

## PROJECT DESIGN

TEAM ID	NM2025TMID02880
PROJECT NAME	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 solved)	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, and 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 screen. At the top, there is a navigation bar with icons for home, search, and notifications (7). Below it is a header bar with the ServiceNow logo, a search bar, and buttons for 'Submit' and 'Submit and Make Current'. The main form has the following fields:

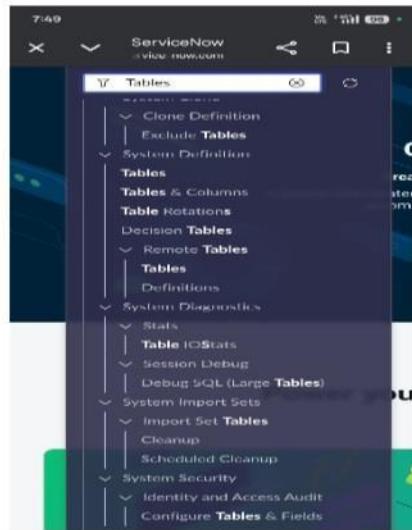
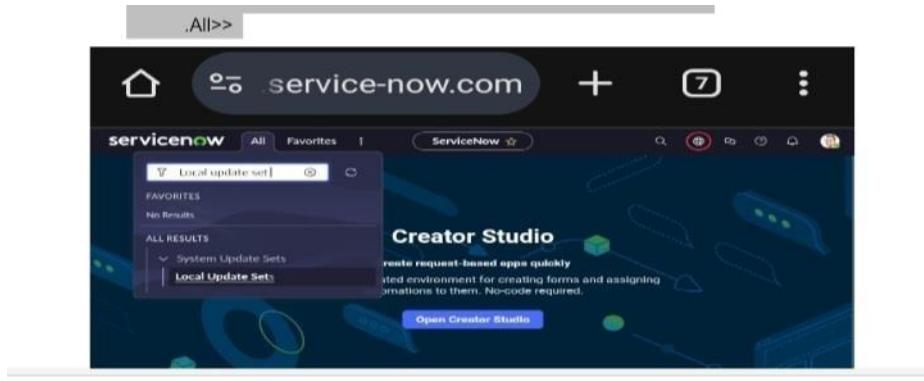
- Name: Educational organization
- State: In progress
- Parent: (empty field)
- Release date: (empty field)
- Description: (empty field)

At the bottom of the form are two buttons: 'Submit' and 'Submit and Make Current'.

**Click on and make Current.**

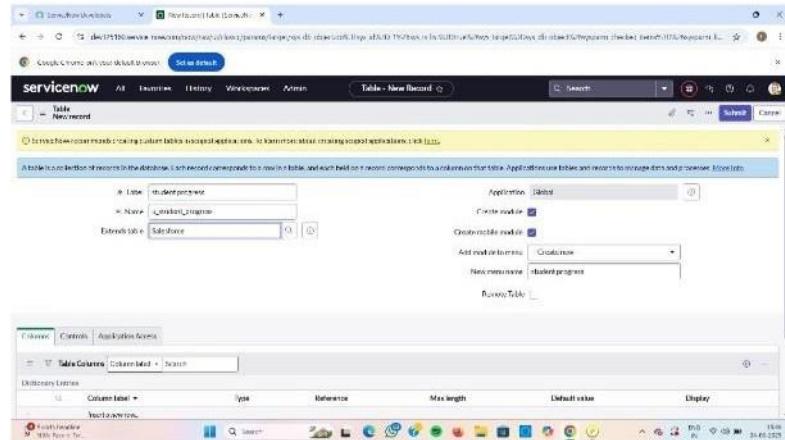
**3..Enter the Details Name: Educational Organisation >> Click on Submit and make Current.**

**Milestone 3:Creating a table**



.click on new

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



. 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

Column Label	Type	Reference	Max length	Default value	Display
admin number	String	(empty)	40		True
Created by	Date/Time	(empty)	40		True
sys ID	String	(empty)	32		True
student name	String	(empty)	40		True
Administrator	Date	(empty)	40		True
Created by	String	(empty)	30		True
mobile no	String	(empty)	40		True
parent name	String	(empty)	40		True
father name	String	(empty)	40		True
Created	Date/Time	(empty)	40		True
Number	String	(empty)	40	(empty)@{parentNumber}	True
grade	Choice	(empty)	40		True
mother name	String	(empty)	40		True
updated by	String	(empty)	40		True
update	Boolean	(empty)	40		True

. 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 .

.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.

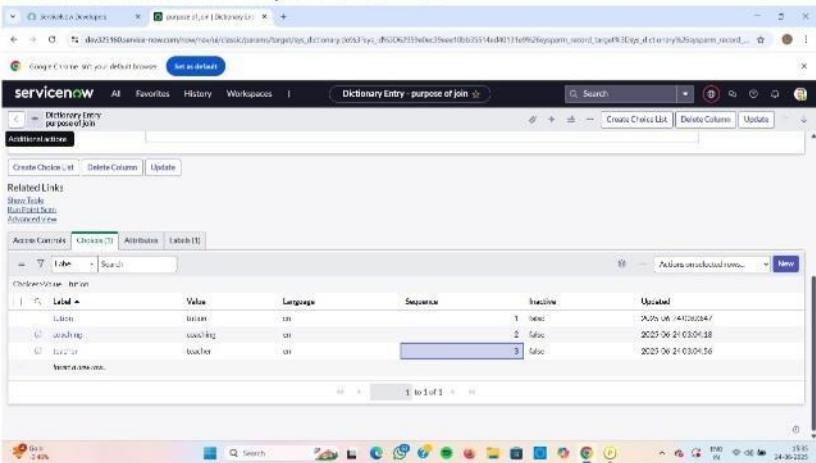
- .create Fields as Shown

Table - admission					
	Field Name	Type	Default Value	Length	Notes
x	Sys ID	Sys ID (GUID)	(empty)	39	
x	Sys ID	Sys ID (GUID)	(empty)	32	
x	student name	String	(empty)	40	
x	school area	Choice	(empty)	40	
x	school	Choice	(empty)	40	
x	purpose of admission	Choice	(empty)	40	
x	pincode	Choice	(empty)	40	
x	Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();
x	mother name	String	(empty)	40	
x	mother cell	String	(empty)	40	
x	mandal	String	(empty)	40	
x	Issue No	String	(empty)	40	
x	grave	Choice	(empty)	40	
x	fee	Price	(empty)	20	
x	fathercell	String	(empty)	40	
x	father name	String	(empty)	40	
x	district	String	(empty)	40	

Create choice for Admin Status as:

Dictionary Entry - periods						
Dictionary Entry periods		Search			Actions	
		Search			Actions	
Label	Value	Language	Sequence	Inactive	Updated	Actions
3000P0	3000P0	en	2	False	2020-06-24 03:00:00	<a href="#">Edit</a>
300002	300002	en	2	False	2020-06-24 03:02:02	<a href="#">Edit</a>
307200	307200	en	2	False	2020-06-24 03:29:12	<a href="#">Edit</a>

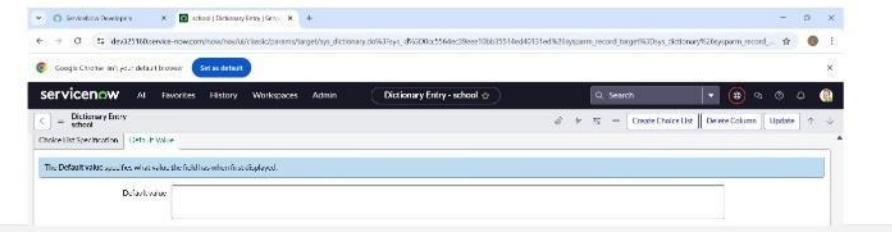
.Create choice for Purpose of Join as:



The screenshot shows the ServiceNow dictionary entry for 'purpose of join'. The 'Choices' tab is selected. There are three entries in the table:

Label	Value	Language	Sequence	Inactive	Updated
tutor	tutor	en	1	false	2023-06-24T08:04:47
teaching	teaching	en	2	false	2023-06-24T08:04:18
teacher	teacher	en	3	false	2023-06-24T08:04:56

.create choice for school as:

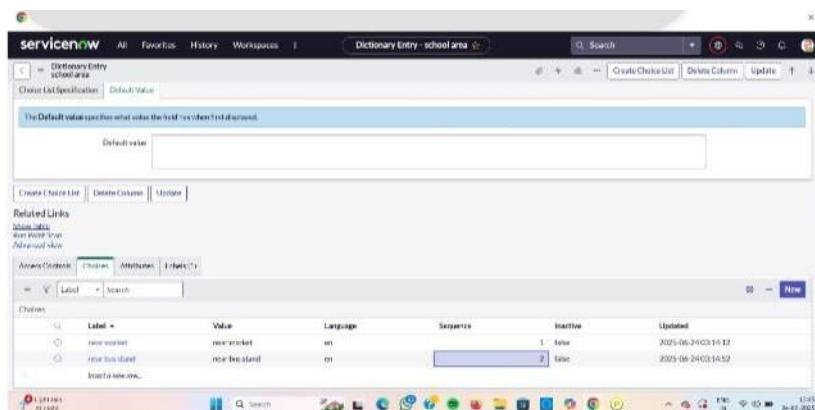


The screenshot shows the ServiceNow dictionary entry for 'school'. The 'Choices' tab is selected. A single entry is present in the table:

Label	Value	Language	Sequence	Inactive	Updated
none	none	en	1	false	2023-06-24T08:04:47

A message at the top states: 'The Default value specifies what value the field has when first displayed.' Below it is a 'Default value' input field containing 'none'.

.create choice for School Area as:



The screenshot shows the ServiceNow dictionary entry for 'school area'. The 'Choices' tab is selected. Two entries are present in the table:

Label	Value	Language	Sequence	Inactive	Updated
new student	new student	en	1	false	2023-06-24T08:04:47
non-new student	non-new student	en	2	false	2023-06-24T08:04:52

**Activity 3:**

## Creating Student Progress Table

The screenshot shows the ServiceNow Table - New Record interface. A table is being created with the following columns:

Column label	Type	Reference	Max length	Default value	Display
Admission number	Reference	Salesforce	32	false	false
English	String		40	false	false
Math	String		40	false	false
Media	String		40	false	false
Percentage	String		40	false	false
Result	String		40	false	false
Science	String		40	false	false
Total	String		40	false	false
Urdu	String		40	false	false
Term	String		40	false	false

At the bottom, there are 'Submit' and 'Cancel' buttons, and a note: 'Related Links trackUpdatesData'.

**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

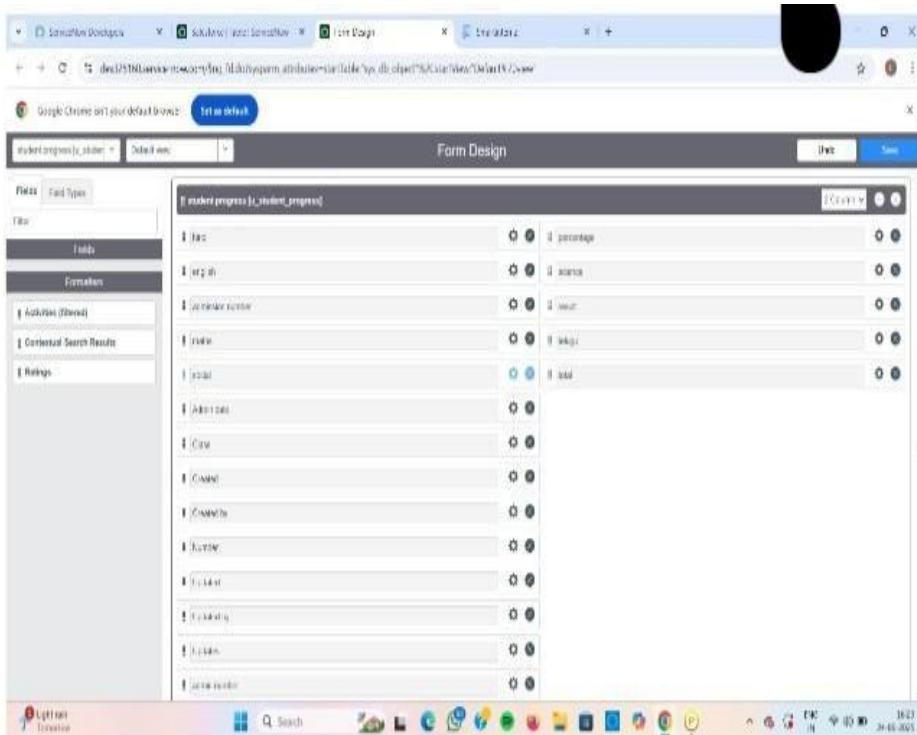
.Drop down select Salesforce(u\_salesforce).

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

### **Activity 2:**

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

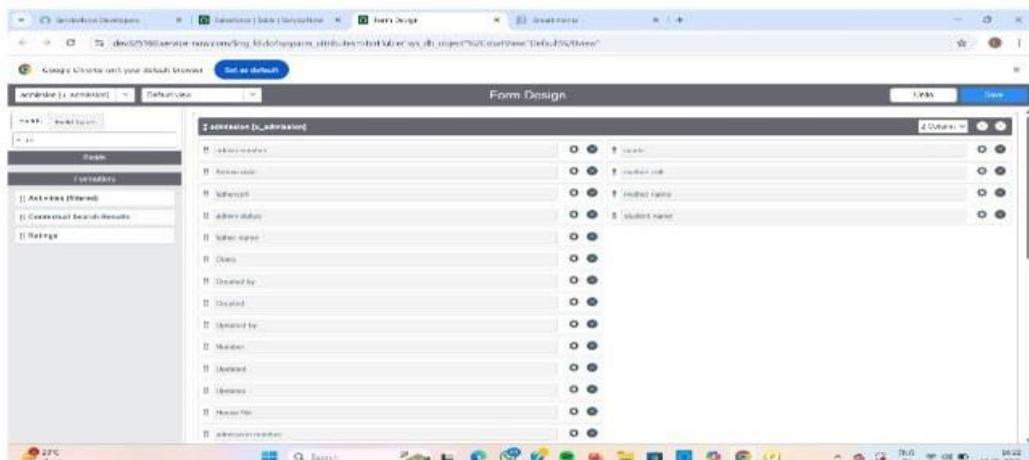
Follow the same steps as Activity1,Configure the fields as below and Save



### **Activity 3:**

## Creating Form Design For Student Progress Table

Follow the same steps as Activity1,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 Maintenance interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', and a search bar. The main title is 'Number - SAL'. Below the title, there are several input fields: 'Table' set to 'Salesforce', 'Prefix' set to 'SAL', 'Number' set to '1.000', 'Application' set to 'Global', and 'Number of digits' set to '7'. At the bottom of the form are 'Update' and 'Delete' buttons.

Activity1 :Creating Process Flow For Admission Table All

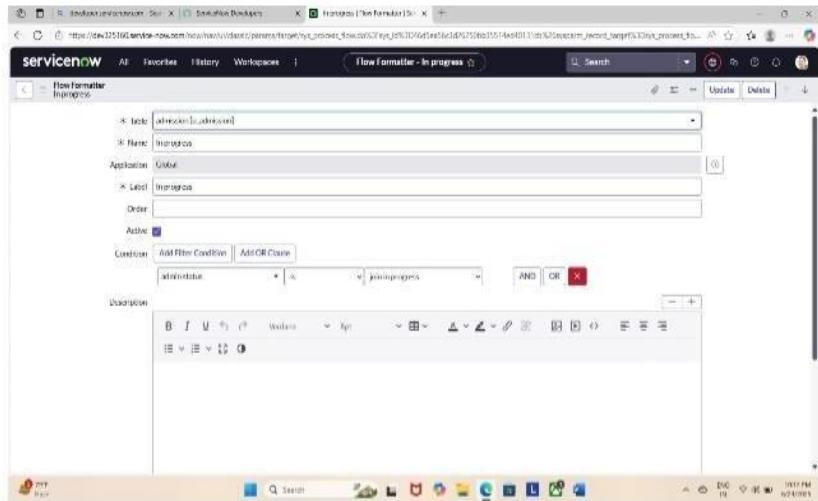
>> Process Flow>> New.

Fill the Details as given Below

The screenshot shows the ServiceNow Row Formatter - New interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admins', and a search bar. The main title is 'Row Formatter - New'. The form has fields for 'Table' (set to 'admission'), 'Name' (set to 'New'), 'Application' (set to 'Global'), 'Type' (set to 'New'), and 'Owner' (left empty). A 'Condition' section contains a condition: 'admission.admission = Now'. The 'Description' section is empty. At the bottom are 'Update' and 'Delete' buttons.

.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.**

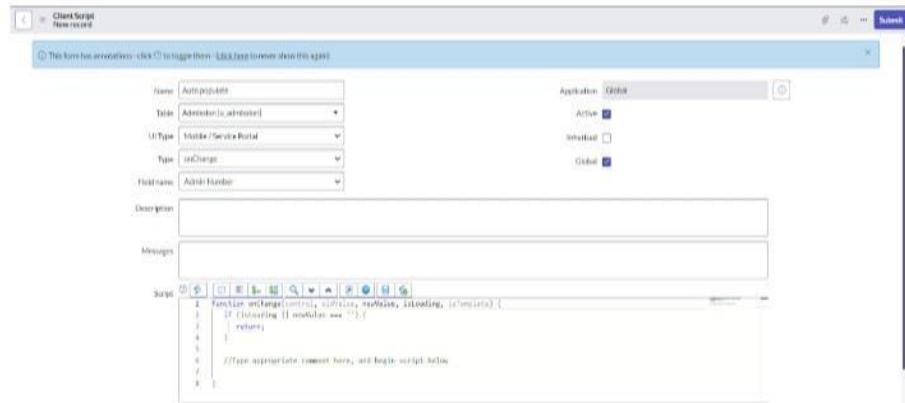
**MILESTON 8: client scripts**

## Activity 1:

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

Client Scripts >> New.

Fill the Details as given



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',au 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);
```

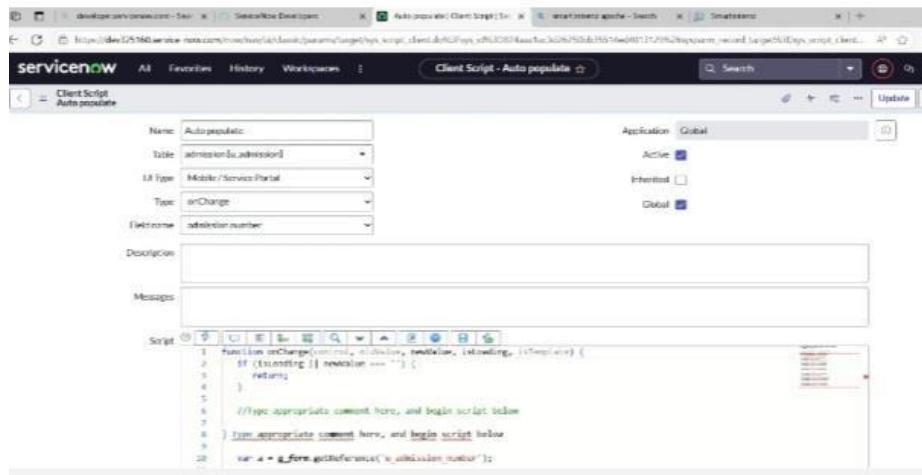
```
G_form.setDisabled('u_percentage',true); G_form.setDisabled('u result',  
true);
```

```
}
```

**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);
```

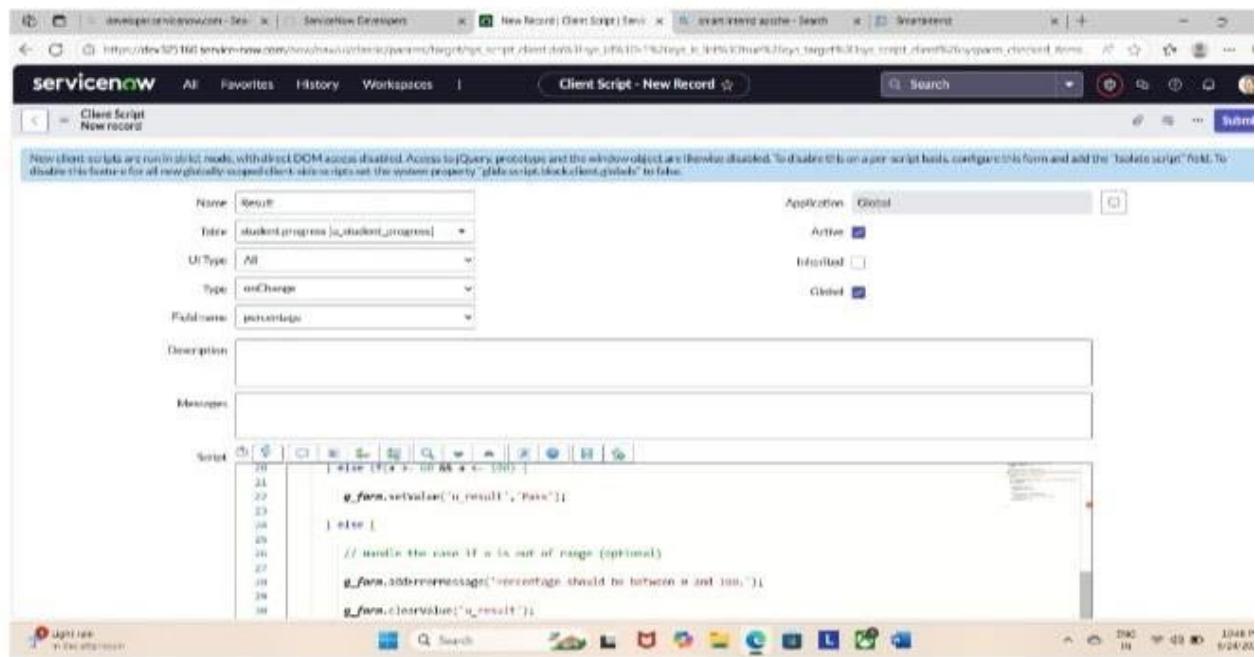
```
}
```

```
}
```

#### **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');

    }

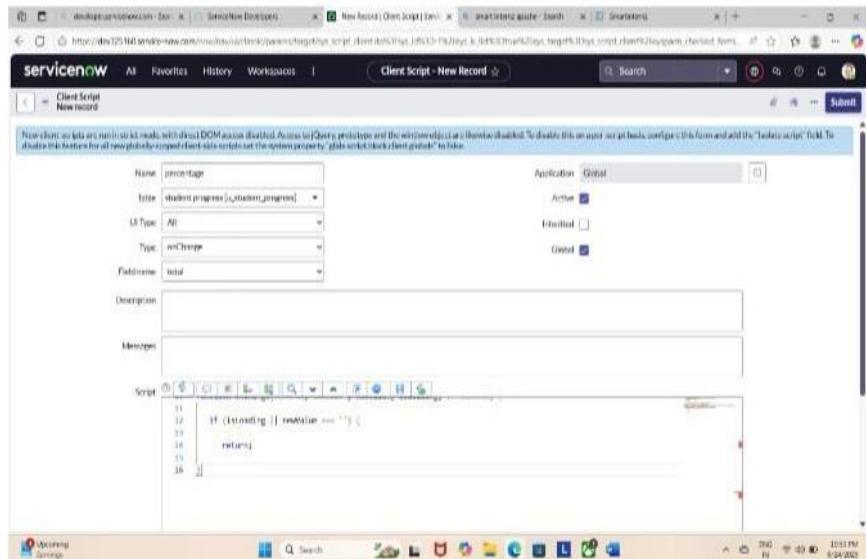
}

} 
```

## **Activity 6:**

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

**.fill The Details as given**



**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;**

**}**

