

## Educational Organisation Using Service Now

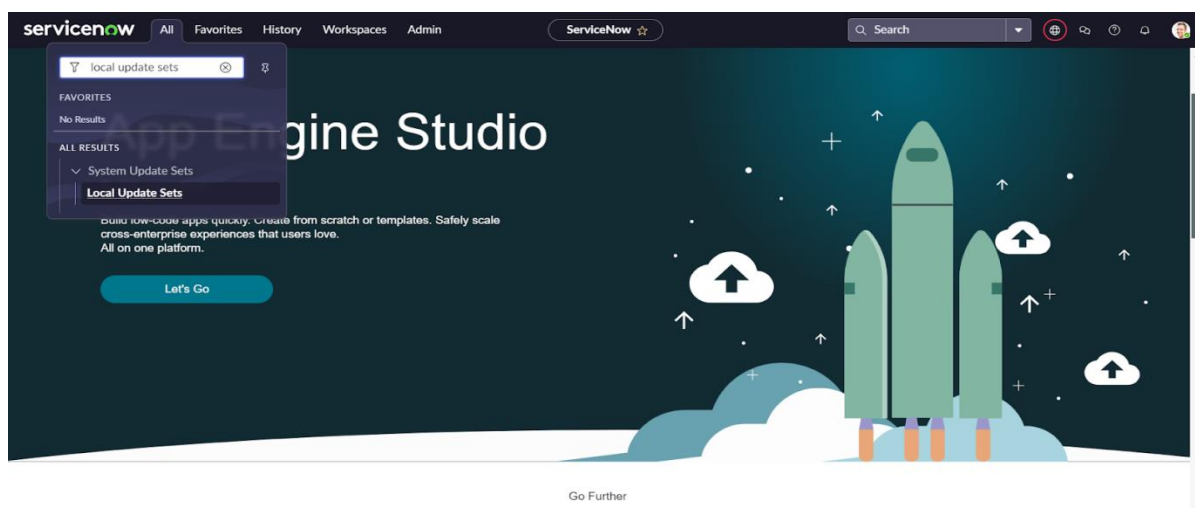
The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

## 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.

## Creating a Update Set

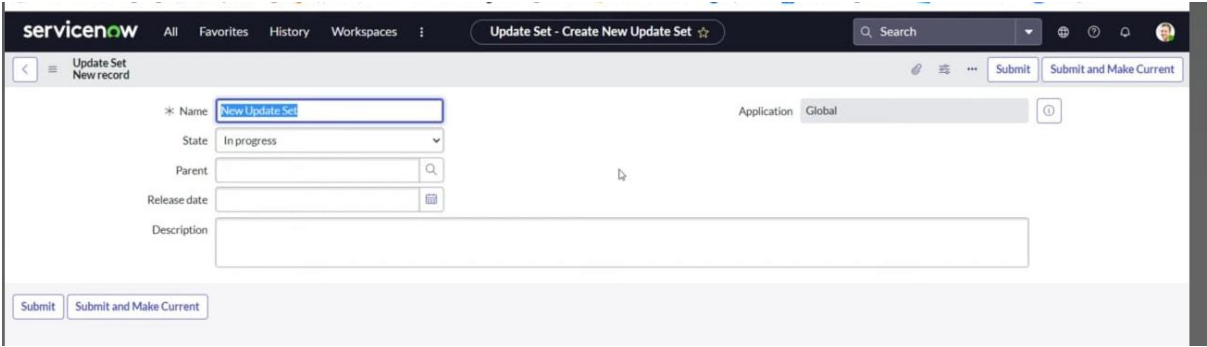
1. Click on All >> Local update sets .



2. Click on new

Update Sets							
Name							
Search							
Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	App Engine Studio	In progress		2024-04-03 04:32:28	admin	(empty)	(empty)
Default	Global	In progress		2023-10-06 15:26:30	system	(empty)	(empty)

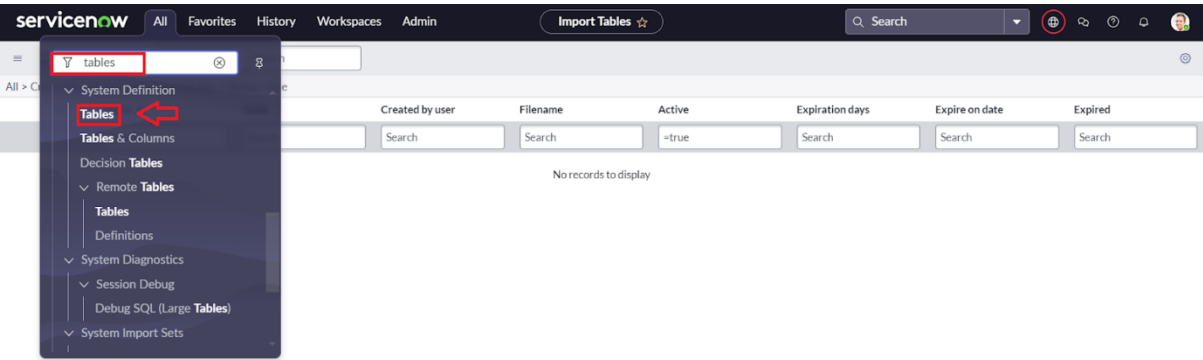
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



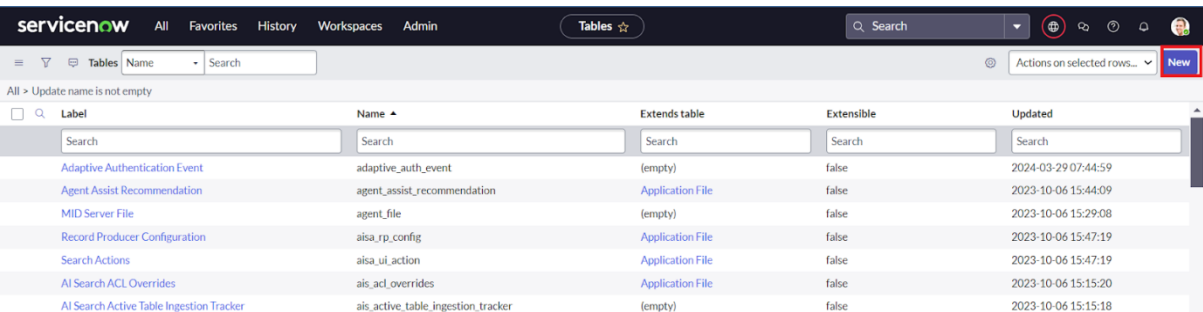
## Creating a Table

### Creating Salesforce Table

- All >> Tables.



- 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 .

X

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:getNextObj(NumberPadded());
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

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

Table  
Salesforce

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	De	Display
Class	System Class Name	(empty)	80	jav	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

Save  
Analyze Access  
Show File Properties  
Move to Application...  
Show Latest Update  
Create Child Table  
Show Dictionary Record  
Configure >  
Export >  
View >  
Create Favorite  
Copy URL  
Copy sys\_id  
Show XML  
History >  
Reload form

- Click on controls >> Enable Extensible.

Columns Controls Application Access

Extensible ☒ Live feed ☐

Prefix SAL

Number 1,000

Number of digits 7

Create access controls ☒

\* User role u\_salesforce\_user

- 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 .

Choice List Specification Calculated Value Default Value

Use dynamic default ☒

Dynamic default value Get Next Padded Number

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



Table Admission

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

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
Fee	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.getTableNamel();	false

- Create choice for Admin Status as:

Dictionary Entry Admin Status

Create Choice List Delete Column Update

Related Links

Show Table Run Point Scan Advanced view

Access Controls Choices (7) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

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

Insert a new row...

- Create choice for Pincode as:

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

Label Search

Actions on selected rows... New

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

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:

Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

≡

▾

Label

▾

Search

⊙

—

Actions on selected rows...

▾

New

Choices

<div><div><div><div>□</div><div>🔍</div></div></div></div> 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
<div><div>+</div><div>Insert a new row...</div></div>					

## Creating Student Progress Table

- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- 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...				

# 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 [+].

**Configuring Table form**

[Cancel](#) [Save](#)

**Available**

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- [- begin\_split -]
- [- split -]
- [- end\_split -]
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

**Selected**

- [- begin\_split -]
- Admission Number
- Hindi
- English
- Telugu
- Science
- [- split -]
- Total
- Average
- Social
- Maths
- [- end\_split -]

[Cancel](#) [Save](#)

**Form view and section**

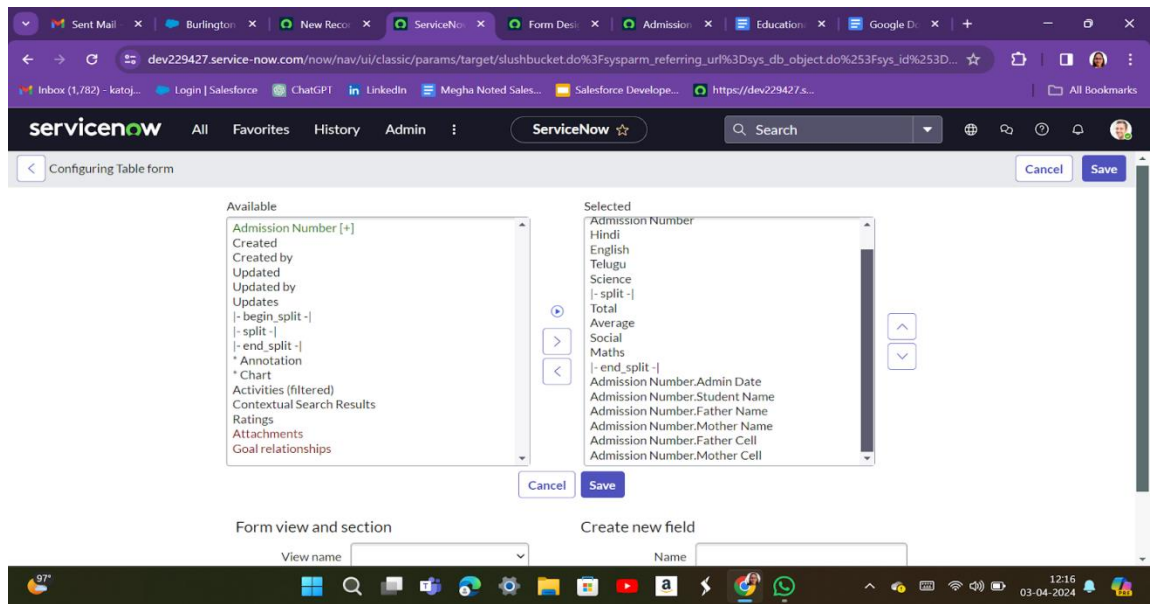
View name: [Default view](#)

Create new field

Name:



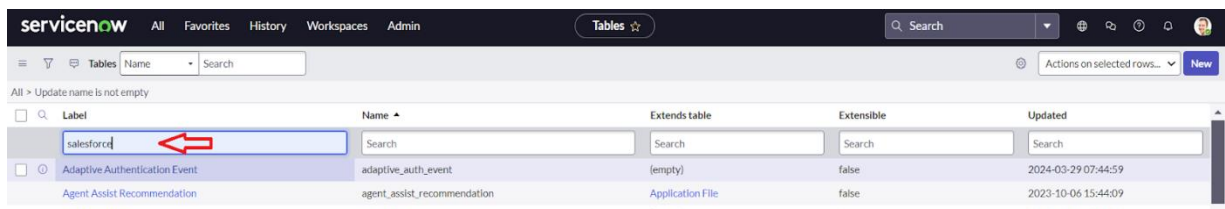
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



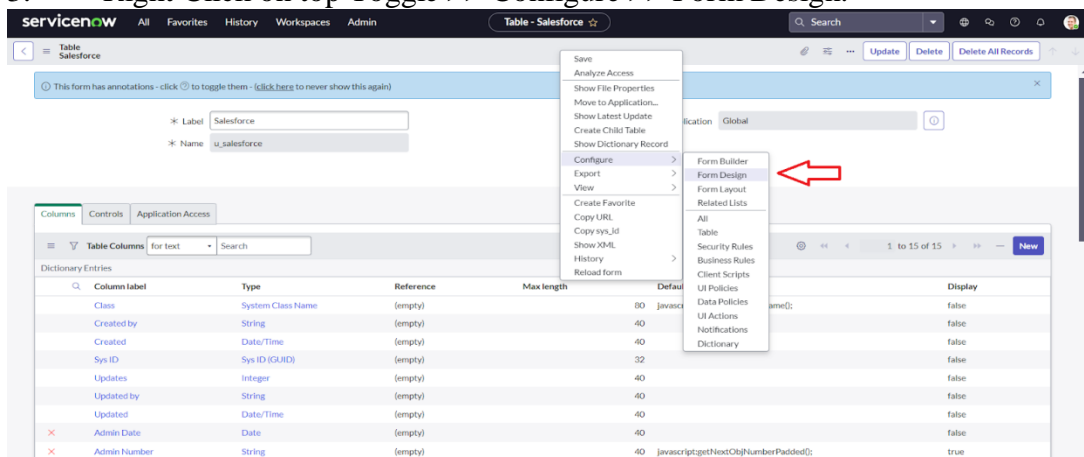
## Form Design

### Creating Form Design for Salesforce Table

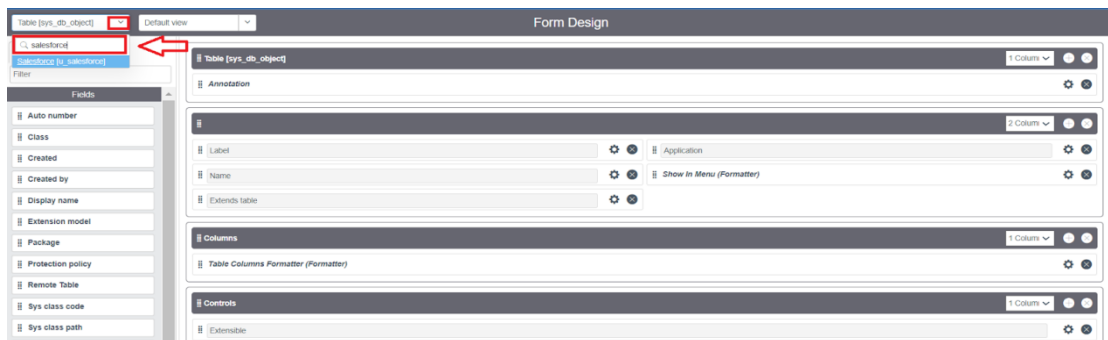
1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



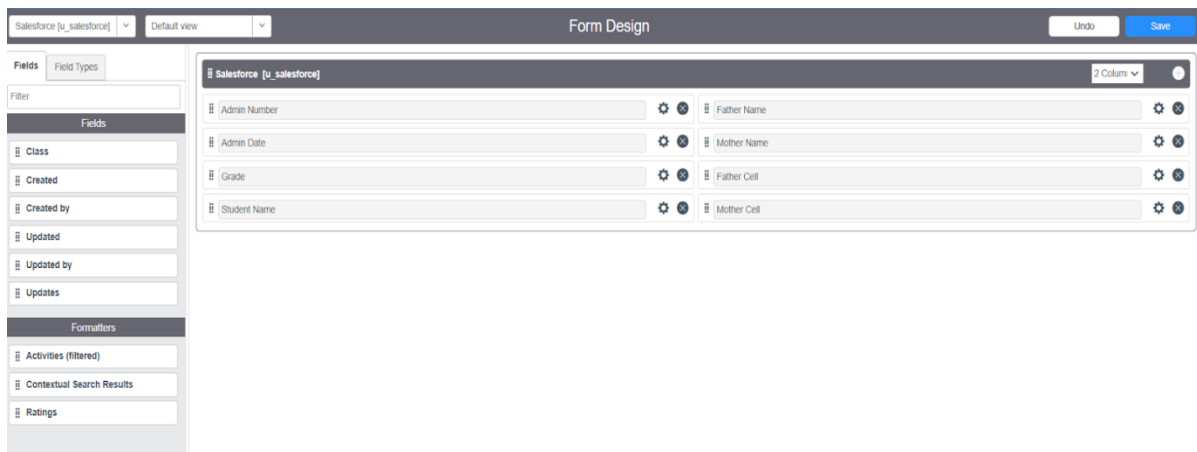
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u\_salesforce).



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



6. Save.

# 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 a 'Fields' section with a list of fields: Admission Number, Class, Created, Created by, Updated, Updated by, Updated, Father Name, Mother Name, Admission Date, Grade, Fee, Father Cell, Mother Cell, and Admin Status. The main area displays a form layout with sections for 'Admission [u\_admission]', 'School Details', and 'Address'. The 'Admission [u\_admission]' section contains fields for Admission Number, Class, Created, Created by, Updated, Updated by, Updated, Father Name, Mother Name, Admission Date, Grade, Fee, Father Cell, Mother Cell, and Admin Status. The 'School Details' section contains fields for School Area and School. The 'Address' section contains fields for Pincode, Area, Mandal, City, and District. The 'Formatters' section on the left includes 'Activities (Filtered)', 'Contextual Search Results', and 'Ratings'.

# Creating Form Design for Student progress Table

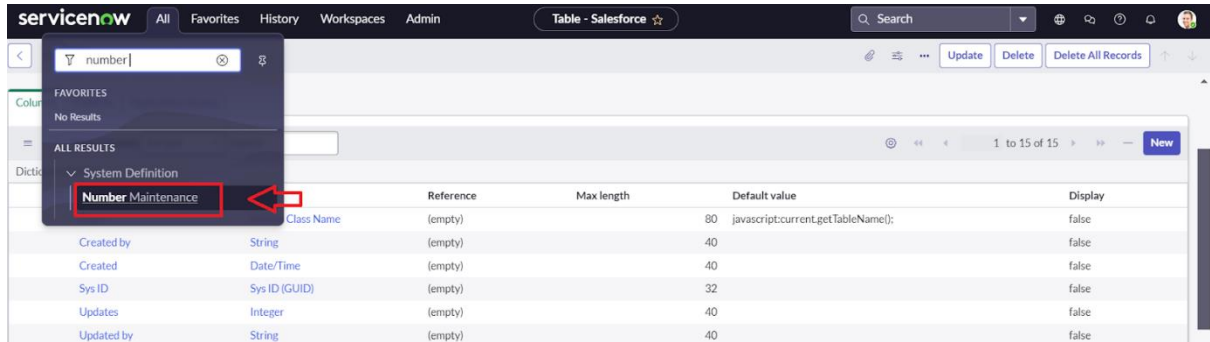
Follow the same steps as Activity1,Configure the fields as below and Save.

The screenshot shows the 'Form Design' interface for the 'Student Progress [u\_student]' table. The sidebar on the left contains a 'Fields' section with a list of fields: Admission Number, Admission Number Grade, Admission Number Student Name, 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. The main area displays a form layout with sections for 'New Section' and 'Student Progress'. The 'New Section' section contains fields for Admission Number, Admission Number Grade, Admission Number Student Name, Admission Number Father Name, Admission Number Mother Name, Admission Number Father Cell, and Admission Number Mother Cell. The 'Student Progress' section contains fields for Telugu, Hindi, English, Maths, Science, Total, Percentage, and Result. The 'Formatters' section on the left includes 'Activities (Filtered)', 'Contextual Search Results', and 'Ratings'.

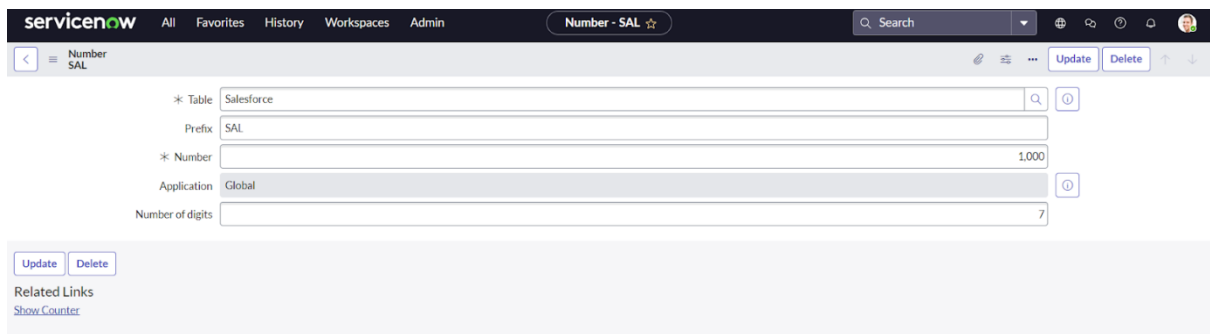
# Number Maintenance

## 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

Flow Formatter New

\* Table: Admission [u\_admission]

\* Name: New

Application: Global

\* Label: New

Order:

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is New

Description:

Update Delete

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

Flow Formatter In progress

\* Table: Admission [u\_admission]

\* Name: In progress

Application: Global

\* Label: In progress

Order:

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is Join In progress

Description:

Update Delete

- 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.

Client Script New record

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

Name: Auto populate

Table: Admission [u\_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```
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  
8 }
```

- 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 .

## Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a field named 'Pincode Update'. The configuration includes the following details:

- Name:** Pincode Update
- Table:** Admission [u\_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The 'Script' section contains 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_mandal', 'kadthal');  
9     g_form.setValue('u_city', 'kadthal');
```

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

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
  if (isLoading || newValue === '') {  
    return;  
  }  
  var a = g_form.getValue('u_pincode');  
  if(a == '509358')  
  {  
    g_form.setValue('u_mandal', 'kadthal');  
    g_form.setValue('u_city', 'kadthal');  
    g_form.setValue('u_district', 'RangaReddy');  
  }  
  else if(a == '500081')  
  {  
    g_form.setValue('u_mandal', 'karmanghat');  
    g_form.setValue('u_city', 'karmanghat');  
    g_form.setValue('u_district', 'RangaReddy');  
  }  
  else if(a == '500079')  
  {  
    g_form.setValue('u_mandal', 'Abids');  
    g_form.setValue('u_city', 'AsifNagar');  
    g_form.setValue('u_district', 'Hyderabad');  
  }  
}
```

## Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for a record named 'Disable Fields'. The form includes the following fields:

- Name:** Disable Fields
- Table:** Student Progress [u\_student\_progress]
- UI Type:** All
- Type:** onLoad
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (empty text area)
- Messages:** (empty text area)
- Script:**

```
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 }
```

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

```
function onLoad() {  
    //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);  
}
```

## Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the ServiceNow Client Script editor for a record named 'Total Update'. The form includes the following fields:

- Name:** Total Update
- Table:** Student Progress [u\_student\_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Social
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (empty text area)
- Messages:** (empty text area)
- 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     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 }
```

At the bottom of the editor, the **Isolate script** checkbox is checked.



- 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
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);
}
}
```

## Creating “Result” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the Salesforce Client Script configuration page. The script is named 'Result' and is associated with the 'Student Progress (u\_student\_progress)' table. The UI Type is set to 'All' and the Type is 'onChange'. The Field name is 'Percentage'. The script is active and global. The description and messages fields are empty. The script code is as follows:

```
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 }
```

- 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
```

```

if(newValue) {
    var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an
integer for comparison
    if(a >= 0 && a <= 59){
        g_form.setValue('u_result','Fail');
    } else if(a >= 60 && 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');
    }
}
}
```

## Creating “Percentage” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the Salesforce Client Script configuration interface. The 'Name' field is set to 'Percentage'. The 'Table' dropdown is set to 'Student Progress [u\_student\_progress]'. The 'UI Type' dropdown is set to 'All'. The 'Type' dropdown is set to 'onChange'. The 'Field name' dropdown is set to 'Total'. The 'Application' dropdown is set to 'Global'. The 'Active' checkbox is checked. The 'Inherited' checkbox is unchecked. The 'Global' checkbox is checked. The 'Description' field is empty. The 'Messages' field is 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 }
```

The 'Isolate script' checkbox is checked. The 'Update' and 'Delete' buttons are visible at the bottom.

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 Total = g_form.getValue('u_total');
var Percentage = (Total/600)*100;
g_form.setValue('u_percentage',Percentage+'%');
```

## Result

< = Salesforce New record

Admin Number <input type="text" value="SAL0001078"/> Admin Date <input type="text"/> Grade -- None -- Student Name <input type="text"/>	Father Name <input type="text"/> Mother Name <input type="text"/> Mother Cell <input type="text"/> Father Cell <input type="text"/>
--------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------

[Submit](#)

---

< = Admission New record

New	In progress	Joined	Rejected	Rejoined	Closed	Cancelled
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Admission Number <input type="text"/> Purpose of join -- None -- Student Name <input type="text"/> Father Name <input type="text"/> Mother Name <input type="text"/>  Comments <input type="text"/>	Admin Date <input type="text"/> Grade -- None -- Fee \$ <input type="text" value="0.00"/> Father Cell <input type="text"/> Mother Cell <input type="text"/> Admin Status -- None --
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**School Details**

**Address**

School Area -- None --

School -- None --

[Submit](#)

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< = New Section New record

Admission Number <input type="text"/> Grade -- None -- Student Name <input type="text"/>	Father Name <input type="text"/> Mother Name <input type="text"/> Father Cell <input type="text"/> Mother Cell <input type="text"/>
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### Student Progress

Telugu <input type="text"/> Hindi <input type="text"/> English <input type="text"/> Maths <input type="text"/> Science <input type="text"/> Social <input type="text"/>	Total <input type="text"/> Percentage <input type="text"/> Result <input type="text"/>
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[Submit](#)

