

EDUCATIONAL ORGANISATION USING SERVICENOW

TEAM DETAILS:

Team ID: NM2025TMID00843

Team Size: 4

Team Leader: Adlin Jenish J P

Team Members: Aravind S K, Aswin T V, Jijo V

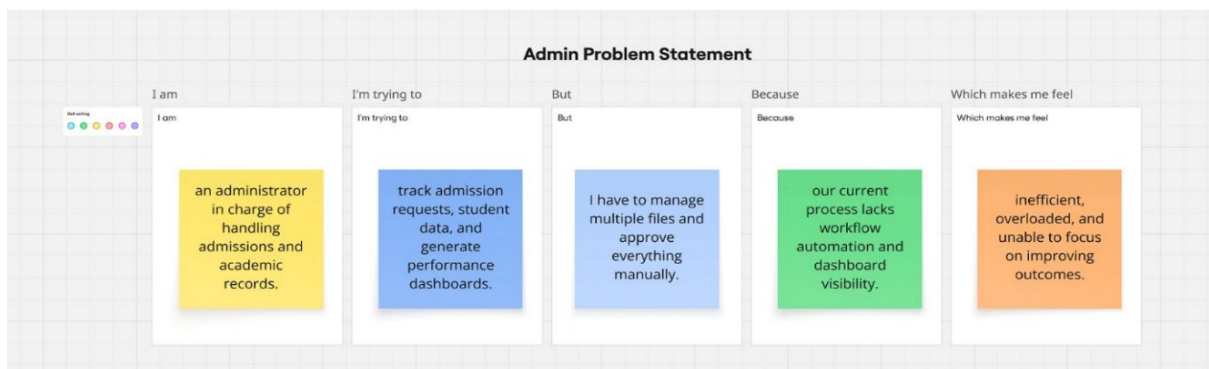
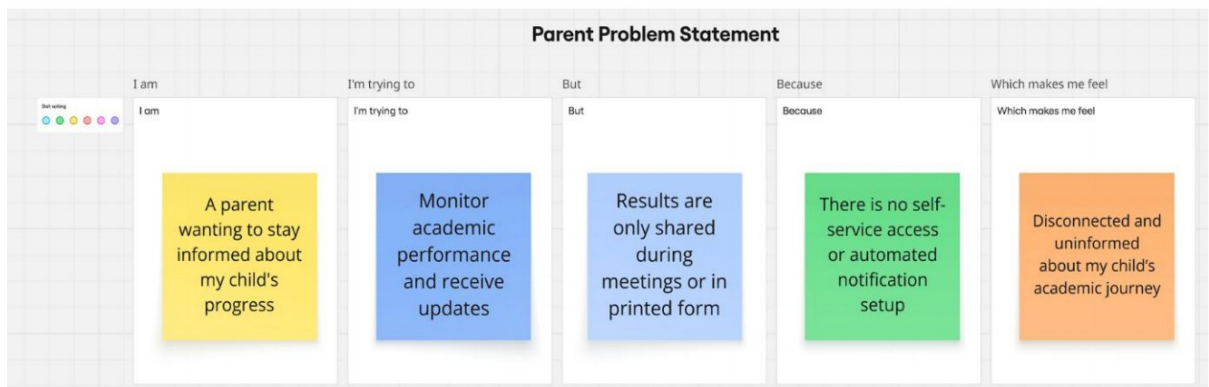
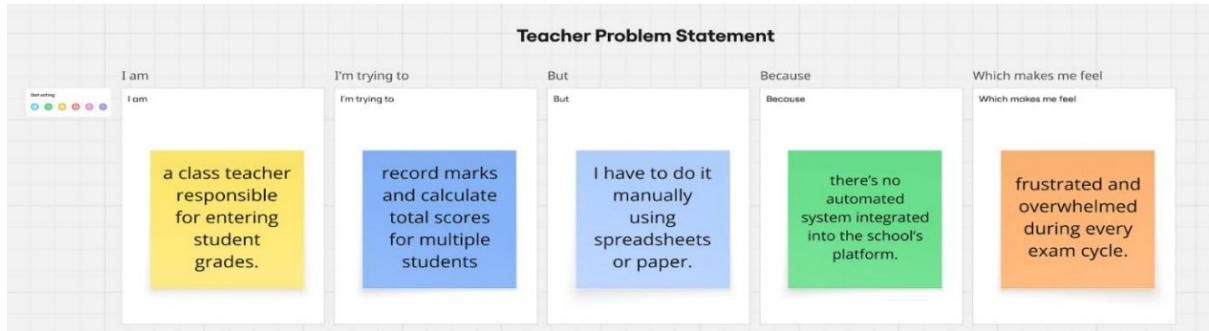
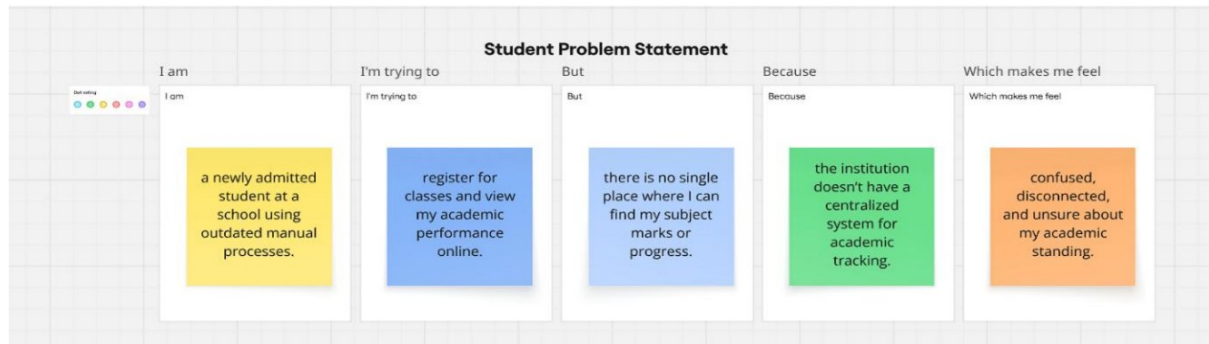
Ideation Phase

Define the Problem Statement

Date	11-09-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using service now
Maximum Marks	4 Marks

Problem Statement Template:

The educational organization is currently grappling with significant hurdles in delivering fair access to high-quality learning experiences, maintaining consistent teaching standards, and leveraging technology effectively to improve learning outcomes. Numerous students still face obstacles like inadequate resources, uneven support, and disinterest in their education. Simultaneously, educators are often hindered by outdated teaching approaches and a lack of proper training. These challenges not only affect academic achievements but also impede skill development, underscoring the urgent need for innovative, data-driven, and student-focused solutions that foster inclusivity, enhance teaching effectiveness, and equip students for the challenges of an ever-changing world.



Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	A newly admitted student	Register for classes and view my academic performance	There is no single place to find my subject marks or progress	The institution lacks a centralized academic tracking system	Confused, disconnected, and unsure about my performance
PS-2	A class teacher responsible for entering student marks	Record subject-wise marks and calculate totals easily	I have to do everything manually using paper or spreadsheets	There's no automated mark entry or result calculation system	Frustrated and overwhelmed during exam time
PS-3	A school administrator managing admissions and records	Track admission requests and monitor student performance	The data is scattered and approvals are completely manual	We lack a workflow system with live dashboards and status notifications	Inefficient, overloaded, and slow to respond
PS-4	A parent wanting to stay informed about my child's progress	Monitor academic performance and receive updates	Results are only shared during meetings or in printed form	There is no self-service access or automated notification setup	Disconnected and uninformed about my child's academic journey

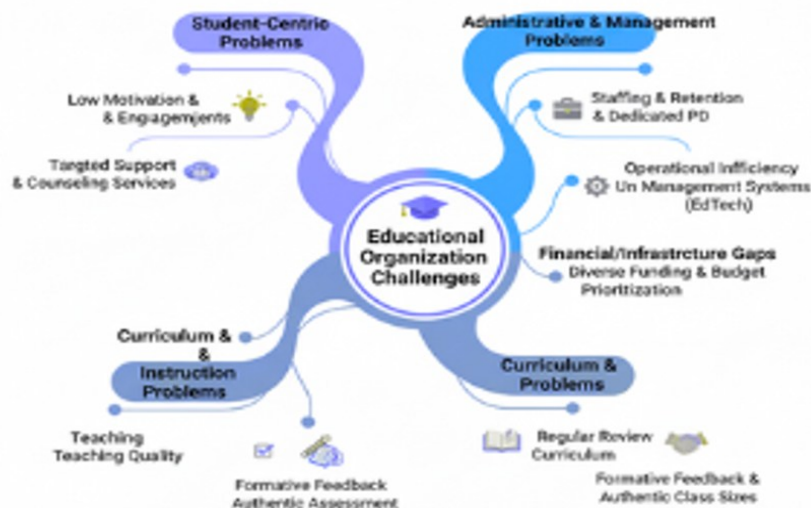
Empathize & Discover

Date	15-09-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Empathy Map Canvas:

The School Administrator is primarily concerned with maintaining educational standards and ensuring adequate district funding. They frequently state that student safety is their highest priority but often express frustration over the limited budget for essential staff. Their daily routine involves walking through school halls, resolving issues between staff and parents, and responding to emails late at night. Faced with challenges such as overcrowded classrooms, outdated facilities, and competing expectations from both the school board (“Test scores are down”) and staff (“The new policy increases paperwork”), the administrator experiences significant stress and dissatisfaction with bureaucratic inefficiencies. These pressures highlight the need for a more streamlined and centralized operational system that can reduce administrative workload and enable the administrator to focus more effectively on leadership and student achievement.

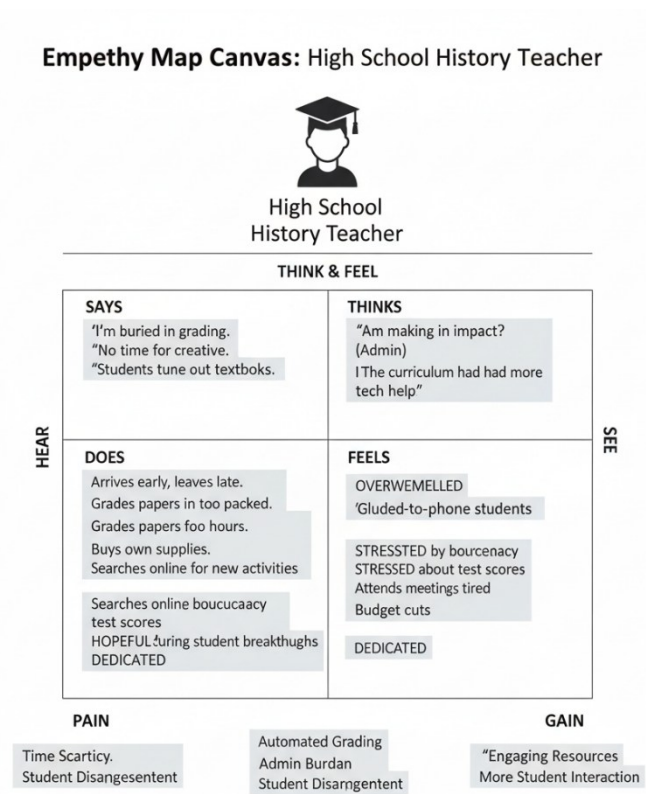
Example 1:



The main purpose of an Empathy Map is to enable teams to look beyond assumptions by visually depicting a stakeholder’s overall experience—what they say, think, do, and feel—at a given point in time. By highlighting inconsistencies and identifying unspoken needs, this tool

encourages a shared, user-focused understanding that enhances the effectiveness of design and problem-solving processes.

Example 2:



The High School History Teacher faces an ongoing internal conflict. Despite a strong dedication to delivering engaging lessons and preparing students for success, they often feel burdened by administrative tasks and a continual shortage of time. This frustration is intensified by witnessing colleagues leave the profession and by hearing conflicting expectations from students and administrators. Nevertheless, their actions reveal deep commitment—working late hours and personally purchasing classroom supplies. The core problem is not a lack of dedication but systemic inefficiencies, including time-consuming grading and limited access to relevant, diverse teaching materials. These issues emphasize the need for automated assessment systems and curated educational resources that help teachers focus more on meaningful instruction and student development.

Idea Prioritization Template

Date	18-09-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using Service
Maximum Marks	4 Marks

Educational Organization Template:

Implementing ServiceNow within an educational organization begins with identifying opportunities to improve efficiency, collaboration, and service delivery across major departments, including IT, HR, Facilities, and Student Services. By involving students, faculty, and staff, common issues such as delayed requests and manual workflows can be effectively addressed through innovative solutions like a centralized student service portal, automated onboarding systems, digital maintenance requests, and AI-powered support tools. These proposed initiatives are then assessed based on their impact, feasibility, and alignment with institutional goals, leading to the prioritization of key digital transformation projects such as IT Service Management (ITSM) and HR Service Delivery (HRSD). Through ServiceNow's Innovation Management capabilities, the institution fosters a culture of continuous improvement and innovation, ensuring that technology enhances campus operations and enriches the overall experience for students, faculty, and staff.

Step:1 Concept Map of the Problem Statement



The Concept Map illustrates the interconnected components that contribute to the success of an educational organization.

Fundamental Purpose & Results focus on achieving student success and fulfilling institutional goals, serving as the foundation for all other elements.

Leadership & Administration represent the governance framework and management structure that guide decision-making, policy development, and overall institutional direction.

Faculty & Workforce include teaching personnel and support teams who play a crucial role in delivering education, maintaining academic standards, and fostering a positive learning environment.

Academic Programs & Teaching Methods cover curriculum design and instructional strategies that ensure effective knowledge delivery and student engagement.

Measurement & Review involve processes such as student evaluations and program assessments to monitor progress, maintain quality, and inform continuous improvement.

Facilities & Resources refer to the infrastructure, technology, and financial resources necessary to support educational and operational activities.

Community & Stakeholder Engagement highlights collaboration with parents, families, and institutional partners to build strong relationships and enhance the educational experience.

Step 2: List and Grouping



Explain the List and Grouping Image

The image presents a simplified, table-based representation of the “Educational Organization Key Components” mind map. It features seven main branches: Core Mission & Outcomes, Governance & Management, Personnel & Staff, Curriculum & Instruction, Infrastructure & Resources, and Stakeholders & Community, each differentiated by color and labeled with a combination of Roman numerals (I, II, V, VII) and a letter (A).

Each primary branch is accompanied by key sub-ideas listed in adjacent columns, outlining essential focus areas within the organization. However, several entries in the sub-idea and focus area columns are incomplete or distorted, suggesting that the image represents a low-resolution or partially corrupted version of the original mind map. As a result, some of the conceptual connections and detailed descriptions appear unclear or missing, indicating that the table may serve as an early draft or summary rather than a comprehensive depiction of the full educational organization framework.

Step 3: Idea Assessment



Explanation for the Idea Assessment:

This image provides a detailed visual representation of Idea Prioritization for Educational Organizations, illustrating three key frameworks designed to assess and select the most valuable initiatives.

The first framework, the Impact/Effort Matrix, categorizes ideas into four quadrants based on their potential impact and implementation effort. It highlights Quick Wins initiatives with high impact and low effort as the highest priority for immediate action.

The second framework, the Weighted Scoring Model, employs a data-driven approach by assigning weights to specific evaluation criteria, such as Student Learning Impact and Strategic Alignment. Each idea is scored against these criteria, and the combined weighted scores determine its overall priority level.

The third framework, the MoSCoW Method, applies a categorical approach to prioritize requirements by classifying them into Must Have, Should Have, Could Have, and Won't Have (This Time). This method helps clearly distinguish between essential, desirable, and non-essential initiatives.

Across all three frameworks, a common foundation of Key Educational Prioritization Criteria including Student Impact, Strategic Alignment, Feasibility, and Stakeholder Readiness ensures that decision-making remains consistent, transparent, and data-driven. Together, these frameworks enable educational organizations to systematically evaluate ideas and focus resources on initiatives that offer the greatest overall value and educational benefit.

Project Planning Phase

Date	23-09-2025
Team ID	NM2025TMID00843
Project name	Educational Organization using ServiceNow
Maximum Marks	5 Marks

Project Planning Phase – Educational Organization Using ServiceNow

The Project Planning Phase defines the roadmap for developing a cloud-based management system using ServiceNow to enhance academic and administrative operations within an educational institution. This phase ensures that project objectives, timelines, resources, and deliverables are clearly established prior to implementation. It also provides a structured framework for managing progress through iterative sprints using agile methodologies.

Product Backlog, Sprint Schedule & Estimation Table

Sprint	Backlog ID	Feature / Task	Description	Priority	Story Points	Estimated Hours
1	PB01	User Authentication	Secure login for students, staff, and administrators	High	8	14
1	PB02	Requirement Analysis & Setup	Gather requirements and configure ServiceNow environment	High	7	12
2	PB03	Student Management Module	Manage student profiles, courses, and attendance	High	10	18
2	PB04	Staff Management Module	Manage staff details, departments, and roles	High	8	14
3	PB05	Course Management	Add, update, and delete course information	Medium	6	10

3	PB06	Event Scheduling	Create and manage institutional events	Medium	5	8
3	PB07	Workflow Automation	Automate approval and reporting processes	High	10	18
4	PB08	Reports & Analytics	Generate reports and dashboards for performance tracking	Medium	6	10
4	PB09	Notifications & Alerts	Send alerts for announcements and attendance updates	Low	4	6
4	PB10	Feedback & Documentation	Create feedback forms and project documentation	Medium	5	8

Summary:

- **Total Story Points:** 69
- **Total Estimated Hours:** \approx 118 hours
- **Project Duration:** 4 weeks (4 Sprints)

Project Tracker, Velocity & Burndown Chart

Sprint	Tasks / Modules	Planned Story Points	Completed Story Points	Velocity (Points per Sprint)	Work Completed (%)	Work Remaining (Story Points)
1	Requirement Analysis, Environment Setup, User Authentication	15	14	14	22%	55

2	Student & Staff Management Modules	18	16	16	46%	39
3	Course Management, Event Scheduling, Workflow Automation	21	18	18	73%	21
4	Reports, Notifications, Feedback, Documentation	15	—	—	100% (Expected)	0

Summary:

- **Total Planned Story Points:** 69
- **Total Completed Story Points (as of Sprint 2):** 30
- **Average Velocity:** 15 story points per sprint
- **Estimated Completion:** End of Sprint 4
- **Project Tracker:** Monitors task completion, sprint progress, and time allocation
- **Velocity:** Measures average completion rate per sprint
- **Burndown:** Tracks remaining story points to visualize project progress

Project Design Phase

Problem – Solution Fit Template

Date	03-10-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Problem Solution Fit Template

About Problem Solution Fit

The Problem Solution Fit stage ensures that the proposed system effectively addresses the actual challenges faced by users. It focuses on establishing a clear alignment between user needs and the system's capabilities. Before proceeding to full-scale development, this stage validates that the educational institution's key issues are well-defined and that the proposed ServiceNow-based solution provides meaningful, efficient, and sustainable improvements.

Purpose

The Problem Solution Fit Template aims to:

- Establish a clear connection between identified institutional challenges and their corresponding digital solutions.
- Ensure alignment between user requirements and system functionalities.
- Validate that the proposed solution is both practical and beneficial for the organization.
- Serve as a foundation for subsequent phases such as Project Design and Implementation.

Problem Areas and Proposed Solutions

The project addresses the inefficiencies and challenges faced by educational institutions in handling academic and administrative tasks. It focuses on:

Manual Processes: Replaces paper-based and time-consuming workflows with automated ServiceNow workflows.

Data Management Issues: Solves problems of scattered and inconsistent student or staff data by centralizing information in one platform.

Delays and Inefficiency: Reduces approval delays and communication gaps between students, teachers, and administrators.

Lack of Performance Tracking: Provides dashboards to monitor student performance and institutional progress in real time.

Limited Transparency and Access: Ensures better visibility and secure, role-based access to academic and administrative data.



Through this Problem Solution Fit stage, the project validates that the ServiceNow platform is an appropriate solution to the operational inefficiencies faced by educational institutions. By automating processes, improving data accuracy, and enhancing communication and visibility, the system supports better decision-making and contributes to overall institutional effectiveness.

Solution Architecture

Date	09-10-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization
Maximum Marks	4 Marks

Goals of the Architecture

To design a structured, scalable, and secure system for managing educational organization processes.

To enable seamless workflow automation across departments (admissions, exams, performance, etc.).

To ensure centralized data management and real-time reporting.

To enhance user experience through a unified ServiceNow portal.

Key Components

Component	Description
User Interface Layer	The front-end interface accessed by students, teachers, and administrators via the ServiceNow portal. Provides dashboards, forms, and notifications.
Application Layer (Logic Layer)	Core layer where automated workflows, approvals, and notifications are configured using Flow Designer, Business Rules, and Catalog Items.
Database Layer	Stores student, staff, and course-related data securely in ServiceNow tables with audit logs.
Integration Layer	Connects to external tools like LMS, email systems, and payment gateways through APIs.
Security Layer	Implements Role-Based Access Control (RBAC), encryption, and authentication to ensure data privacy.

Development Phases

Phase	Activity	Tools Used
Phase 1 – Planning	Define user needs, workflows, and access roles.	Documentation, ServiceNow Project Planning

Phase 2 – Design	Create data models, workflow diagrams, and UI layouts.	Flow Designer, Data Schema Designer
Phase 3 – Implementation	Build and configure workflows, dashboards, and forms.	ServiceNow Studio
Phase 4 – Testing	Conduct pilot testing for one department, fix errors.	Test Management Tool
Phase 5 – Deployment & Maintenance	Deploy organization-wide and monitor system health.	Performance Analytics, Reports

Solution Architecture Description

The ServiceNow-based Educational Management System follows a multi-layered architecture to manage academic and administrative tasks efficiently.

Each layer plays a vital role in the overall operation:

The User Interface Layer interacts with end users.

The Logic Layer processes tasks through automated workflows.

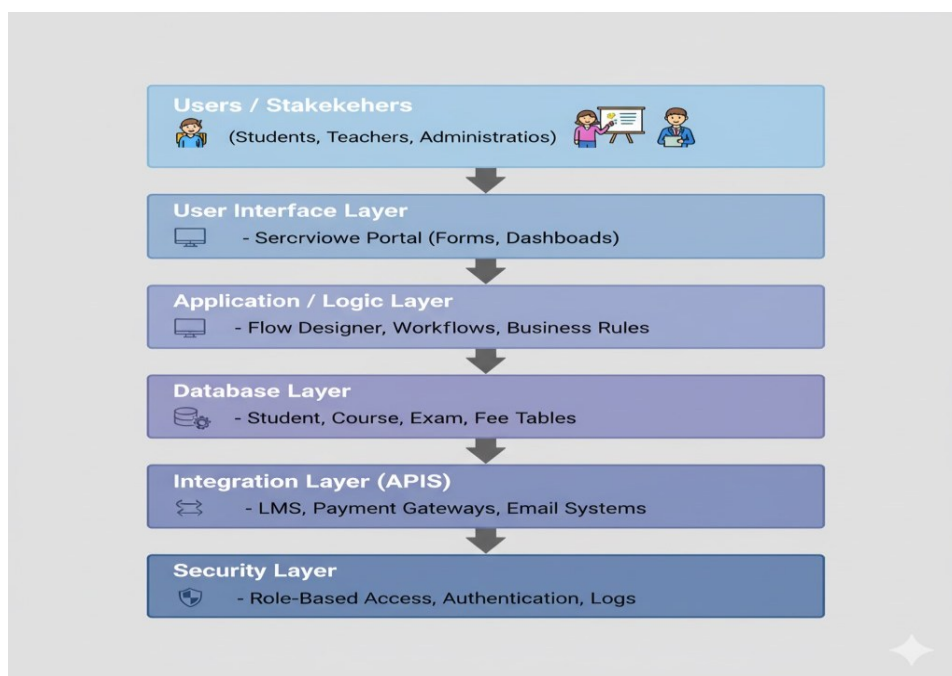
The Database Layer securely stores and retrieves institutional data.

The Integration Layer ensures connectivity with external platforms.

The Security Layer protects all data through encryption and controlled access.

This structure allows for modular expansion, real-time analytics, and smooth data flow across the system.

Example Solution Architecture Diagram



Proposed Solution

Date	13-10-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Solution Description

The proposed solution involves the development of an Educational Organization Management System built on the ServiceNow platform. This digital system is designed to automate and streamline both academic and administrative processes within an educational institution. Its primary objective is to centralize institutional data, minimize manual tasks, and enhance transparency and operational efficiency.

Through customized ServiceNow workflows, the system will integrate key institutional functions, including student record management, staff information handling, performance monitoring, communication, and report generation, all within a unified portal.

Proposed Solution Template

Parameter	Description
Project Title	Educational Organization Using ServiceNow
Purpose	To automate and digitalize academic and administrative workflows within an educational institution.
Objective	To enhance efficiency, data accuracy, and communication through a unified ServiceNow-based management system.
Platform Used	ServiceNow a workflow automation and service management platform.
System Name	Educational Organization Management System

Overview

The Educational Organization Management System is a centralized platform built on ServiceNow that integrates student management, staff management, and performance tracking within a single system. It automates workflows, eliminates manual processes, and ensures

seamless communication among all institutional users including students, faculty, and administrators.

Key Features

- **Student Management:** Handles admissions, attendance tracking, and academic results.
- **Staff Management:** Manages faculty details, schedules, and workload distribution.
- **Performance Module:** Monitors student progress and departmental performance metrics.
- **Finance Module:** Tracks fee payments, approvals, and financial workflows.
- **Communication & Alerts:** Sends automated notifications for exams, results, and fee reminders.
- **Dashboard & Reports:** Provides real-time analytics, visual summaries, and progress reports.

Technology Stack

- **Frontend:** Service Portal (HTML, CSS, JavaScript)
- **Backend:** ServiceNow Workflows and Flow Designer
- **Database:** ServiceNow Data Tables
- **Security:** Role-Based Access Control (RBAC) and Data Encryption

Expected Outcomes

- Significant reduction in manual processing and administrative workload.
- Improved transparency and faster institutional decision-making.
- Centralized and easily accessible data management.
- Real-time tracking of student and staff performance.

Benefits

- Simplifies academic and administrative operations, improving overall productivity.
- Minimizes paperwork, redundancy, and human error.
- Strengthens communication between departments and stakeholders.

- Provides data-driven insights through real-time monitoring and analytics.

Target Users

Students, Teachers, and Administrators of educational institutions.

Scope of Implementation

The proposed system can be implemented across schools, colleges, and universities to manage diverse academic and administrative functions. Its scalable architecture allows easy customization to meet the unique needs of various educational organizations.

Project Design Phase-II

Technology Stack Template

Date	14-10-2025
Team ID	NM2025TMID00843
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

1. Technical Architecture

The Technical Architecture of the Educational Organization Management System outlines how various system layer front-end, back-end, database, integration, security, and reporting interact within the ServiceNow platform. It is designed to deliver automation, centralized data access, and secure workflow management for students, teachers, and administrators.

Key Objectives

- Provide a centralized digital platform for managing academic and administrative operations.
- Enable workflow automation using ServiceNow's Flow Designer.
- Maintain data consistency and security through the ServiceNow CMDB.
- Ensure scalability and seamless integration with external systems.

2. Example: ServiceNow-Based Architecture

Example Scenario: Course Registration Process

When a student registers for a course, the system performs the following automated steps:

1. **Data Submission:** The student submits registration data through the Service Portal (Front-End).
2. **Workflow Processing:** The request is processed using Flow Designer for workflow automation.
3. **Data Storage:** All related data is securely stored in CMDB Tables (Database Layer).
4. **Notification:** The Administrator receives an automated notification through the Notification Service (Integration Layer).

5. Reporting: Real-time reports are generated using Performance Analytics (Reporting Layer).

System Layers and Components

Layer	Component / Technology	Functionality
Front-End	HTML5, CSS3, JavaScript, Service Portal	Provides the interface for students, teachers, and administrators to access system features and services.
Back-End	ServiceNow Business Rules, Script Includes, Flow Designer	Executes business logic, approval workflows, and automation of institutional processes.
Database Layer	ServiceNow CMDB, Tables, Relationships	Manages secure storage and retrieval of student, staff, and academic data.
Integration Layer	REST APIs, IntegrationHub, Email Services	Connects the system to external applications such as LMS, email, and payment services.
Security Layer	Role-Based Access Control (RBAC), Audit Logs, SSL Encryption	Protects system data, manages access permissions, and ensures data integrity.
Reporting Layer	Dashboards, Performance Analytics	Provides analytical insights, KPI visualization, and dynamic reporting.

System Characteristics

Characteristics	Description
Platform Type	Cloud-based, low-code/no-code application built on the ServiceNow platform.
Accessibility	Web-based; accessible via both desktop and mobile devices.
Scalability	Supports an increasing number of users, departments, and academic modules.
Automation	Employs Flow Designer and Workflows to minimize manual intervention.
Maintainability	Easily maintained and updated through ServiceNow Studio and Update Sets.

Security	Ensures encryption, audit trails, and strict access control mechanisms.
User Experience	Provides an intuitive and user-friendly interface using the Service Portal.

This Technical Architecture establishes a robust foundation for the ServiceNow-based Educational Management System, ensuring reliability, scalability, and operational efficiency across all institutional processes.

Solution Requirements

Date	16-10-2025
Team ID	NM2025TMID00843
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Data Flow Diagram (DFD)

The Data Flow Diagram (DFD) represents the movement of information within the Educational Organization Management System. It visually illustrates how data is collected, processed, and distributed among different system entities, including students, teachers, and administrators.

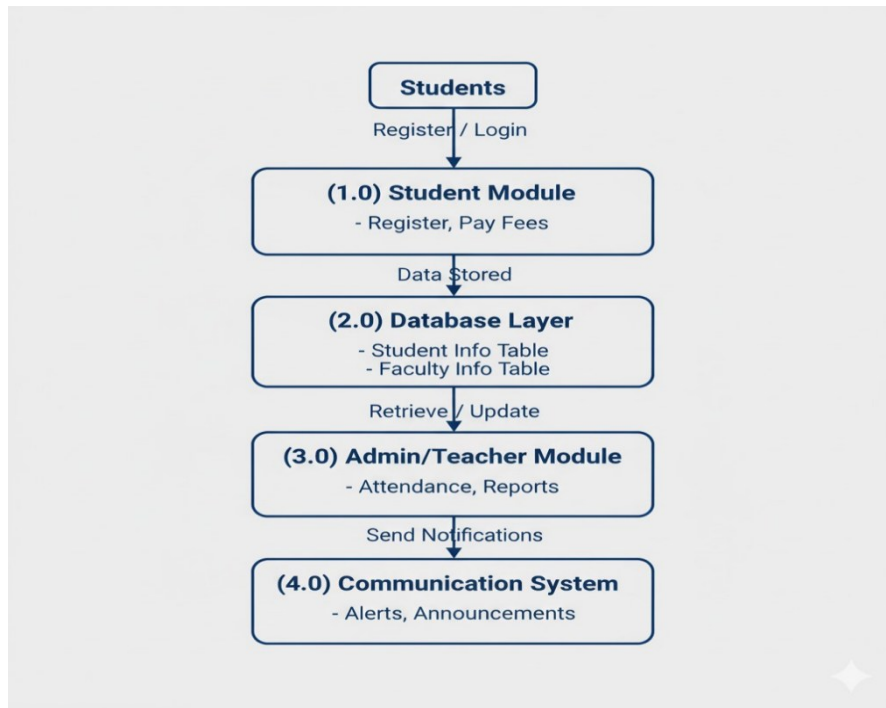
Level 0 DFD (Context Diagram):



Explanation:

Students and teachers interact with the ServiceNow system to input or retrieve information. The system processes this data and provides reports, notifications, and updates to users.

Level 1 DFD (Process Breakdown):



Explanation:

Data flows from students to the system for registration and payments, moves to the database for storage, then to teachers/admins for processing (attendance, performance), and finally to the communication module for output notifications.

User Story Table:

User Story ID	As a...	I want to...	So that I can...	Acceptance Criteria
US1	Student	Register through the portal	Access academic resources easily	Registration form validates input and saves to database
US2	Admin	Approve new student registrations	Maintain verified student records	Admin approval workflow completes successfully

US3	Teacher	Record and update attendance	Monitor student participation	Attendance records are stored and viewable
US4	Teacher	Upload marks and generate performance reports	Track academic progress	Reports generate accurately by subject and term
US5	Admin	Send notifications and updates	Inform all users on time	Notifications delivered to correct user groups
US6	Admin	View analytics dashboard	Make informed decisions	Dashboard updates in real time with accurate data

Outcome:

- DFDs define system data movement clearly.
- User Stories connect functional needs to real user goals.
- Together, they provide a solid foundation for system design and implementation in ServiceNow.

Solution Requirements

Date	21-10-2025
Team ID	NM2025TMID00843
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

The following are the functional requirements of the proposed solution.

FR No.	Functional Requirement	Description
FR1	User Authentication	The system must allow students, teachers, and admins to log in securely using unique credentials
FR2	Student Registration	Students can register for courses and submit their details online.

FR3	Fee Management	The system should enable fee payment tracking and receipt generation.
FR4	Attendance Management	Teachers should be able to mark and update attendance.
FR5	Performance Tracking	The system should record and analyze student marks and grades.
FR6	Notifications and Alerts	Automated email/SMS alerts for deadlines, exams, and announcements.
FR7	Report Generation	Generate academic performance and attendance reports for each student.
FR8	Role-Based Access Control	Different user roles (Admin, Teacher, Student) must have distinct privileges.
FR9	Dashboard Visualization	Display analytics and summaries (e.g., attendance %, academic progress) on dashboards.
FR10	Data Backup & Restore	System must support data backup and easy recovery in case of failure.

Non-Functional Requirements:

The following are the non-functional requirements of the proposed solution.

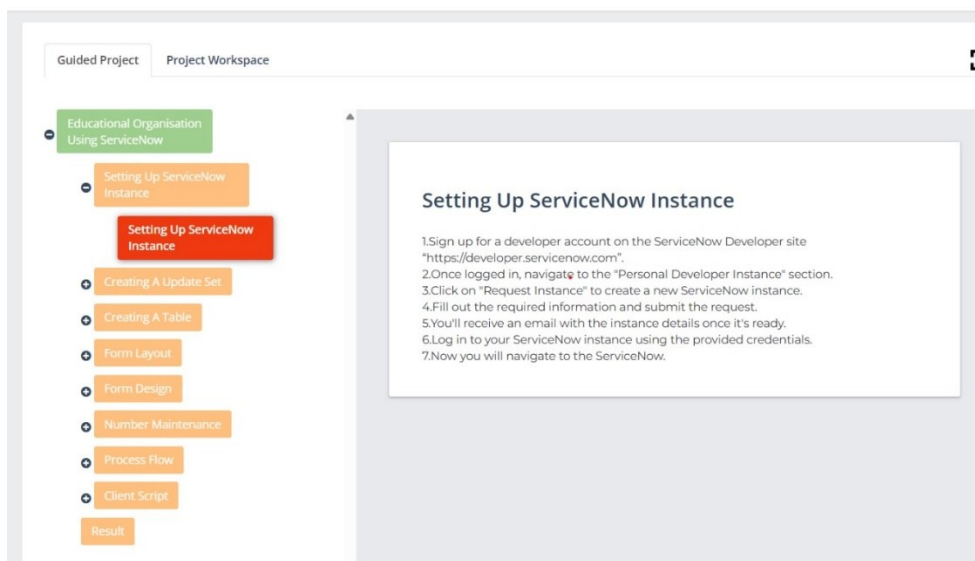
NFR No.	Non-Functional Requirement	Description
NFR1	Performance	The system should respond to user requests within 2 seconds under normal load.
NFR2	Scalability	It should handle increasing users and data without performance loss.
NFR3	Security	All user data must be encrypted; use role-based access for sensitive information.
NFR4	Reliability	Ensure 99% uptime and consistent service availability.
NFR5	Usability	The interface should be intuitive and easy to use for students and faculty.
NFR6	Maintainability	The system should allow easy updates and maintenance through ServiceNow platform tools.

NFR7	Portability	The application should be accessible on browsers and mobile devices.
NFR8	Data Integrity	Prevent unauthorized modification or deletion of records.
NFR9	Compliance	Must comply with institutional and educational data standards (like FERPA).
NFR10	Backup & Recovery	Automatic data backup daily and quick recovery in case of system failure.

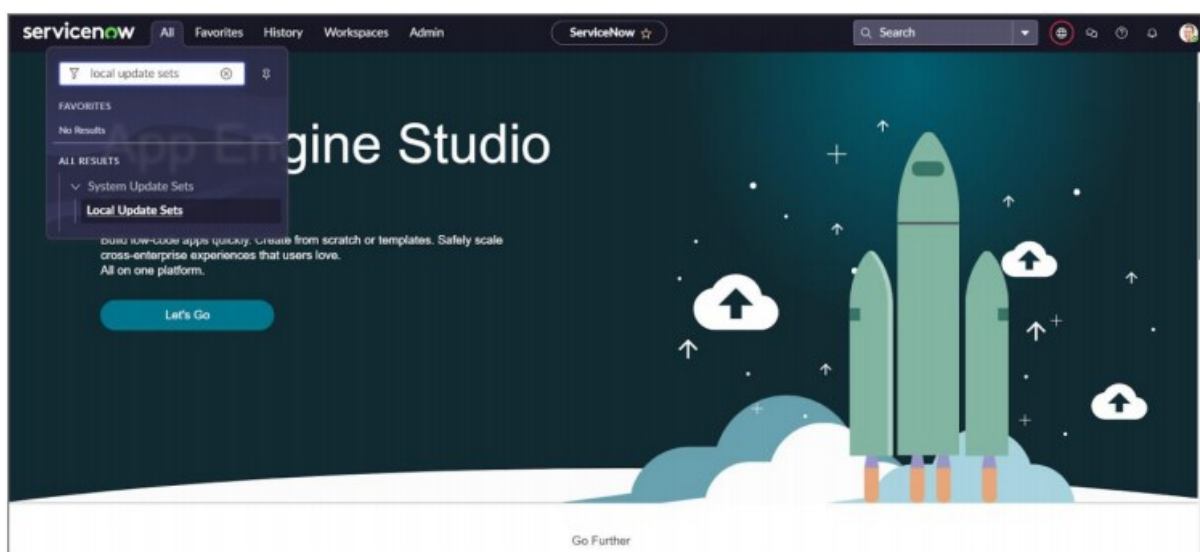
Performance Testing

Date	30-10-2025
Team ID	NM2025TMID00843
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Setting up Instance



Creating a Update Set



Creating Tables

Creating Salesforce Table:

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - New Record ☆

Search

TableNew record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More info](#)

* Label

* Name

Extends table

ApplicationGlobal ⓘ

Create module☒

Create mobile module☒

Add module to menu-- Create new --

New menu name

Remote Table☐

ColumnsControlsApplication Access

Table Columnsfor textSearch

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
--------------	------	-----------	------------	---------------	---------

SubmitCancel

Create Admission Table:

servicenow

AllFavoritesHistoryWorkspacesAdmin

Tables ☆

Q Search

<≡Table Admission

* LabelAdmission

* Nameu_ux_admission

Extends tableSalesforce

Create module☒

Create mobile module☒

Add module to menu-- Create new --

New menu name

Remote Table☐

ColumnsControlsApplication Access

≡▽🗨️Table Columnsfor textSearch

Dictionary Entries

Q	Column label	Type	Reference	Max length	Default value	Display
×	Father Cell	String	(empty)	40	40	false
	Created by	String	(empty)	40		false
×	Student Name	String	(empty)	40	40	false
	Created	Date/Time	(empty)	40		false
×	mother Cell	String	(empty)	40	40	false

Create student Progress table:

servicenow

All Favorites History Workspaces Admin

Tables

Search

Delete Update Delete All Records

Table Student Progress

* Label Student Progress

* Name u_student_progress

Extends table

Application Global

Create module

Create mobile module

Add module to menu -- Create new --

New menu name

Remote Table

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Telugu	String	(empty)	40		false
English	String	(empty)	40		false
Percentage	String	(empty)	40		false
Total	String	(empty)	40		false

Form Layout

servicenow

All Favorites History Workspaces Admin

ServiceNow

Search

Cancel Save

Configuring Table form

Available

Selected

Form view and section

Create new field

Related Links

Admission Number [+]

Created

Created by

English [+]

Hindi [+]

Maths [+]

Percentage [+]

Science [+]

Social [+]

Telugu [+]

Total [+]

Updated

Updated by

Updates

[begin_split -]

Admission Number

[split -]

View name Default view

Section New Section Student Progress New...

Name

Type String

Field length Small (40)

Add

Form Design

Creating Form Design for Salesforce Table:

dev224278.service-now.com/\$ng_fd.do?sysparm_attributes=starTable=sys_db_object%2CstartView=Default%20view

Salesforce [u_salesforce] Default view Form Design

Fields

Field Types

Filter

Fields

Class

Created

Created by

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Salesforce [u_salesforce]

2 Column

Admin Number

Admin Date

Grade

Student Name

Father Name

Mother Name

Father Cell

mother Cell

Creating Form Design for Student progress Table:

Admission [u_admission] Default view Form Design

Fields

Field Types

Filter

Fields

Admin Number

Class

Created

Created by

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Admission [u_admission]

1 Column

Process Flow (Formstep)

Admin Number

Admin Date

Process of join

Student Name

Father Name

Mother Name

Admin Date

Grade

Fee

Father Cell

Mother Cell

Admin Status

Comments

Student Details

Student Name

Student

Address

Pincode

Area

Mental

City

House No

Street

Creating Form Design for Student progress Table

Student Progress [u_student] Default view Form Design

Fields

Field Types

Filter

Fields

Class

Created

Created by

Serial

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Student Progress [u_student]

1 Column

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

Student Progress

2 Column

Subjects

Maths

Science

Total

Percentage

Result

Number Maintenance

Creating Number Maintenance for Admin Number

The screenshot shows the 'Number - New Record' form in the ServiceNow interface. The form includes the following fields:

- Table:** A searchable dropdown menu.
- Prefix:** A text input field.
- Number:** A text input field with a value of '1,000'.
- Application:** A dropdown menu with 'Global' selected.
- Number of digits:** A text input field with a value of '7'.

Below the form, there is a 'Submit' button and a 'Related Links' section with a link to 'Show Counter'.

Process Flow

Creating Process Flow for Admission Table

The screenshot shows the 'Flow Formatter - New Record' form in the ServiceNow interface. The form includes the following fields:

- Table:** A dropdown menu with '-- None --' selected.
- Name:** A text input field.
- Application:** A dropdown menu with 'Global' selected.
- Label:** A text input field with a blue background.
- Order:** A text input field.
- Active:** A checkbox that is checked.
- Condition:** Two buttons: 'Add Filter Condition' and 'Add OR Clause'.
- Description:** A rich text editor with a toolbar and a text area.

Create Client Scripts

servicenow

AllFavoritesHistoryAdmin

Client Script - Auto populate name with table name

Search

UpdateDelete

ServiceNow

Service Management

Auto populate name with table name

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

NameS

TableTemplate Permit Rule [sys_app_template...

UI TypeAll

TypeonChange

Field nameTable Name

ApplicationGlobal

Active☒

Inherited☐

Global☒

Description

If Name is empty then auto populate it with Table Name

Messages

Script

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5
6     if (g_form.getValue('name') === '') {
7         g_form.setValue('name', newValue);
8     }
9 }
```

Result

Salesforce

New record

Submit

Admin NumberSAL0001004

Father Name

Admin Date

Mother Name

Gradeprept

Father Cell

Student Name

Mother Cell

Submit

Admission

New record

Submit

New Section

New Section

school details

Address

Admin NumberSAL0001003

Admin Date

purpose of join40

Grade-- None --

Student Name

FeeINR40.00

Father Name

Father Cell

Mother Name

Mother Cell

Admin Status32

Submit

New Section

New record

Submit

Admin Number

New Section

Maths

Hindi

Social

Science

Telugu

Percentage

Total

Result

Submit