

Educational Organization Using Service Now

Team Id:

NM2025TMID19949

Team Leader:

Gnanapriya.S

Team Members:

- 1. Kalpanasri.R**
- 2. Nandhini.P**
- 3. Harini.S**
- 4. Sarmila.R.D**

Problem Statement:

Educational institutions implementing ServiceNow encounter challenges like managing the complex needs of students and staff, the complexity of the platform itself, and operational inefficiencies. Solutions include leveraging ServiceNow's specific modules (ITSM, CSM, and HRSD) to automate tasks from IT asset tracking to student support, adopting a structured governance model to avoid implementation chaos, investing in specialized training and hiring skilled personnel to overcome technical skill gaps, and creating standardized processes for prioritization and governance to manage demand and ensure alignment with broader strategies.

Objectives:

The main objective of using ServiceNow in an educational organization is to make services faster, easier, and more organized for students, teachers, and staff. It helps to bring all requests, like IT issues, certificate applications, and facility maintenance, into one platform where they can be tracked and managed. By automating routine tasks and reducing paperwork, ServiceNow saves time and improves efficiency. It also makes communication between departments smoother and ensures that important information is easily available. Overall, it improves the campus experience and supports better service delivery in education.

Skills:

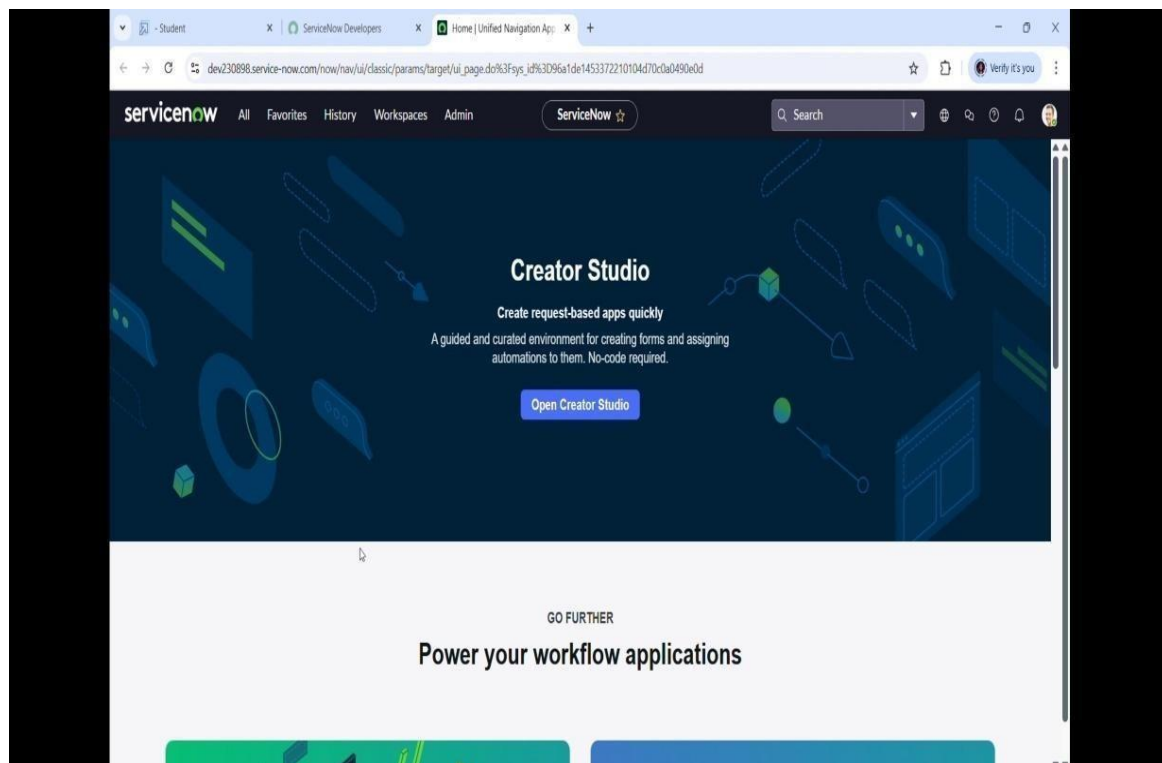
Through this project, I was able to gain both technical and professional skills. On the technical side, I learned how to use ServiceNow for IT service management, workflow automation, and handling requests through a centralized platform. I also developed skills in creating service catalogs, managing incidents, and generating reports for analysis. On the professional side, I improved my problem-solving ability, communication, and teamwork by understanding how different departments can collaborate effectively using ServiceNow. These skills will be very useful for my future career in IT and management.

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

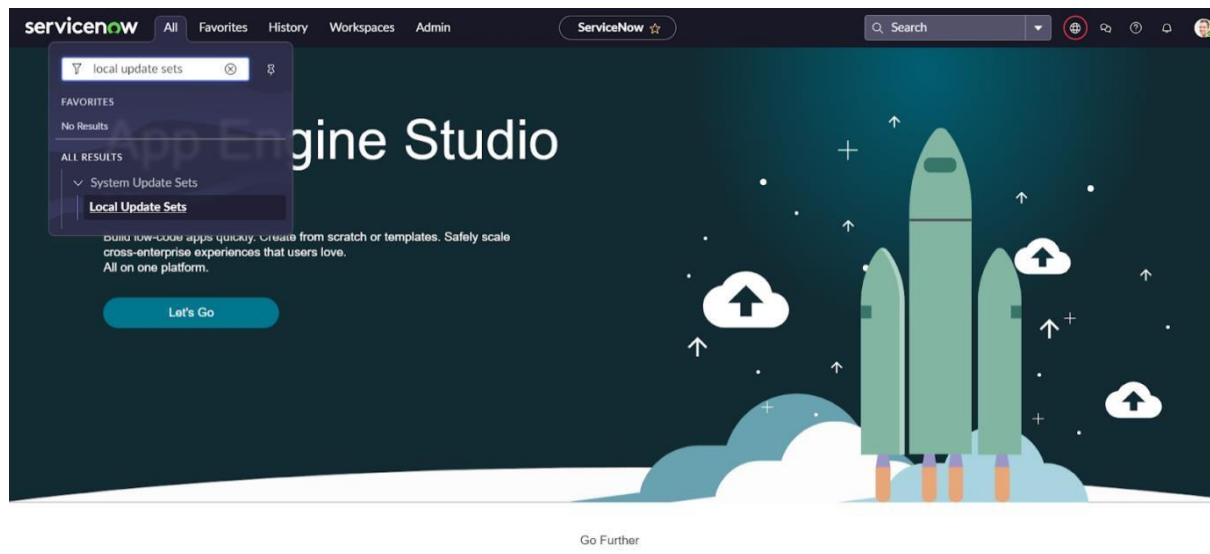
Activity 1: Setting up ServiceNow Instance

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.

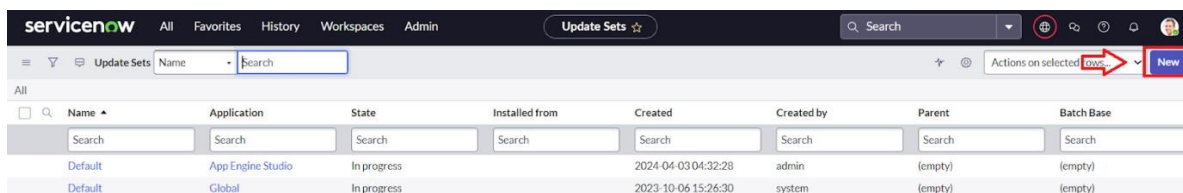


Milestone 2 : Activity 1: Creating a Update Set

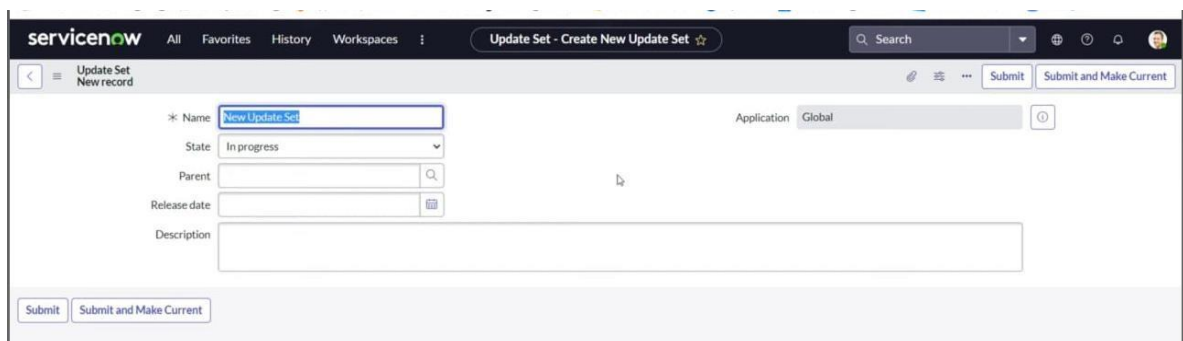
1. Click on All >> Local update sets .



2. Click on new



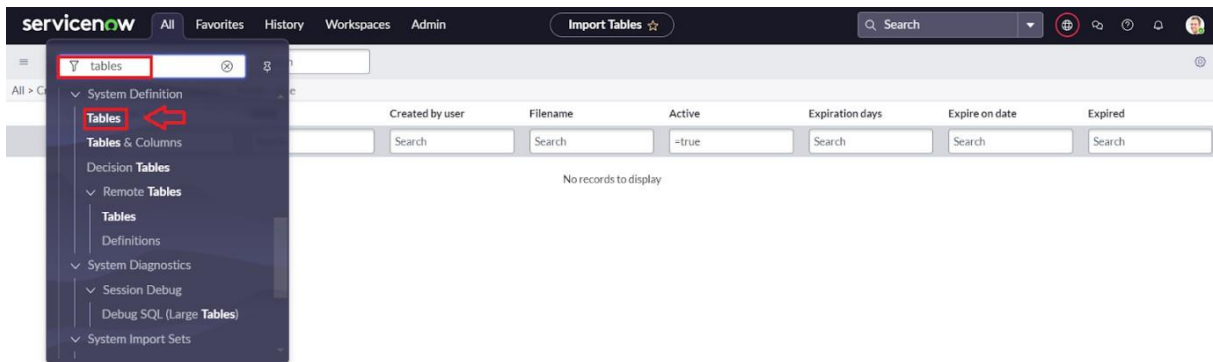
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



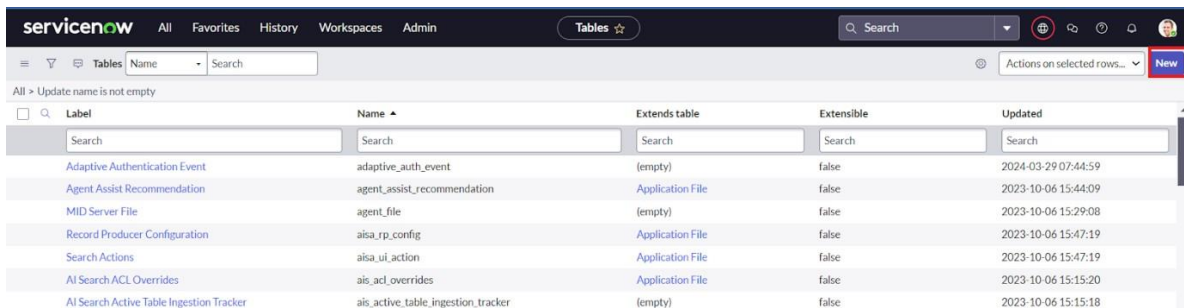
Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table.

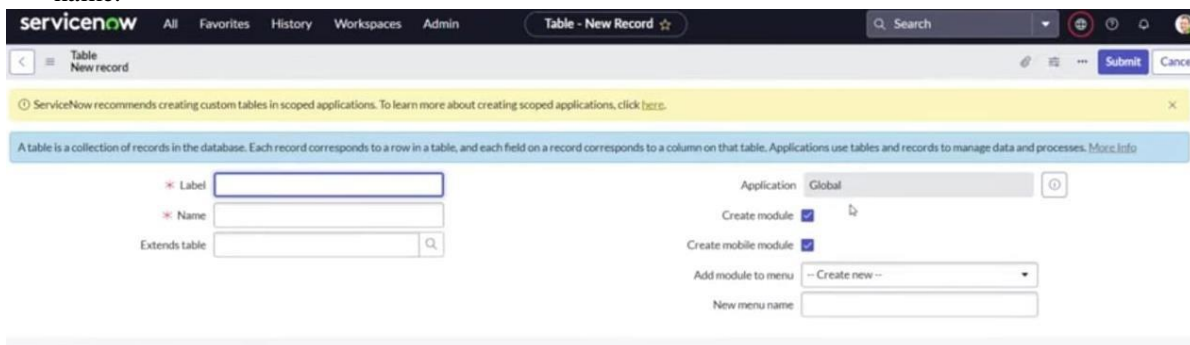
1. All >> Tables.



2. Click on new



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



4. 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 .

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

< ≡ Table
New record

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

* Label

* Name

Extends table 🔍

Create
Add

Columns * Controls Application Access

≡ 🔍 Table Columns for text Search

Dictionary Entries

+	Column label	Type	Reference	Max length
	<input type="text"/>	✓ ✕		

Submit Cancel

< ≡ Table
Salesforce

ⓘ This record is in the Global application, but Educational Organisation is the current application. To edit this record click [here](#).

Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40 javascript:getNextObjNumberPadded();	true
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	false
Mother Cell	String	(empty)	40	false
Mother Name	String	(empty)	40	false
Student Name	String	(empty)	40	false

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

The screenshot shows the 'Table Columns' configuration page for a Salesforce table. The 'Admin Number' column is selected, and its 'Display' toggle is set to 'false'. A right-click context menu is open, showing options like 'Save', 'Analyze Access', 'Show File Properties', etc. The 'Save' option is highlighted with a red box and a red arrow points to it.

Column label	Type	Reference	Max length	Display
Class	System Class Name	(empty)	80	false
Created by	String	(empty)	40	false
Created	Date/Time	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Updates	Integer	(empty)	40	false
Updated by	String	(empty)	40	false
Updated	Date/Time	(empty)	40	false

6. Click on controls >> Enable Extensible.

The screenshot shows the 'Controls' configuration page. The 'Extensible' checkbox is checked, and a red arrow points to it. Other fields like 'Prefix', 'Number', 'Number of digits', and 'Create access controls' are also visible.

7. 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 'Dynamic Default Value' configuration page. The 'Use dynamic default' checkbox is checked, and the 'Dynamic default value' field is set to 'Get Next Padded Number'.

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

The screenshot shows the 'Choices' configuration page for the 'Grade' column. The table below lists the choices with their labels, values, languages, sequences, and update dates.

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

Activity 2: Creating Admission Table

1. Create an Admission Table with Columns given.
2. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
3. Create Fields as shown

The screenshot shows the 'Table - New Record' form in ServiceNow. The 'Label' is 'Admission' and the 'Name' is 'u_admission'. The 'Extends table' is set to 'Salesforce'. The 'Application' is 'Global'. The 'Create module' and 'Create mobile module' checkboxes are checked. The 'Add module to menu' dropdown is set to 'Salesforce'. Below the form, the 'Columns' tab is active, showing a table of dictionary entries for the 'Admission' table.

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Area	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
District	String	(empty)	40		false
Fes	Price	(empty)	20		false
House No	String	(empty)	40		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTable();	false

4. Create choice for Admin Status as:

The screenshot shows the 'Dictionary Entry Admin Status' form in ServiceNow. The 'Choices' tab is active, showing a table of choices for the 'Admin Status' field.

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
Join in progress	In progress	en	2	false	2024-04-02 21:11:03
Joined	Joined	en	3	false	2024-04-02 21:11:26
Rejected	Rejected	en	4	false	2024-04-02 21:12:00
Closed	Closed	en	5	false	2024-04-02 21:13:05
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27

5. Create choice for Pin code as:

Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

Actions on selected rows...

New

Choices

<input type="checkbox"/>	<input type="text"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	<input type="text"/>	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...							

6. 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

Tuition

Coaching

Teacher

Insert a new row...

Tuition

Coaching

Teacher

en

en

en

Sequence

Inactive

Updated

1 false

2 false

3 false

2024-04-02 21:17:09

2024-04-02 21:17:31

2024-04-02 21:17:53

7. 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...

8. Create choice for School Area as:

Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

—

Actions on selected rows...

New

Choices

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...

Activity 3: Creating Student Progress Table

1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. Create Fields as shown:

×	Admission Number	Reference	Salesforce	32	false
×	English	String	(empty)	40	false
×	Hindi	String	(empty)	40	false
×	Maths	String	(empty)	40	false
×	Percentage	String	(empty)	40	false
×	Result	String	(empty)	40	false
×	Science	String	(empty)	40	false
×	Social	String	(empty)	40	false
×	Telugu	String	(empty)	40	false
×	Total	String	(empty)	40	false
Insert a new row...					

Milestone 4 : Form Layout

Activity 1: Configuring Table form for Student Progress Table.

1. In the Student Progress Table Page Click on Layout form.

The screenshot shows the 'Table student progress' configuration page. It features a table with two rows: 'Telugu' and 'Total', both with a 'String' data type and '(empty)' value. Below the table are buttons for 'Update', 'Delete', and 'Delete All Records'. A 'Related Links' section on the left contains links for 'Design Form', 'Layout Form', 'Layout List', 'Show Form', 'Show List', 'Show Schema Map', 'Add to Service Catalog', 'Run Point Scan', and 'Explore REST API'.

2. Click on Admission Number [+].

The screenshot shows the 'Configuring Table form' dialog box. It has two panes: 'Available' and 'Selected'. The 'Available' pane lists various fields, including 'Admission Number (+)', 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', '[- begin_split -]', '[- split -]', '[- end_split -]', '* Annotation', '* Chart', 'Activities (filtered)', 'Contextual Search Results', 'Ratings', 'Attachments', and 'Goal relationships'. The 'Selected' pane shows a list of fields: '[- begin_split -]', 'Admission Number', 'Hindi', 'English', 'Telugu', 'Science', '[- split -]', 'Total', 'Average', 'Social', 'Maths', and '[- end_split -]'. There are 'Cancel' and 'Save' buttons at the bottom.

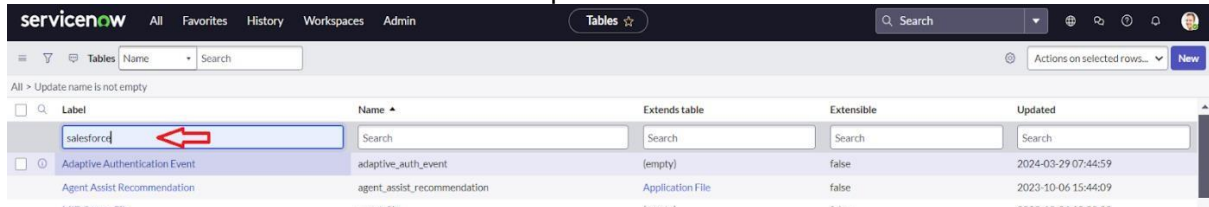
3. Select below Admission Number fields in Available side and send it to selected side as below >> save.

The screenshot shows the 'Configuring Table form' dialog box with more fields selected in the 'Selected' pane. The 'Available' pane is the same as in the previous screenshot. The 'Selected' pane now includes 'Admission Number', 'Hindi', 'English', 'Telugu', 'Science', '[- split -]', 'Total', 'Average', 'Social', 'Maths', '[- end_split -]', 'Admission Number:Admin Date', 'Admission Number:Student Name', 'Admission Number:Father Name', 'Admission Number:Mother Name', and 'Admission Number:Father Cell'. There are 'Cancel' and 'Save' buttons at the bottom.

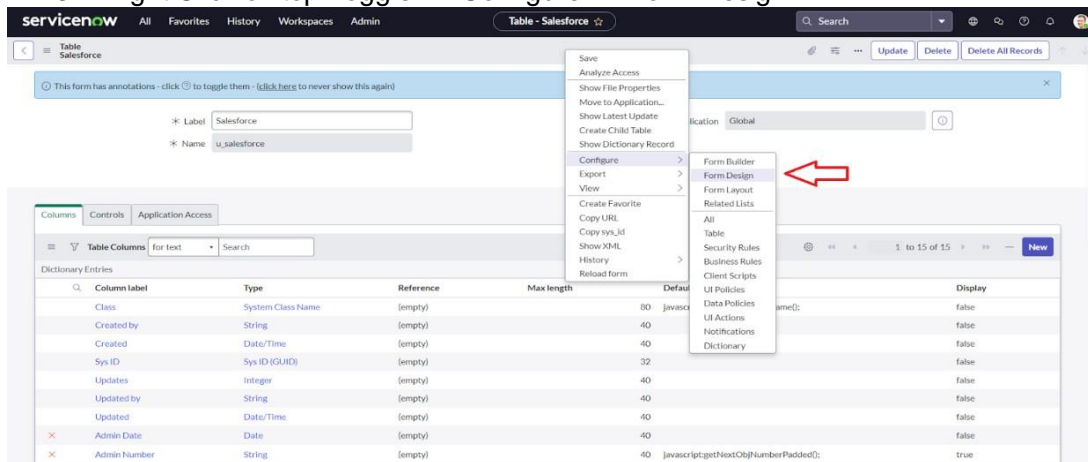
Milestone 5: Form Design

Activity 1: Creating Form Design for Salesforce Table.

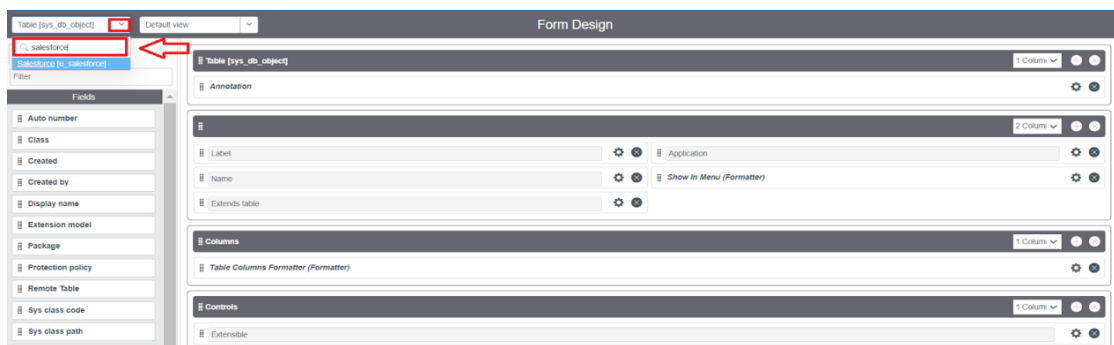
1. All >> System Definition >> Tables.
2. In Label Search for Salesforce and open.



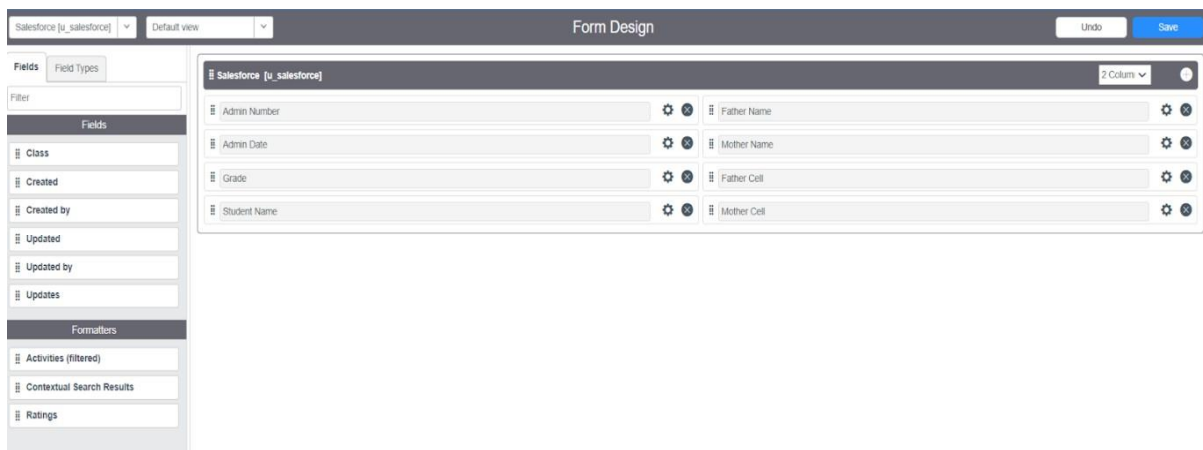
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_salesforce).



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



6. Save.

Activity 2: 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 the 'Admission [u_admission]' table. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays the form layout with sections for 'Admission [u_admission]', 'School Details', and 'Address'. Fields include Admission Number, Admin Date, Grade, Student Name, Fee, Father Name, Mother Name, Father Cell, Mother Cell, Admin Status, Comments, School Area, School, Pcode, Area, Mandal, City, and House No.

Activity 3: Creating Form Design for Student progress Table

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

The screenshot shows the 'Form Design' interface for the 'Student Progress [u_student]' table. The sidebar on the left contains 'Fields' and 'Formatters' sections. The main area displays the form layout with sections for 'New Section' and 'Student Progress'. Fields include Admission Number, Admission Number Grade, Admission Number Father Name, Admission Number Mother Name, Admission Number Father Cell, Admission Number Mother Cell, Telugu, Hindi, English, Maths, Science, Total, Percentage, and Result.

Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

1. All >> Number Maintenance >> New

The screenshot shows the ServiceNow interface for 'Table - Salesforce'. The 'System Definition' section is expanded, and 'Number Maintenance' is highlighted. The table below shows the configuration for the 'Class Name' field.

Field	Type	Reference	Max length	Default value	Display
Class Name	String	(empty)	80	javascript:current.getTableNamed();	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false

2. Fill the details >> Submit.

The screenshot shows the ServiceNow 'Number' configuration page for 'SAL'. The fields are filled as follows:

- * Table: Salesforce
- Prefix: SAL
- * Number: 1000
- Application: Global
- Number of digits: 7

Buttons at the bottom include 'Update', 'Delete', 'Related Links', and 'Show Counter'.

Milestone 7: Process Flow

Activity 1: Creating Process Flow for Admission Table

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

The screenshot shows the 'Flow Formatter' 'New' page. The fields are filled as follows:

- * Table: Admission [u_admission]
- * Name: New
- Application: Global
- * Label: New
- Order: (empty)
- Active: ☒
- Condition: Admin Status is New
- Description: (empty)

A right-click context menu is open over the 'New' label, with 'Save' and 'Insert and Stay' highlighted. The 'Insert and Stay' option is highlighted with a red box.

3. Right Click on toggle and click on the save.
4. Replace the Name and Label as below and click on Insert on stay.

The screenshot shows the 'Flow Formatter' 'In progress' page. The fields are filled as follows:

- * Table: Admission [u_admission]
- * Name: In progress
- Application: Global
- * Label: In progress
- Order: (empty)
- Active: ☒
- Condition: Admin Status is Join In progress
- Description: (empty)

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

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

Milestone 8: Client Script

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

1. All >> Client Scripts >> New.
2. Fill the Details as given.

The screenshot shows the 'New Client Script' form in SAP. The form has a header bar with a back arrow, a menu icon, and a 'Submit' button. Below the header, there is a notification bar that says 'This form has annotations - click [icon] to toggle them - (click here to never show this again)'. The form is divided into two main sections: 'Details' and 'Script'. The 'Details' section contains the following fields: Name (Auto populate), Table (Admission [u_admission]), UI Type (Mobile / Service Portal), Type (onChange), Field name (Admin Number), Application (Global), Active (checked), Inherited (unchecked), and Global (checked). The 'Script' section contains a text area for the script code, which is currently empty. The script area has a toolbar with various icons for editing and saving.

3. Write the Code as below, Enable Isolate script and save.

Activity 2: Creating “Pin code Update” Client Scripts for Admission Table

1. Fill the Details as given.

The screenshot shows the 'Pincode Update' Client Script form in SAP. The form has a header bar with a back arrow, a menu icon, and 'Update' and 'Delete' buttons. Below the header, there is a notification bar that says 'This form has annotations - click [icon] to toggle them - (click here to never show this again)'. The form is divided into two main sections: 'Details' and 'Script'. The 'Details' section contains the following fields: Name (Pincode Update), Table (Admission [u_admission]), UI Type (Desktop), Type (onChange), Field name (Pincode), Application (Global), Active (checked), Inherited (unchecked), and Global (checked). The 'Script' section contains a text area for the script code, which is pre-filled with the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_nandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
10  }
```

2. Write the Code as below, Enable Isolate script and save.

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

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for a script named "Disable Fields". The script is associated with the "Student Progress [u_student_progress]" table and is triggered on the "onLoad" event. The script is active and inherited globally. The script code is as follows:

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

2. Write the Code as below, Enable Isolate script and save.

Activity 4: Creating “Total Update” Client Scripts for Student progress Table

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for a script named "Total Update". The script is associated with the "Student Progress [u_student_progress]" table and is triggered on the "onChange" event for the "Social" field. The script is active and inherited globally. The script code is as follows:

```
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     if (newValue){  
7         var a = parseInt(g_form.getValue('u_telugu'));  
8         var b = parseInt(g_form.getValue('u_hindi'));  
9         var c = parseInt(g_form.getValue('u_english'));  
10        var d = parseInt(g_form.getValue('u_maths'));  
11        var e = parseInt(g_form.getValue('u_science'));  
12        var f = parseInt(g_form.getValue('u_social'));  
13        var Total = parseInt(a+b+c+d+e+f);  
14        g_form.setValue('u_total', Total);  
15    }  
16 }  
17 }
```

2. Write the Code as below, Enable Isolate script and save.

Activity 5: Creating “Result” Client Scripts for Student progress Table

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for the 'Result' field. The form includes the following details:

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

The Description and Messages fields are empty. The Script field contains 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   if(newValue) {
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
9     if(a >= 0 && a <= 59){
10      g_form.setValue('u_result','Fail');
11    } else if(a >= 60 && a <= 100) {
12      g_form.setValue('u_result','Pass');
13    } else {
14      //
15    }
16  }
17 }
```

2. Write the Code as below, Enable Isolate script and save.

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

1. Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for the 'Percentage' field. The form 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 Description and Messages fields are empty. The Script field contains 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 total = g_form.getValue('u_total');
8   var percentage = (total/600)*100;
9   g_form.setValue('u_percentage',percentage+'%');
10 }
```

At the bottom, the 'Isolate script' checkbox is checked.

2. Write the Code as below, Enable Isolate script and save.

Conclusion:

A conclusion for an educational organization using ServiceNow highlights the platform's ability to unify and automate campus-wide services, significantly improving administrative efficiency and the overall experience for students, faculty, and staff. While the benefits are extensive, successful implementation depends on careful planning, addressing organizational change, and focusing on user adoption.