

# Educational Organisation Using ServiceNow

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## 1. Project Overview

The Educational Management System (EMS) is a streamlined solution built on the ServiceNow platform to enhance administrative efficiency within educational institutions. It manages student and teacher data, simplifies the admission process, and provides tools for tracking academic progress. By implementing EMS in ServiceNow, institutions benefit from a user-friendly, customizable, and automated environment that supports better decision-making and operational management.

## 2. Setting Up the ServiceNow Instance

### Sign Up for a Developer Account

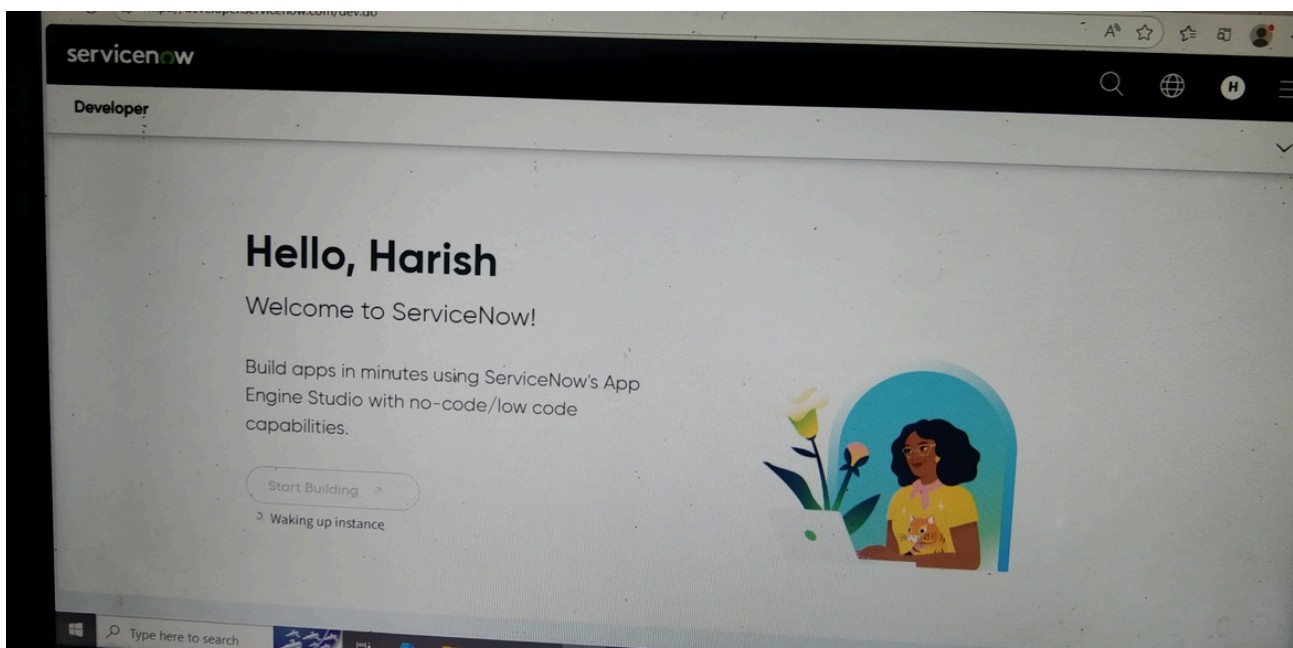
- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

### Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the "Manage Instance" section.
- Click "Request Instance" and choose the latest available release.
- You will receive an email with the instance details (URL, username, and password).

### Access Your Instance

- Open the instance URL received via email.
- Log in using the provided credentials to access your personal ServiceNow instance.



## ۳. Creating an Update Set

An Update Set tracks all configuration changes made in a ServiceNow instance, enabling migration between instances.

Steps:

- Navigate to All < Local Update Sets.
- Click New to create an update set.
- Enter the name 'Educational Organisation' and submit.
- Click Make Current to activate the update set.

The screenshot displays the ServiceNow interface for creating an update set. The top navigation bar includes 'All', 'Favorites', 'History', and 'Workspaces'. The main header is 'Update Set - Educational Organisation'. The form fields are as follows:

Name	Educational Organisation	Application	Global
State	In progress	Created	2025-06-06 02:20:54
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Below the form, there is a 'Related Links' section with links: 'Make This My Current Set', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there is a table with the following columns: 'Created', 'Type', 'View', 'Target name', 'Updated by', 'Remote update set', and 'Action'. The table has one row with the value 'Created' in the first column.

## ۴. Creating the Salesforce Table

The Salesforce table manages core student information.

Steps:

- Navigate to All < Tables < New.
- Enter the label 'Salesforce'. The system will auto-generate the table name.
- Add required fields, including:
  - Admin Number (Set Display to True, mark Extensible, and set Dynamic Default to "Get Next Padded Number").
  - Grade (Configure as a choice field with values such as Primary, Secondary, etc.).

The screenshot shows the 'Form Design' interface for the 'Admission [u\_admission]' table. The sidebar on the left contains a 'Fields' section with a filter and a list of fields: Admin Number, Class, Created, Created by, Updated, Updated by, and Updates. Below this is a 'Formatters' section with Contextual Search Results, Process Flow, and Ratings. The main form area is divided into sections: 'Admission [u\_admission]' (1 Column), 'Activities (filtered) (Formatter)' (2 Column), 'School Details' (2 Column), and 'Address' (2 Column). Each section contains various input fields with configuration icons (gear and eye). A 'Comments' field is also present with an 'Edit field Comments' button.

## 6. Creating the Admission Table

This table manages data related to student admissions and extends the Salesforce table.

Steps:

- Navigate to Tables < New.
- Label the table as 'Admission'.
- Set 'Extends Table' to Salesforce.
- Add to application menu for visibility.
- Add necessary fields such as Admission Number, Grade, School, and Pincode.
- Create choice fields for Admin Status, Purpose of Join, School, Pincode, and School Area.

## vi. Configuring Forms

Form configuration improves the user experience by allowing intuitive interaction with data.

Salesforce Table Form :

- Navigate to System Definition < Tables .
- Search for 'Salesforce' and select Configure < Form Design .
- Add and arrange relevant fields .

Admission Table Form :

- Repeat the same process as above for the 'Admission' table .

Student Progress Table Form :

- Use the same method to configure the Student Progress table .

## vii. Number Maintenance for Admin Numbers

To automatically generate Admin Numbers in a specified format:

Steps:

- Navigate to Number Maintenance < New .
- Create a record for Admin Number .
- Set an appropriate prefix (e.g. , ADM) and define the number format (e.g. , ADM.....).
- Submit the record .

The screenshot shows the ServiceNow 'Number' configuration page for a table named 'Salesforce'. The configuration includes a prefix 'SAL', a maximum number of 1,000, and a global application. The number of digits is set to 7. The page has a top navigation bar with 'servicenow' logo and links to All, Favorites, History, Workspaces, and Admin. A search bar is also present. At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a 'Show Counter' link.

## Λ. Creating Process Flows

ServiceNow Process Flows automate and visualize processes such as the student admission lifecycle.

Steps:

- Navigate to Process Flow < New.
- Provide details including name, label, and description.
- Define stages such as New, InProgress, Joined, Rejected, Rejoined, Closed, and Cancelled.
- Save and publish the process flow.

ORDER: Joined << Rejected << Rejoined << Closed << Cancelled

## ¶. Client Scripts for Automation

Client Scripts automate actions and enforce form behavior.

**Auto-Populate Admission Fields**

Populates fields like Grade and Student Name when Admission Number is selected.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var admission = g_form.getReference('u_admission_number');
    g_form.setValue('u_grade', admission.u_grade);
    g_form.setValue('u_student_name', admission.u_student_name);
}
```

**Pincode-Based Field Update**

Automatically fills Mandal, City, and District based on the entered Pincode.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') return;
    var pincode = g_form.getValue('u_pincode');
    if (pincode === '509358') {
        g_form.setValue('u_mandal', 'Kadthal');
        g_form.setValue('u_city', 'Kadthal');
        g_form.setValue('u_district', 'Ranga Reddy');
    }
}
```

```
}
```

### Disable Fields for Student Progress

Prevents manual entry into specific fields on form load.

```
function onLoad() {  
  g_form.setDisabled('u_total', true);  
  g_form.setDisabled('u_percentage', true);  
  g_form.setDisabled('u_result', true);  
}
```

### Total Marks Calculation

Calculate the total score from subject fields automatically.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
  var total = parseInt(g_form.getValue('u_telugu')) +  
    parseInt(g_form.getValue('u_hindi')) +  
    parseInt(g_form.getValue('u_english')) +  
    parseInt(g_form.getValue('u_maths')) +  
    parseInt(g_form.getValue('u_science')) +  
    parseInt(g_form.getValue('u_social'));  
  g_form.setValue('u_total', total);  
}
```

## 1. Results

The implemented Educational Management System on ServiceNow provides:

- Centralized management of student and admission data.
- Automated workflows for consistent and error-free operations.
- Dynamic forms and scripts that enhance data entry and validation.
- Seamless tracking of student progress and admission stages.

Screenshots should be included for:

- Table and form configurations
- Process flow
- Script execution in forms

## SALESFORCE RECORD

The screenshot shows the Salesforce interface for creating a new record. The header includes the 'servicenow' logo, navigation links (All, Favorites, History, Admin), a search bar, and a user profile icon. The main content area is titled 'Salesforce - Create SAL0001008' and contains a form with the following fields:

Field	Value
Admin Number	SAL0001008
Admin Date	
Grade	-- None --
Student Name	
Father Name	
Mother Name	
Mother Cell	
Father Cell	

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

## ADMISSION RECORD

The screenshot shows the Salesforce interface for creating a new admission record. The header includes the 'servicenow' logo, navigation links (All, Favorites, History, Admin), a search bar, and a user profile icon. The main content area is titled 'Admission - New record' and contains a form with the following fields:

Field	Value
Admission Number	
Purpose of join	-- None --
Student Name	
Father Name	
Mother Name	
Admin Date	
Grade	-- None --
Fee	\$ 0.00
Father Cell	
Mother Cell	
Admin Status	-- None --
Comments	

Below the main form, there is a section titled 'School Details' with a tab 'Address'. It contains two dropdown menus:

Field	Value
School Area	Near Market
School	-- None --

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

# PROGRESS RECORD

The screenshot shows the ServiceNow 'Progress - Create Created' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The main form area has a 'New Section' header with a 'New record' button. The form contains several input fields: 'Admission Number' (a large text field with a search icon), 'Admission Number.Grade' (a dropdown menu), 'Admission Number.Student Name' (a text field), 'Admission Number.Father Name' (a text field), 'Admission Number.Mother Name' (a text field), 'Admission Number.Father Cell' (a text field), and 'Admission Number.Mother Cell' (a text field). Below these is a 'Student Progress' section with a dropdown arrow. This section contains input fields for 'Telugu', 'Hindi', 'English', 'Maths', 'Science', and 'Social'. To the right of these are 'Total', 'Percentage', and 'Result' fields. A 'Submit' button is located at the bottom left of the form.

## ११. Advantages

- Accessible from many location with cloud support.
- Automation reduces manual workload and increases accuracy.
- Customizable for various educational institution needs.
- Integrated system for admissions, student records, and performance.
- Secure and role-based access control.

## १२. Disadvantages

- Requires prior knowledge or training in ServiceNow for effective use.
- Complex customization may be time-consuming.
- Enterprise usage may involve licensing costs.

## १३. Future Scope

- Integration with analytics tools like Tableau or Power BI for reporting.
- Expansion to include teacher scheduling and performance tracking.
- Mobile application support using ServiceNow Mobile Studio.



- API-based connectivity with external systems and student databases.
- AI-driven insights to monitor and predict student performance trends.

YOUTUBE LINK : [https://youtu.be/ofgS\\_\\_WCzKZk?si=y^XYcKojHWodsxvZ](https://youtu.be/ofgS__WCzKZk?si=y^XYcKojHWodsxvZ)