

## PROJECT DESIGN

<b>TEAM ID</b>	NM2025TMID02880
<b>PROJECT NAME</b>	Educational Organisation Using ServiceNow

### Proposed solution template:

Project team shall fill the following information in the proposed solution template

S.No	Parameter	Description
1.	Problem Statement (Problem to be sloved)	ServiceNow helps educational institutions replace manual, disconnected processes with a unified platform <sup>8</sup> to improve efficiency, service delivery, and user experience.
2.	Idea/solution Description	Implement ServiceNow to centralize services, automate workflows, and integrate departments—enabling faster support, better communication, and improved experiences for students, faculty, an staff.
3.	Novelty/uniqueness	ServiceNow uniquely offers a unified, low-

		code platform tailored for education, enabling cross-department automation, real-time visibility, and seamless self- service—all in one scalable solution.	
4.	Social impact / customer satisfaction	ServiceNow improves satisfaction by providing faster, transparent support, empowering student and staff with self-service tools, and enhancing overall campus service experiences.	
5.	Business model(revenue model	Educational institutions invest in ServiceNow to reduce operational costs, improve service efficiency, and enhance student satisfaction—leading to better retention, optimized resources, and long-term institutional growth.	
6.	Scalability of the solution	ServiceNow easily scales with institutional growth, allowing seamless addition of users, departments, and services without compromising	

		performance or user experience.	
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## Educational organization using Services now

### Milestone 1: Setting up ServiceNow instance

#### Activity 1:

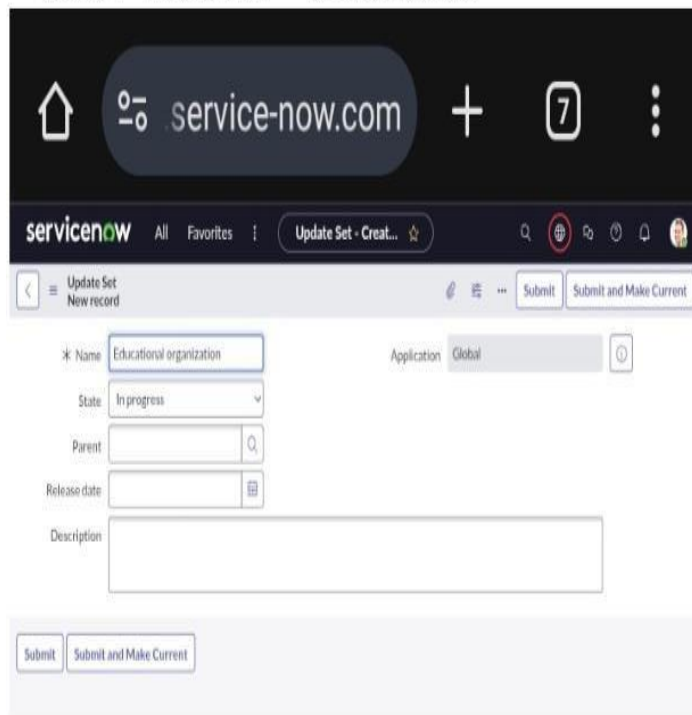
### Setting Up ServiceNow Instance

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: Creating a update set

#### Activity 1 :1Click on All >> Local update sets

Activity 1 : Click on All >> Local update sets

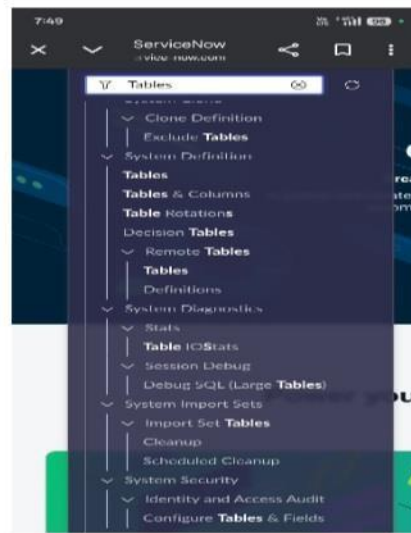
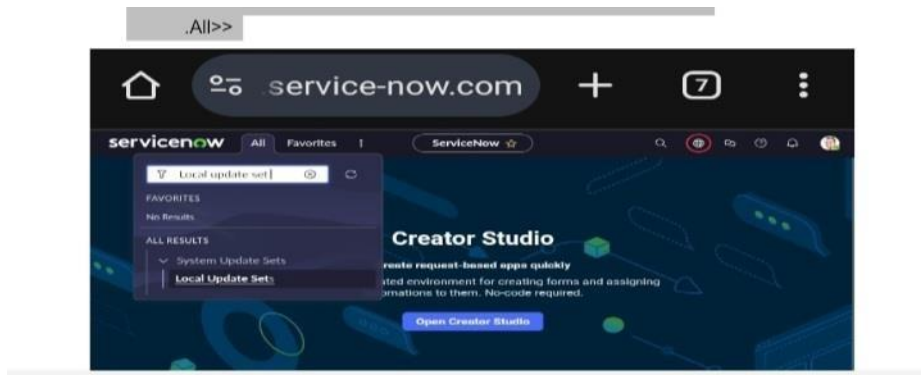


The screenshot shows the ServiceNow 'Update Set - Create' form. The browser address bar shows 'service-now.com'. The page title is 'Update Set - Create...'. The form has a 'Name' field with the value 'Educational organization', a 'State' dropdown menu set to 'In progress', and an 'Application' dropdown menu set to 'Global'. There are 'Submit' and 'Submit and Make Current' buttons at the bottom of the form.

**Click on and make Current.**

**3..Enter the Details Name: Educational Organisation >> Click on Submit and make Current.**

**Milestone 3:Creating a table**



.click on new

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



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 .

.Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below. Tableac Activity

2:

**.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

Table - admission

Field	Type	Value	Is Required	Is Read Only
Sys ID	Sys ID (GUID)	(empty)	32	false
Sys ID	Sys ID (GUID)	(empty)	32	false
student name	String	(empty)	40	false
school area	Choice	(empty)	40	false
school	Choice	(empty)	40	false
purpose of join	Choice	(empty)	40	false
pincode	Choice	(empty)	40	false
number	String	(empty)	40	false
number name	String	(empty)	40	false
mother cell	String	(empty)	40	false
mandal	String	(empty)	40	false
house no	String	(empty)	40	false
grade	Choice	(empty)	40	false
fee	Price	(empty)	20	false
fathercell	String	(empty)	40	false
father name	String	(empty)	40	false
district	String	(empty)	40	false

Next 1 more rows.

Create choice for Admin Status as:

servicenow

Dictionary Entry - pincode

Default value

Create Choice List | Delete Column | Update

Related Links

More links

Related Links

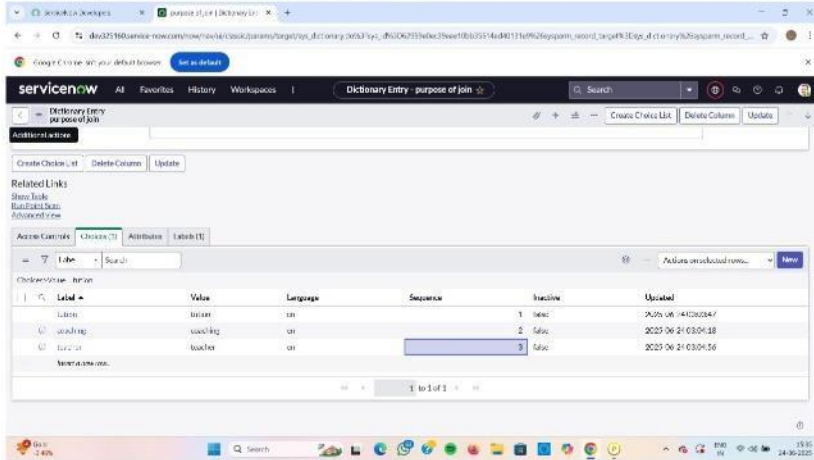
Dictionary Entry - pincode

Active Controls

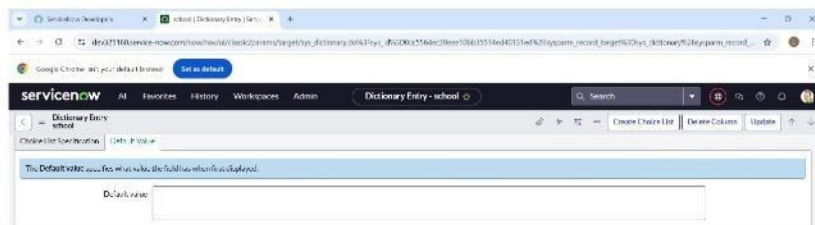
Label	Value	Language	Sequence	Inactive	Updated
500079	500079	en	1	True	2020-06-24 03:00:00
500080	500080	en	2	True	2020-06-24 03:00:00
500081	500081	en	3	True	2020-06-24 03:00:00



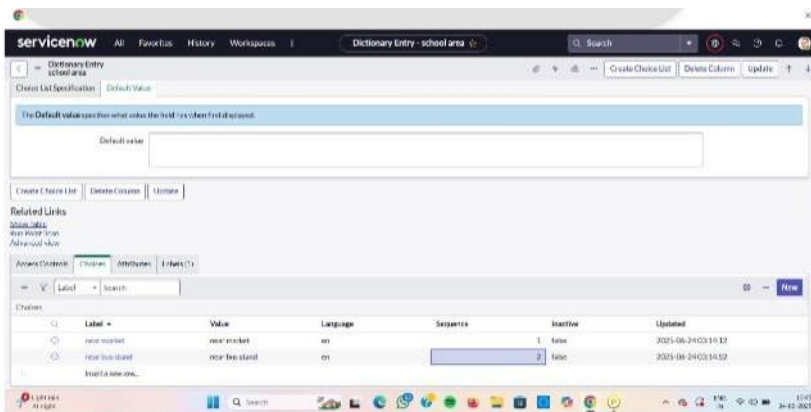
.Create choice for Purpose of Join as:



.create choice for school as:

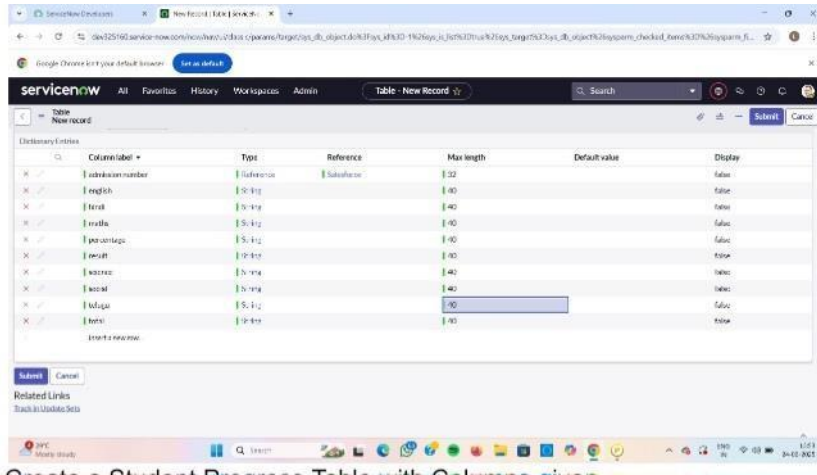


.create choice for School Area as:



Activity 3:

## Creating Student Progress Table



Create a Student Progress Table with Columns given.

.Select Add module to menu >> Salesforce.

.Create Fields as shown:

### Milestone 4:Form layout

Activity 1:Configuring Table Form For Student Progress Table In the Student Progress Table Page , Click on Layout form .

Click on Admission Number [+].

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

## **Milestone 5: Form design**

### **Activity: Creating Form Design For Salesforce Table**

**.All >> System Definition >> Tables .**

**.In Label Search for Salesforce and open .**

Right Click on top Toggle >> Configure >> Form

.Drop down select Salesforce(u\_salesforce).

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

#### **Activity 2:**

### **Creating Form Design For Admission Table**

Follow the same steps as Activity 1, Configure the fields as below and Save



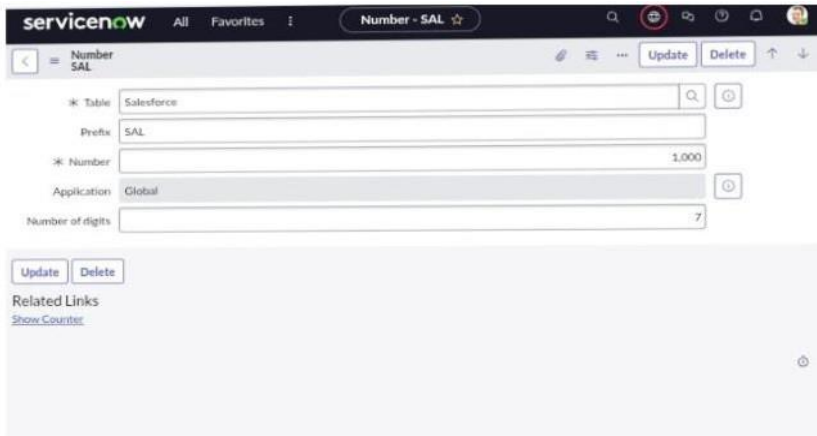
## Milestone 6: Number maintenance

### Activity 1:

Creating Number Maintenance For Admin Number

.All>> Number Maintenance>> New

.Fill the details >> Submit



The screenshot shows the ServiceNow 'Number - SAL' form. The form fields are as follows:

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

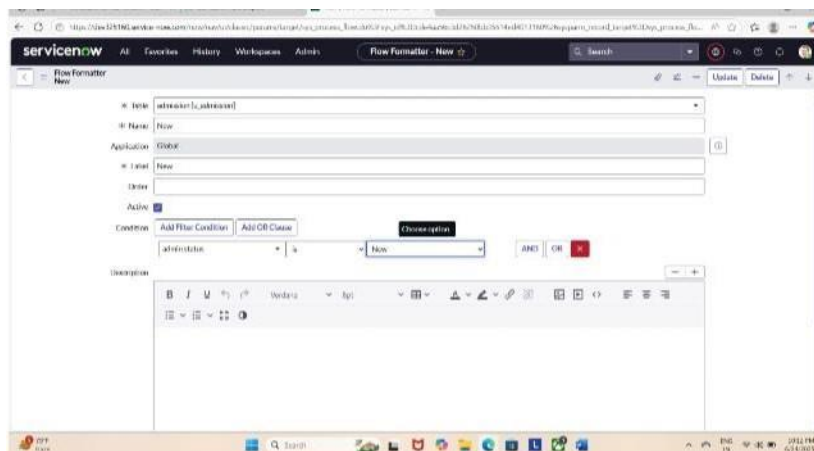
Buttons: Update, Delete

Related Links: Show Counter

## Activity1 :Creating Process Flow For Admission Table All

>> Process Flow>> New.

Fill the Details as given Below



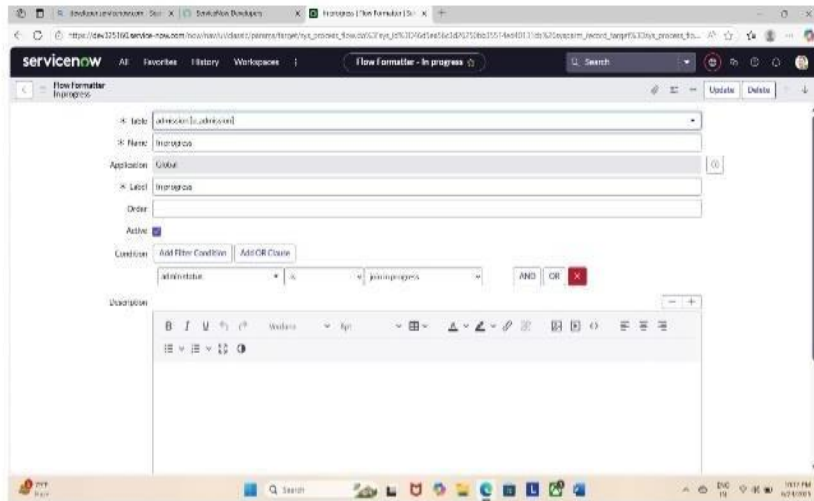
The screenshot shows the ServiceNow 'Flow Designer - New' form. The form fields are as follows:

- Table: admission [admission]
- Name: New
- Application: Global
- Label: New
- Order: 1
- Active: ☒
- Condition: Add Filter Condition | Add OR Clause | Choose option
- Condition: admission is New
- Description: [Empty text area]

Buttons: Update, Delete

.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 >> IN Progress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.**

**MILESTON 8: client scripts**

## Activity 1:

### Creating “Auto Populate” Client Scripts For Admission Table All >>

Client Scripts >> New.

Fill the Details as given

The screenshot shows a 'Client Script' form with the following details:

- Name: AutoPopulate
- Title: Adminstrator
- Application: Global
- Active: ☒
- Isolated: ☐
- Type: onChange
- Field name: Admin Handler
- Description: (empty)
- Messages: (empty)
- Script: 

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

```
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);
```

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.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');
```

```
}
```

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

```
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.

Write the Code as below, Enable Isolate script and Save. Function on Load() {

//Type appropriate comment here, and begin script below

G\_form.setDisabled('u\_total',true);

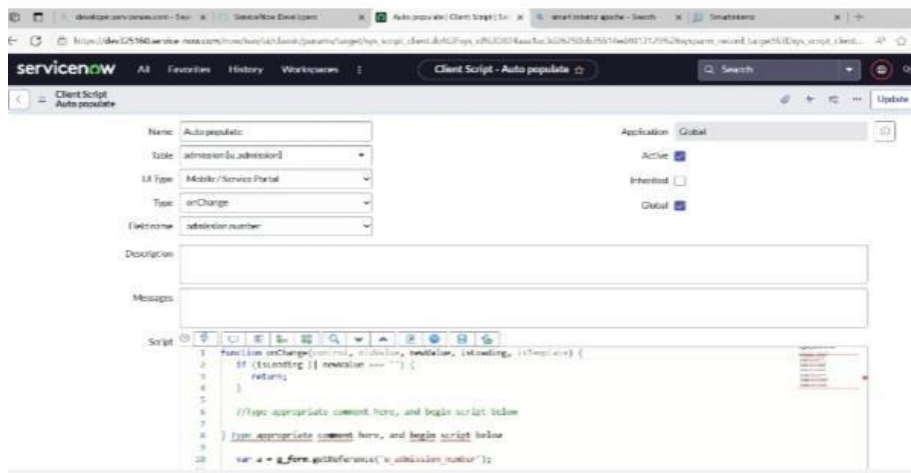
G\_form.setDisabled('u\_percentage',true); G\_form.setDisabled('u result',  
true);

}

### **Activity 4:**

#### **Creating “Total Update” Client Scripts For Student Progress Table**

- Fill the Details as given.



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

**Function on Change(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);
```

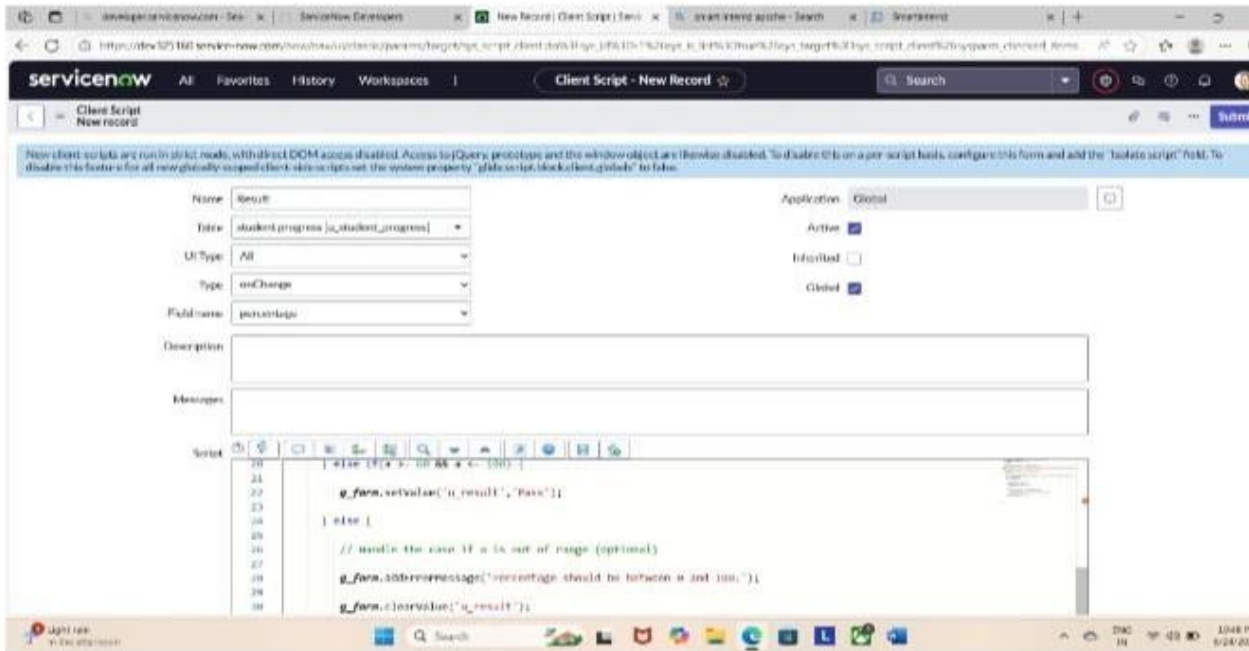
```
}
```

```
}
```

#### **Activity 5:**

**Creating “Result” Client Scripts For Student Progress Table**

**.fill the Details as**



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

**Function on Change(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 ss a <= 5G){
```

```
    G_form.setValue('u_result','Fail');
```

```
} else if(a >= 60 ss 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');
```

```
}
```

```
}
```

```
}
```

## Activity 6:

### Creating “Percentage” Client Scripts For Student Progress table

.fill The Details as given

The screenshot shows the ServiceNow 'Client Script - New Record' form. The form fields are as follows:

- Name:** percentage
- Title:** student progress [%student\_progress]
- UI Type:** All
- Type:** onChange
- Field name:** total
- Application:** Global
- Active:** ☒
- Initial:** ☐
- Control:** ☒

The **Script** section contains the following code:

```
11  
12  
13  
14  
15  
16  
17  
18
```

```
if (isNotNull || undefined) {  
    return;  
}
```

### Creating “Percentage” Client Scripts For Student Progress Table Fill

the Details as given.



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

**Function on Change(control, oldValue, newValue, isLoading, isTemplate) {**

**If (is Loading || newValue == '') {**

**Return;**

**}**

