04-02 02:15:02
	VIII	8th	en	11	false	2024-04-02 02:15:06
	IX	9th	en	12	false	2024-04-02 02:15:12
	X	10th	en	13	false	2024-04-02 02:15:15

- 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

Table - New Record

* Label: Admission
* Name: u_admission
Extends table: Salesforce

Application: Global
Create module:
Create mobile module:
Add module to menu: Salesforce

Columns Controls Application Access

Column label	Type	Reference	Max length	Default value	Display

Submit Cancel

- **Create choice for Pincode as:**

Choices

Label	Value	Language	Sequence	Inactive	Updated
509350	509350	en	1	false	2024-04-02 21:15:19
500079	500079	en	2	false	2024-04-02 21:15:46
500081	500081	en	3	false	2024-04-02 21:16:05

- **Create choice for Purpose of Join as:**

Choices

Label	Value	Language	Sequence	Inactive	Updated
Tution	Tution	en	1	false	2024-04-02 21:17:09
Coaching	Coaching	en	2	false	2024-04-02 21:17:31
Teacher	Teacher	en	3	false	2024-04-02 21:17:53

- **Create choice for School as:**

Choices

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35

- **Create choice for School Area as:**

Access Controls						
Choices (2)		Attributes		Labels (1)		Dictionary Overrides
=	V	Label	Search			
Choices						
		Label	Value	Language	Sequence	Inactive
		Near Market	Near Market	en	1	false
		Near Bus Stand	Near Bus Stand	en	2	false
	+	Insert a new row...				

FORM LAYOUT

Configuring Table form for Student Progress Table

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

Table
student progress

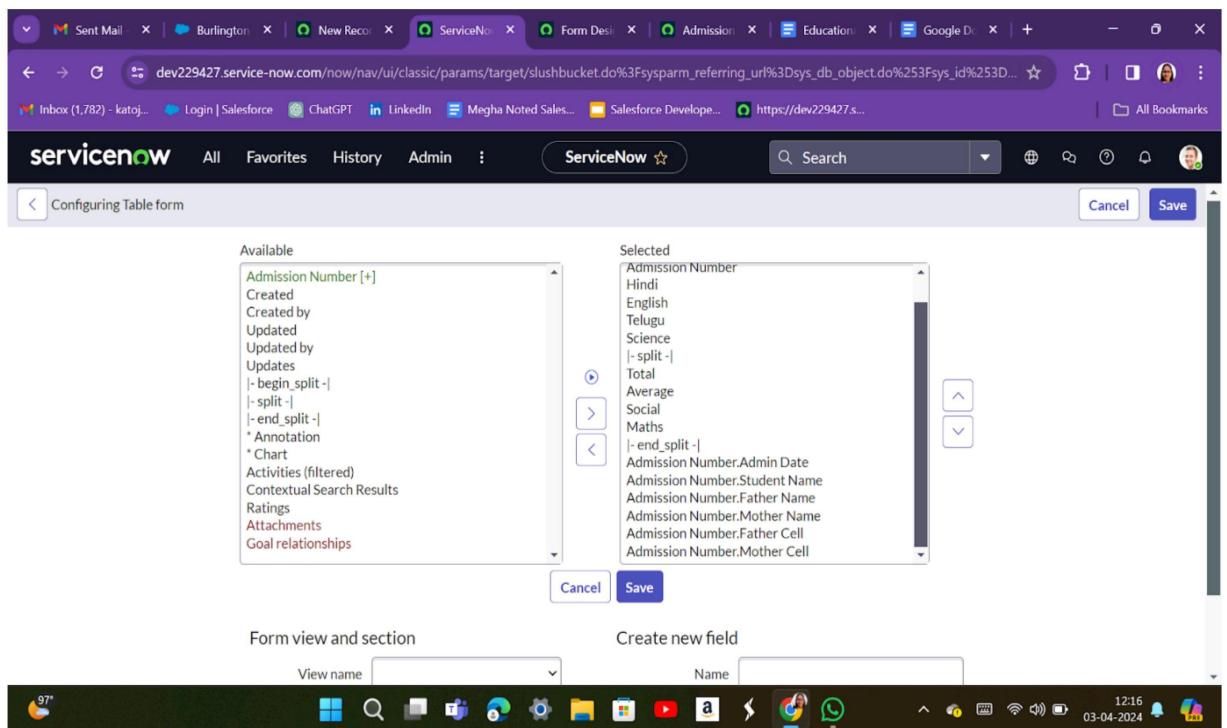
X	Telugu	String	(empty)	40
X	Total	String	(empty)	40
+	Insert a new row...			

[Update](#) [Delete](#) [Delete All Records](#)

Related Links

[Design Form](#)
[Layout Form](#)
[Layout List](#)
[Show Form](#)
[Show List](#)
[Show Schema Map](#)
[Add to Service Catalog](#)
[Run Point Scan](#)
[Explore REST API](#)

- Click on Admission Number [+] .
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



FORM DESIGN

Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .
 2. In Label Search for Salesforce and open .
 - 3.Right Click on top Toggle >> Configure >> Form Design.
 0. In drop down select Salesforce(u_salesforce).

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

The screenshot shows the 'Form Design' interface for a Salesforce object named 'Salesforce [u_salesforce]'. On the left, there's a sidebar with sections for 'Fields' and 'Field Types', and a 'Filter' section containing 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. Below that is a 'Formatters' section with 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area is titled 'Form Design' and contains a table with four columns. The first column lists fields: 'Admin Number', 'Admin Date', 'Grade', and 'Student Name'. The second column contains icons for mapping. The third column lists labels: 'Father Name', 'Mother Name', 'Father Cell', and 'Mother Cell'. The fourth column contains icons for mapping. At the top right of the main area are 'Undo' and 'Save' buttons, and a '2 Column' dropdown menu.

Creating Form Design for Admission Table

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

The screenshot shows the 'Form Design' interface for a Salesforce object named 'Admission [u_admission]'. On the left, there's a sidebar with sections for 'Fields' and 'Field Types', and a 'Filter' section containing 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. Below that is a 'Formatters' section with 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area is titled 'Form Design' and contains a table with four columns. The first column lists fields: 'Admission Number', 'Purpose of join', 'Student Name', 'Father Name', and 'Mother Name'. The second column contains icons for mapping. The third column lists labels: 'Admin Date', 'Grade', 'Fee', 'Father Cell', 'Mother Cell', and 'Admin Status'. The fourth column contains icons for mapping. At the top right of the main area are 'Copy' and 'Delete' buttons, and a '2 Column' dropdown menu.

Creating Form Design for Student progress Table

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

The screenshot shows the ServiceNow Form Design interface for a 'Student Progress [sa_student]' form. The interface includes a left sidebar with 'Fields' and 'Field Types' tabs, and a right panel for 'Form Design'. The design consists of three main sections: 'New Section' (with 'Admission Number'), 'Student Progress' (with subjects like Telugu, Hindi, English, Maths, and Science), and various other fields such as 'Grade', 'Father Names', 'Mother Name', 'Cell', and 'Result'. The layout is organized into 1, 2, and 3 column grids.

NUMBER MAINTENANCE

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New
- Fill the details >> Submit.

The screenshot shows the ServiceNow Number Maintenance screen for a record named 'SAL'. The form includes fields for 'Table' (Salesforce), 'Prefix' (SAL), 'Number' (1.000), 'Application' (Global), and 'Number of digits' (7). The interface also features standard ServiceNow navigation and search tools.

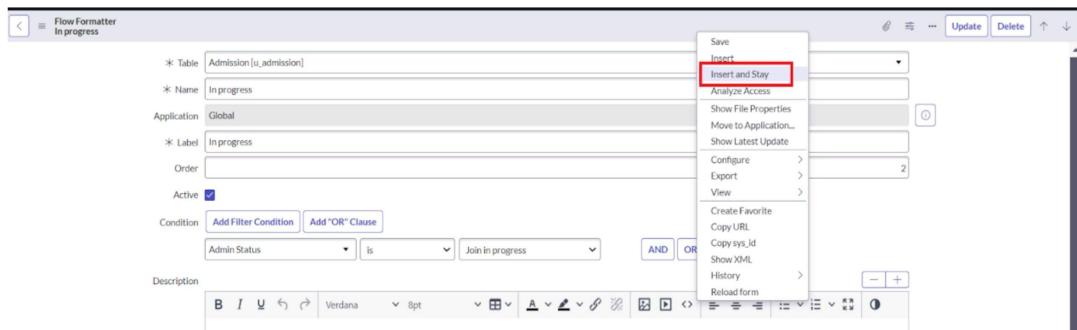
PROCESS FLOW

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.

CLIENT SCRIPT

Creating “ Auto Populate” Client Scripts For Admission Table

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

The screenshot shows the 'Client Script' creation form for the 'Auto populate' script. The form includes fields for Name (Auto populate), Table (Admission [u_admission]), UI Type (Mobile / Service Portal), Type (onChange), Field name (Admin Number), and a large Script editor area containing 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
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 .

Follow this steps for creating this tables

- ❖ Creating “ Pincode Update” Client Scripts For Admission Table
- ❖ Creating “ Disable Fields” Client Scripts For Student Progress Table
- ❖ Creating “ Total Update” Client Scripts For Student Progress Table
- ❖ Creating “ Result” Client Scripts For Student Progress Table
- ❖ Creating “ Percentage” Client Scripts For Student Progress Table

RESULT

The image displays three screenshots of a Salesforce form interface for managing student admissions. The top screenshot shows the initial 'New record' screen with fields for Admin Number (SAL0001078), Admin Date, Grade, Student Name, Father Name, Mother Name, Mother Cell, and Father Cell. The middle screenshot shows the 'In progress' stage of the admission process, with additional fields for Fee (\$ 0.00), Father Cell, Mother Cell, Admin Status, and Comments. The bottom screenshot shows the 'School Details' tab, which includes fields for School Area and School.

Salesforce New record

Admin Number	SAL0001078	Father Name
Admin Date		Mother Name
Grade	--None--	Mother Cell
Student Name		Father Cell

Submit

Admission New record

New	In progress	Joined	Rejected	Rejoined	Closed	Cancelled
Admission Number	Admission Number	Admin Date				
Purpose of join	--None--	Grade	--None--			
Student Name		Fee	\$ 0.00			
Father Name		Father Cell				
Mother Name		Mother Cell				
Comments		Admin Status	--None--			

School Details

School Area	--None--	School	--None--
-------------	----------	--------	----------

Address

Submit

A screenshot of a ServiceNow application window showing a form for creating a new student record. The form includes fields for admission number, grade, student name, and contact information for parents. Below this, there is a section titled 'Student Progress' containing fields for various subjects like Telugu, Hindi, English, Maths, Science, and Social, along with summary fields for Total, Percentage, and Result. A 'Submit' button is located at the bottom left of the form area.

New Section
New record

Admission Number

Grade -- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

Conclusion

The Naan Mudhalvan project, powered by ServiceNow, empowers students with hands-on experience and industry-level training. By harnessing ServiceNow's capabilities, students develop essential skills like critical thinking, problem-solving, and teamwork, making them highly employable and industry-ready. This project bridges the gap between academia and industry, preparing students for real world challenges and opportunities.

THANK YOU