

+

EDUCATIONAL ORGANIZATION

tasks using ServiceNow to solve problems USING SERVICENOW

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Team Members

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Problem Statement:

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Problem Statement

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

A centralized solution is required to automate student records, course

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.



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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.



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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



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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

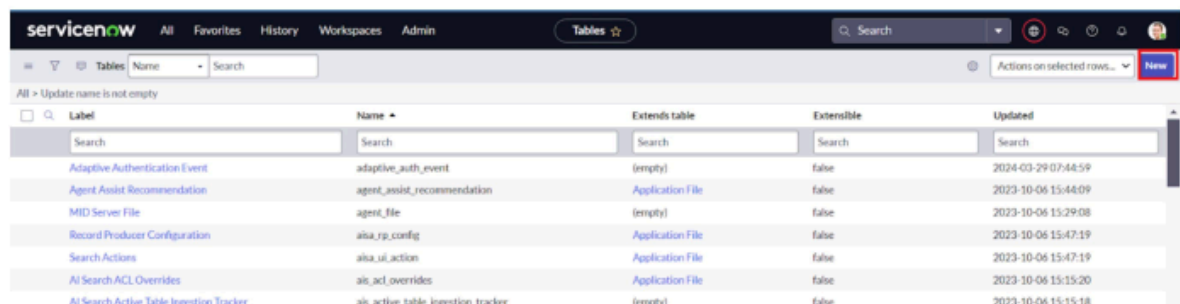
Step 5:Click Submit

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_ai_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

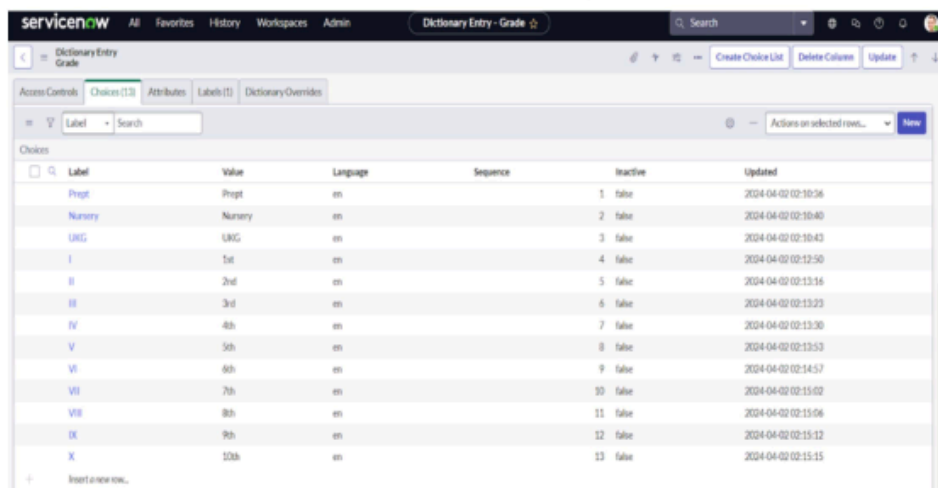
► For “ Admin Number” Give Display as True and right click on the toggle bar on top >> save

► Click on controls >> Enable Extensible



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- 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



Label	Value	Language	Sequence	Inactive	Updated
Pregt	Pregt	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



servicenow All Favorites History Workspaces Admin **Table - New Record** Search

Table: New record Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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

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

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

Columns Controls Application Access

Table Columns: for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display

Submit Cancel

- **Create choice for Pincode as:**

Access Controls **Choices (3)** Attributes Labels (1) Dictionary Overrides

Label Search Actions on selected rows... New

Choices

Label	Value	Language	Sequence	Inactive	Updated
509358	509358	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

Insert a new row...

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

Access Controls **Choices (3)** Attributes Labels (1) Dictionary Overrides

Label Search Actions on selected rows... New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Tuition	Tuition	en	1	false	2024-04-02 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

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

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

Insert a new row...

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



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Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides						
Label		Search		Actions on selected rows... New		
Label	Value	Language	Sequence	Inactive	Updated	
Near Market	Near Market	en		1	False	2024-04-02 21:20:53
Near Bus Stand	Near Bus Stand	en		2	False	2024-04-02 21:21:24
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			
×	Telugu	String	(empty)	40
×	Total	String	(empty)	40
+	Insert a new row...			

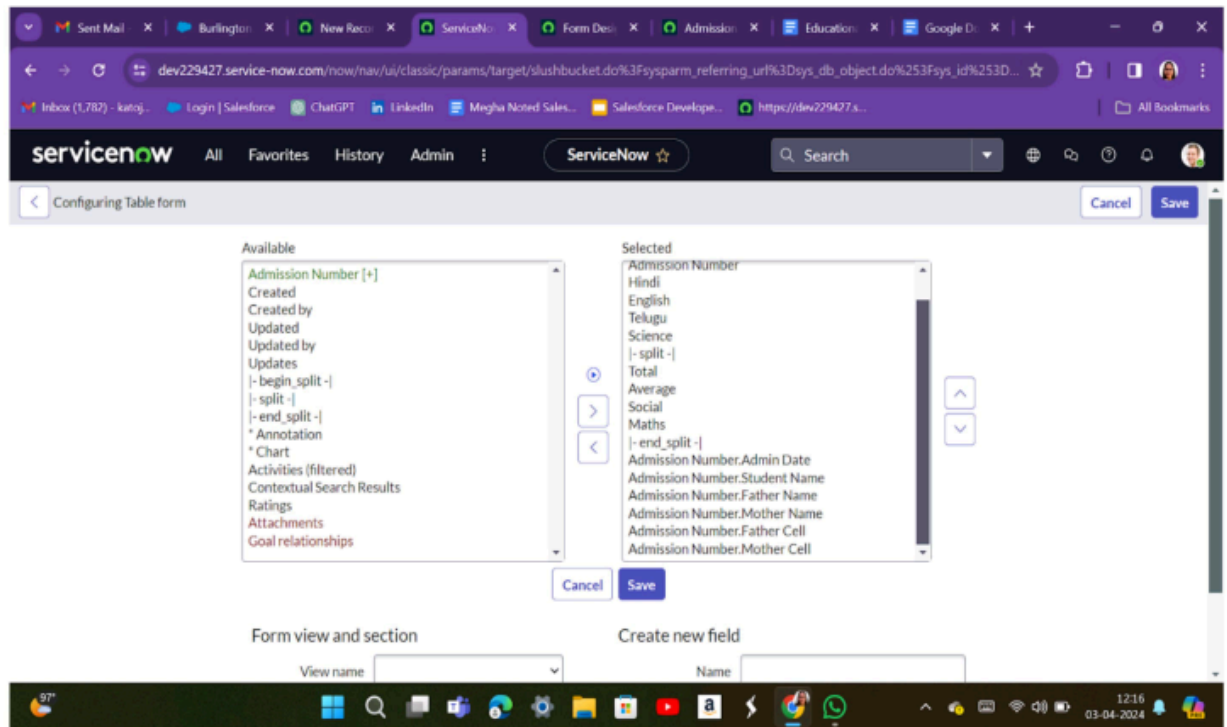
Update Delete Delete All Records

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.



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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).



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

The screenshot shows the 'Form Design' interface for a table named 'Salesforce [u_salesforce]'. The interface has a top bar with the table name, a 'Default view' dropdown, and 'Undo' and 'Save' buttons. On the left, there is a sidebar with 'Fields' and 'Formatters' sections. The 'Fields' section includes a 'Filter' dropdown and a list of fields: Class, Created, Created by, Updated, Updated by, and Updates. The 'Formatters' section includes a list of formatters: Activities (Filtered), Contextual Search Results, and Ratings. The main area displays the form layout, which is a 2-column table. The fields are arranged as follows: Admin Number, Admin Date, Grade, and Student Name in the first column; and Father Name, Mother Name, Father Cell, and Mother Cell in the second column. Each field has a small icon to its right, likely for editing or deleting the field.

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 table named 'Admission [u_admission]'. The interface has a top bar with the table name, a 'Default view' dropdown, and 'Undo' and 'Save' buttons. On the left, there is a sidebar with 'Fields' and 'Formatters' sections. The 'Fields' section includes a 'Filter' dropdown and a list of fields: Admin Number, Class, Created, Created by, Updated, Updated by, and Updates. The 'Formatters' section includes a list of formatters: Activities (Filtered), Contextual Search Results, and Ratings. The main area displays the form layout, which is a complex form with multiple sections. The sections are: 'Personal Flow (Personal)', 'Personal Details', 'Comments', 'School Details', and 'Admission'. Each section contains various fields, including: Admission Number, Admission Date, Proposed Date, Student Name, Father Name, Mother Name, Admission Date, School Name, School Address, School City, School State, and School Zip. Each field has a small icon to its right, likely for editing or deleting the field.

Creating Form Design for Student progress Table

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



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NUMBER MAINTENANCE

Creating Number Maintenance for Admin Number

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

PROCESS FLOW

Creating Process Flow For Admission Table

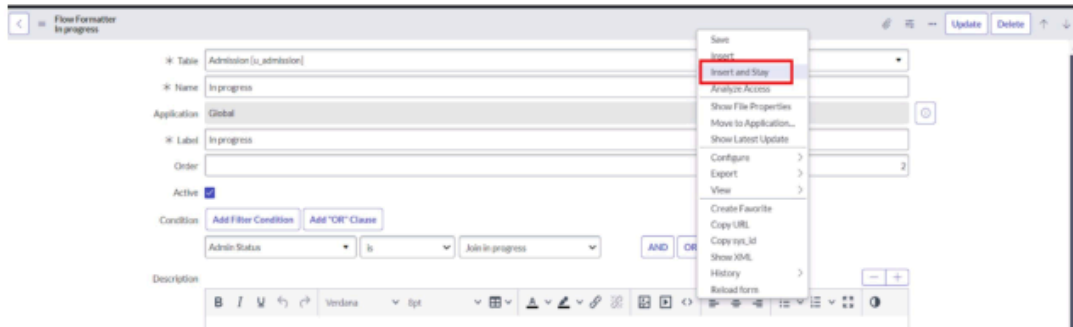
- All >> Process Flow>> New.
- Fill the Details as given Below



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- Right Click on toggle and click on the save .

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

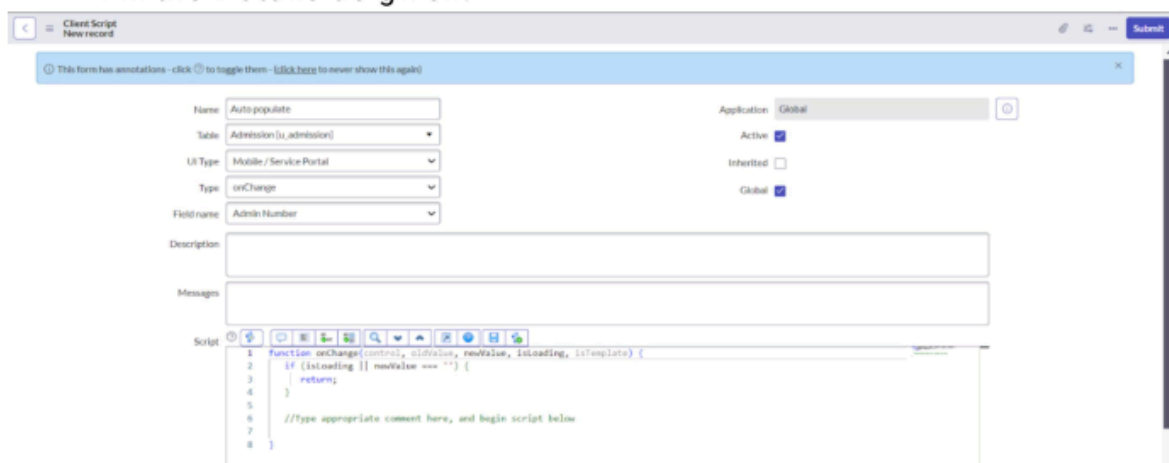


- Replace the Name and Label in order and click on Insert on stay.
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

CLIENT SCRIPT

Creating “ Auto Populate” Client Scripts For Admission Table

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



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- 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



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- ❖ 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 two screenshots of a web application interface for managing admissions.

Top Screenshot: Substance New record

This form includes the following fields:

- Admin Number: SAL0001078
- Admin Date: [Calendar icon]
- Grade: -- None --
- Student Name: [Text input]
- Father Name: [Text input]
- Mother Name: [Text input]
- Mother Cell: [Text input]
- Father Cell: [Text input]

A "Submit" button is located at the bottom left of the form.

Bottom Screenshot: Admission New record

This form features a status bar at the top with tabs: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. The "New" tab is currently selected.

The form includes the following fields:

- Admission Number: [Text input]
- Purpose of job: -- None --
- Student Name: [Text input]
- Father Name: [Text input]
- Mother Name: [Text input]
- Comments: [Text area]
- Admin Date: [Calendar icon]
- Grade: -- None --
- Fee: \$ [Text input] 0.00
- Father Cell: [Text input]
- Mother Cell: [Text input]
- Admin Status: -- None --

Below the main form, there is a section for "School Details" with tabs for "School Details" and "Address". The "School Details" tab is active, showing:

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

A "Submit" button is located at the bottom left of the form.



New Section
New record

Submit

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



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