PROJECT REPORT

Title

“EDUCATIONAL ORGANISATION USING SERVICENOW”

Team ID : NM2025TMID17997

TEAM DETAILS :

Team ID : NM2025TMID17997

Team Size : 4

Team Leader : KARTHIKEYAN.A

Team member : BALAMURUGAN.S

Team member : DIVESH KUMAR.L

Team member : THARUN KUMAR.R

Problem Statement:

The educational institution is experiencing increasing network disruptions, impacting learning, teaching, and research activities.

Current network management tools lack real-time monitoring, automation, and integration capabilities.

Manual processes delay incident detection, root cause analysis, and service restoration.

There is limited visibility into network health and asset performance across campuses.

Critical systems like LMS, student portals, and research platforms suffer from downtime. Regulatory compliance and IT governance are at risk due to inconsistent tracking and reporting.

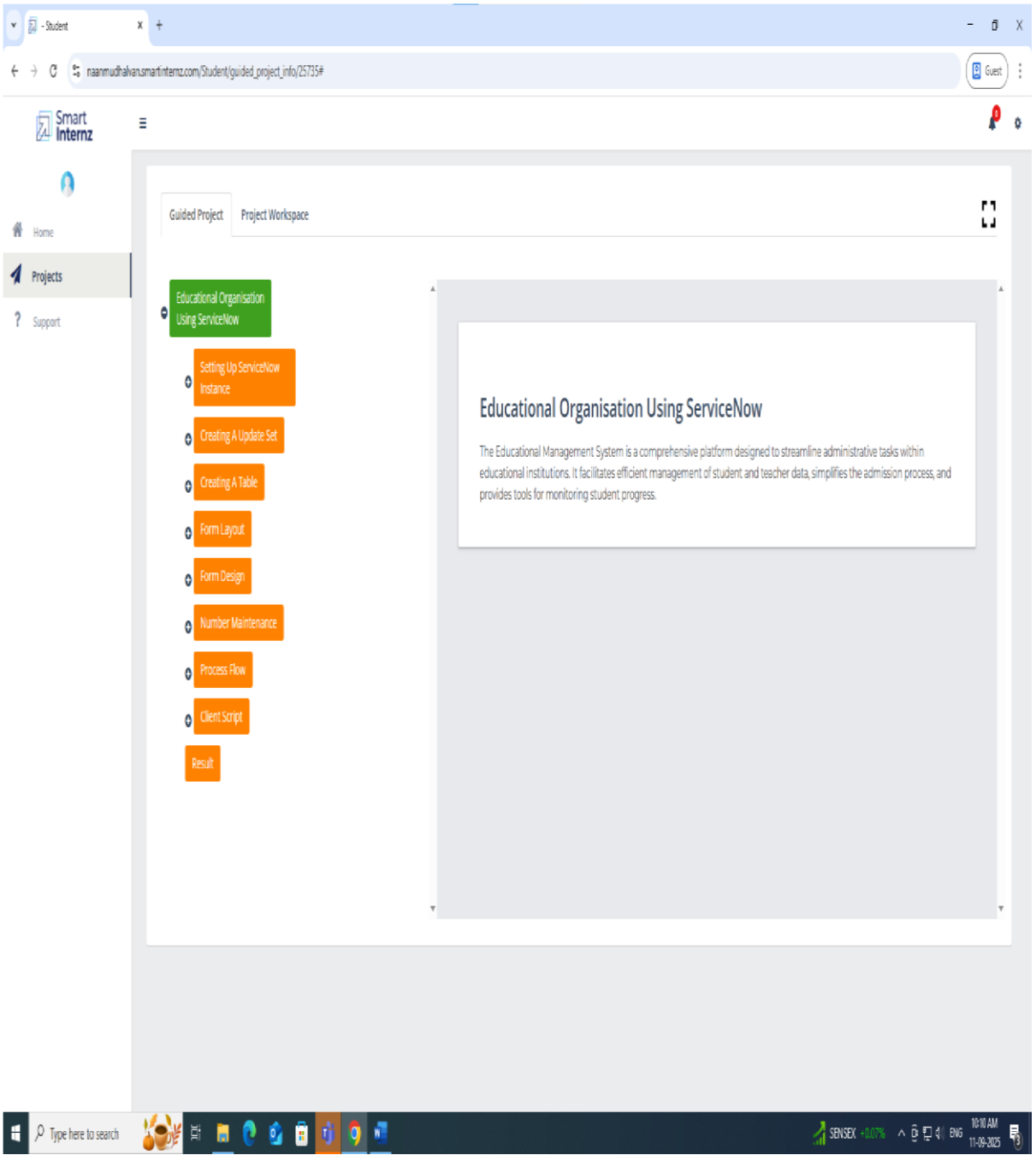
Implementing ServiceNow Network Management will centralize operations, enhance reliability, and support digital transformation goals.

OBJECTIVE:

The objective of implementing ServiceNow Network Management (NM) in the educational organization is to centralize real-time monitoring of network performance across all campuses. This will help reduce network downtime by enabling proactive issue detection and automated alerts. The project aims to automate incident and change management workflows, improving response times and reducing manual effort. Advanced root cause analysis using AI-powered insights will help identify and resolve recurring issues. Integration with existing ServiceNow ITSM and CMDB systems will ensure a unified IT operations environment. The solution will also support compliance with IT policies and data governance standards. Ultimately, the project seeks to enhance user experience by ensuring reliable access to digital learning platforms, research systems, and administrative services.

SKILLS:

Implementing ServiceNow in an educational organization requires skills in platform configuration, especially ITSM and ITOM modules, to manage services and operations effectively. Knowledge of education-sector processes and ITIL best practices is essential for aligning workflows with academic needs. Integration expertise is needed to connect ServiceNow with campus systems like LMS, HR, and finance platforms. Strong analytical, reporting, and communication skills are also crucial for driving user adoption and continuous improvement.



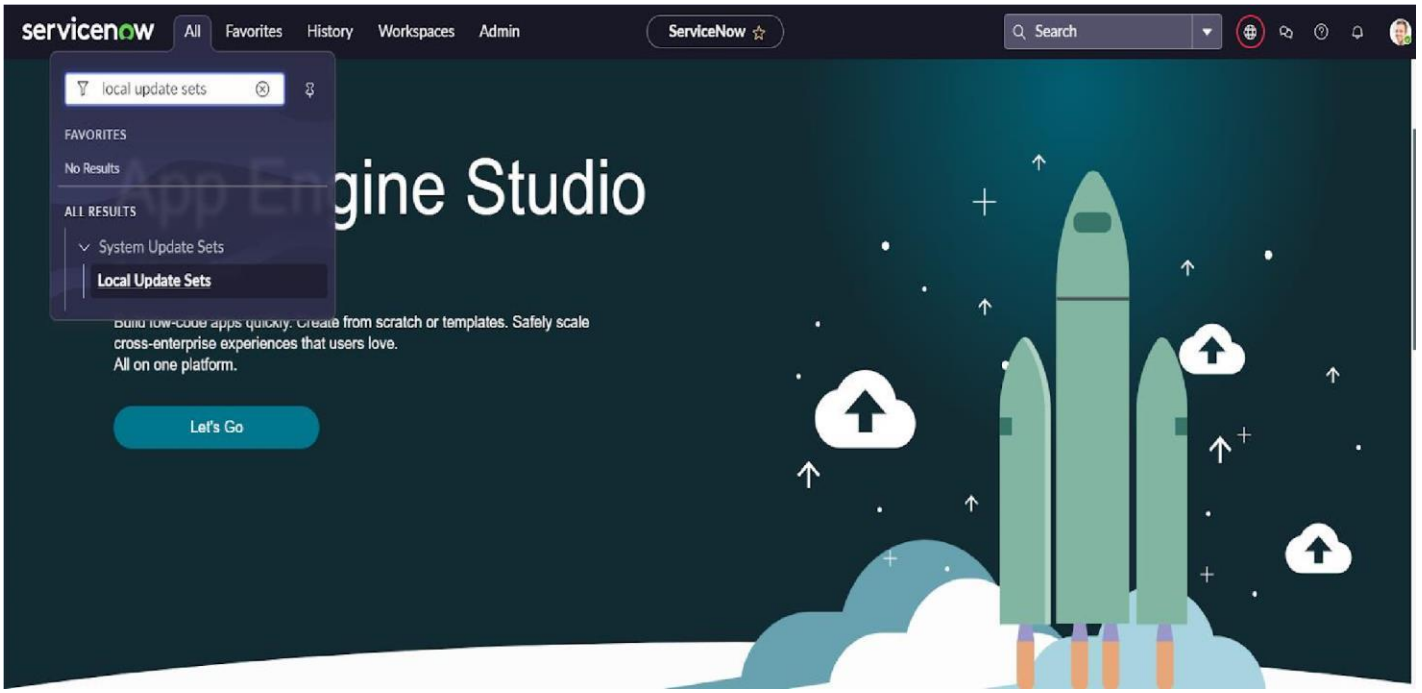
TASK INITATION:

Milestone 1: Educational Organisation Using ServiceNow

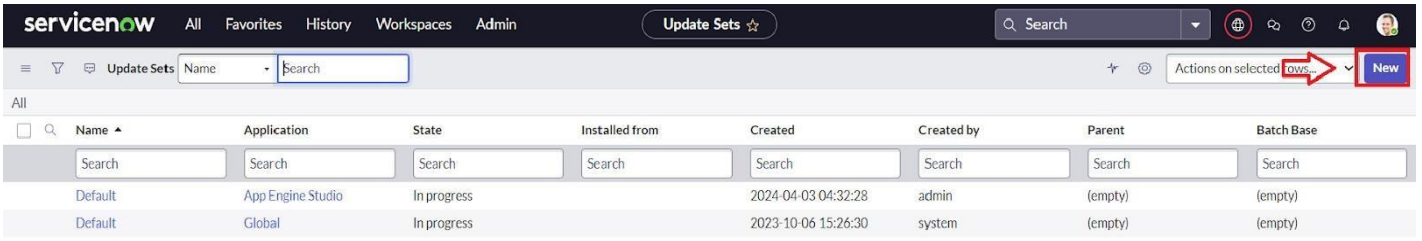
Activity 1: create update set

STEPS:

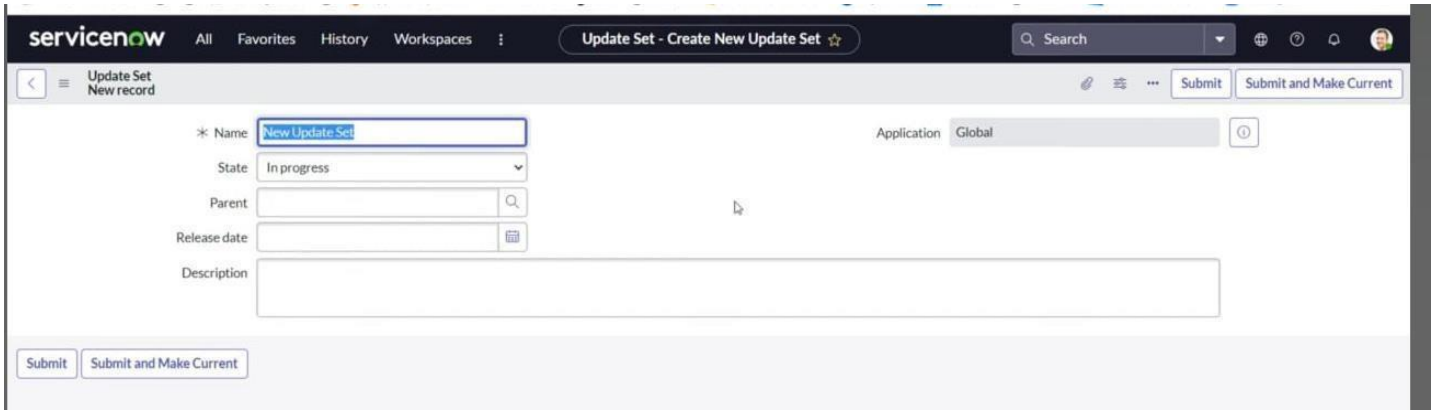
1. Click on All >> Local update sets



2. Click on new



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

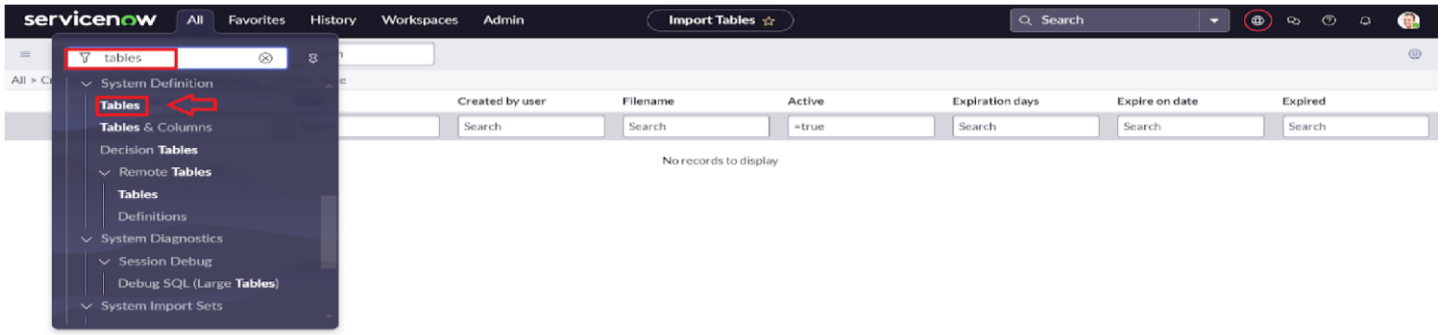


Milestone 2: Creating A Table.

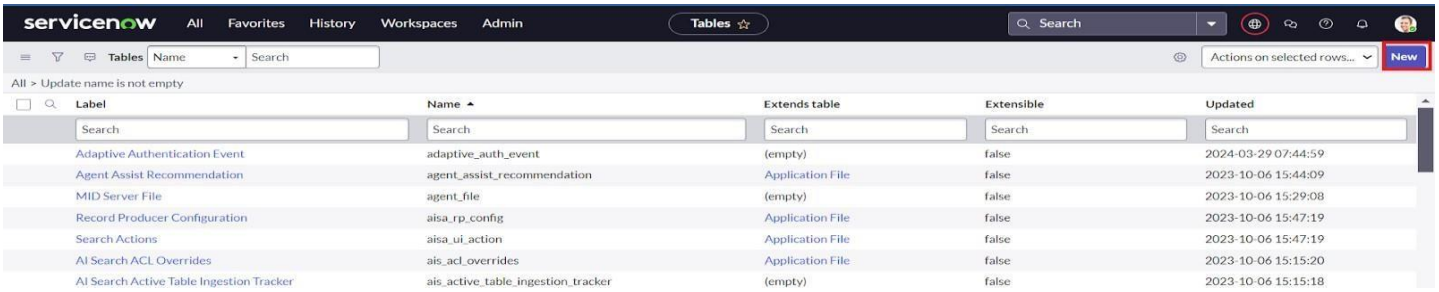
ACTIVITY 1: Creating Salesforce Table.

STEPS:

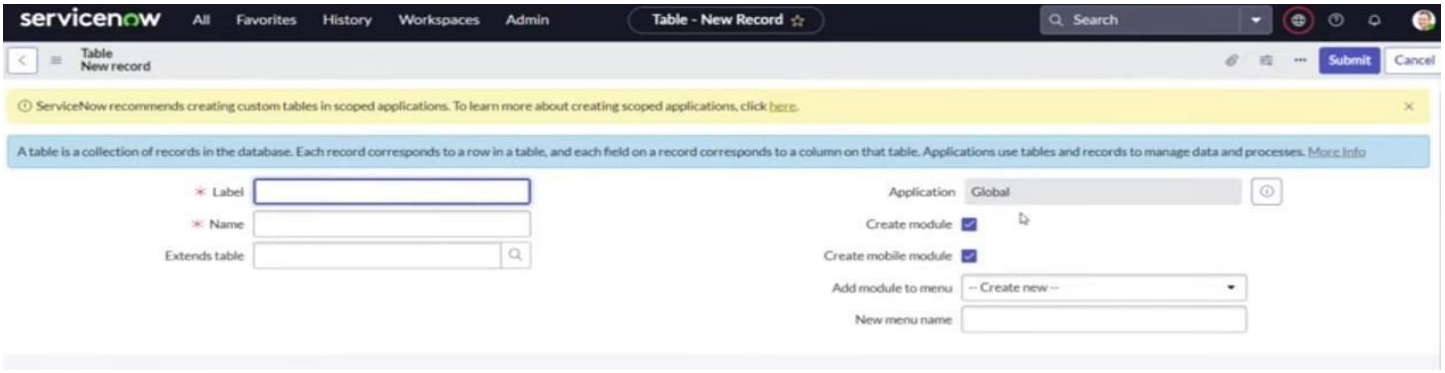
1. All >> Tables.



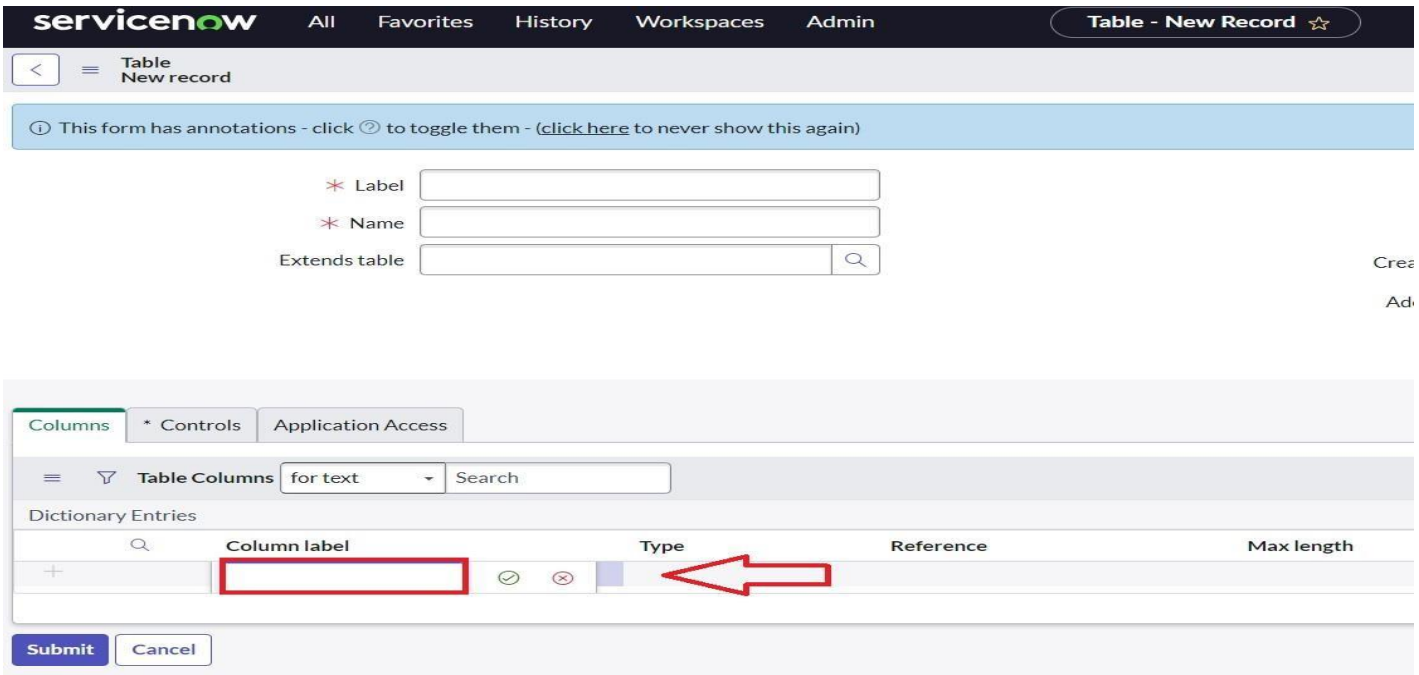
2. Click ON NEW



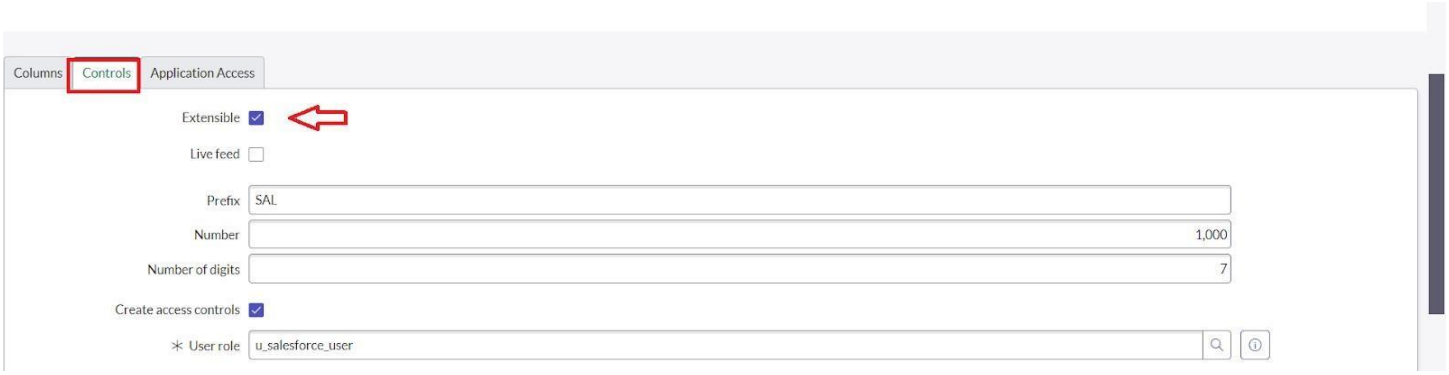
3. Enter the Label : Salesforce >> Click on Name it will Automatically generate Api name.



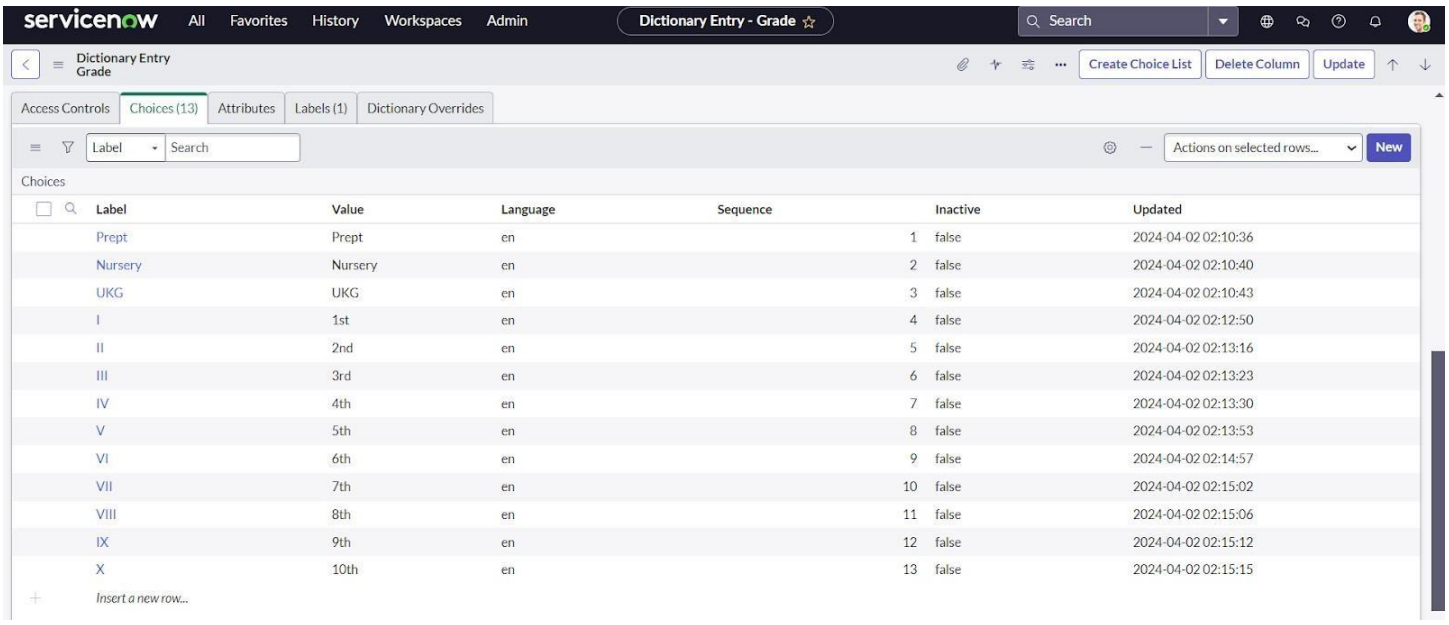
4. Create columns as given below Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .



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



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



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

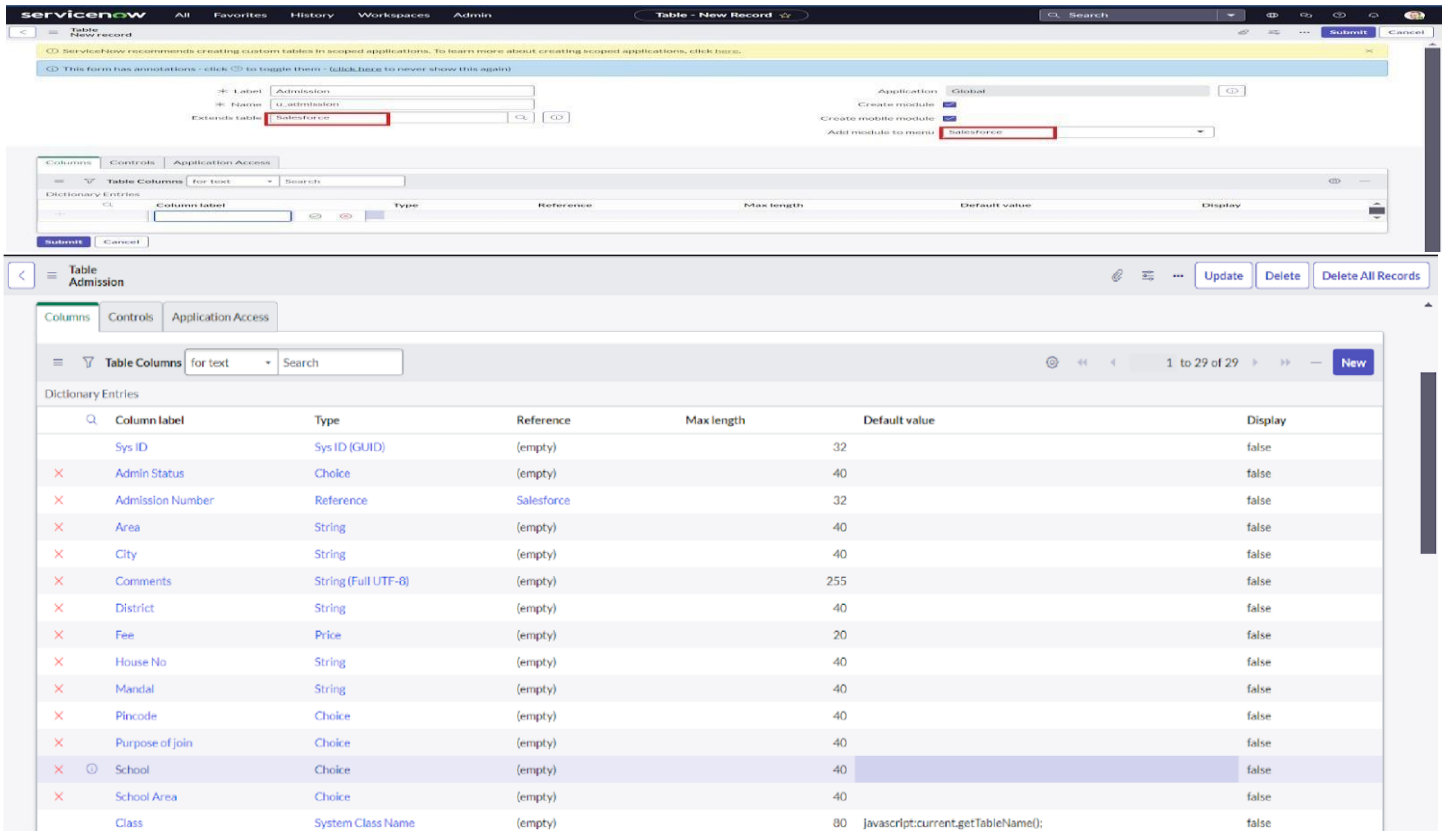


Table
Admission

Update | Delete | Delete All Records

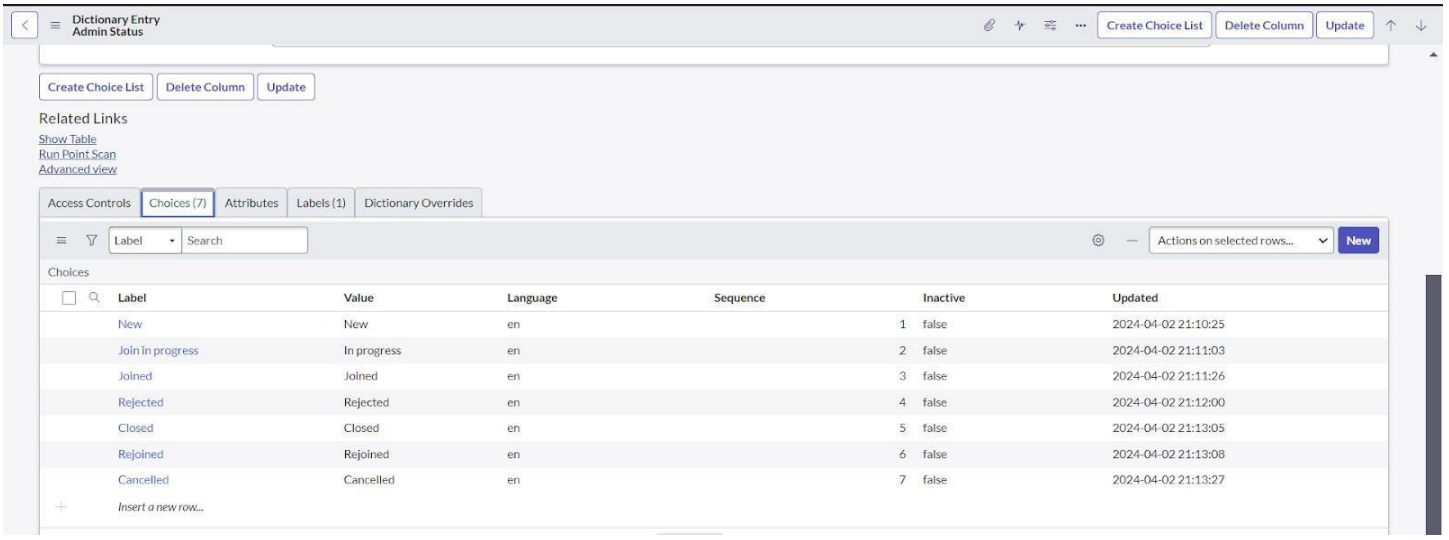
Columns | Controls | Application Access

Table Columns | for text | Search | 1 to 29 of 29 | New

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.getTableName();	false

4. Create choice for Admin Status as:



Dictionary Entry
Admin Status

Create Choice List | Delete Column | Update

Create Choice List | Delete Column | Update

Related Links

Show Table
Run Point Scan
Advanced view

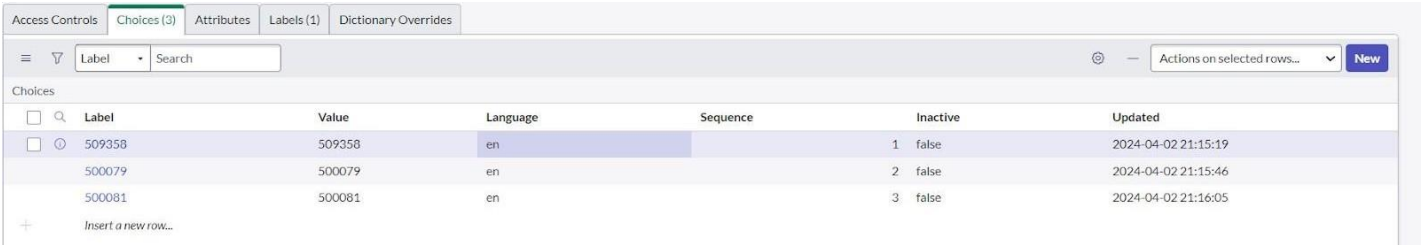
Access Controls | Choices (7) | Attributes | Labels (1) | Dictionary Overrides

Label | Search | Actions on selected rows... | New

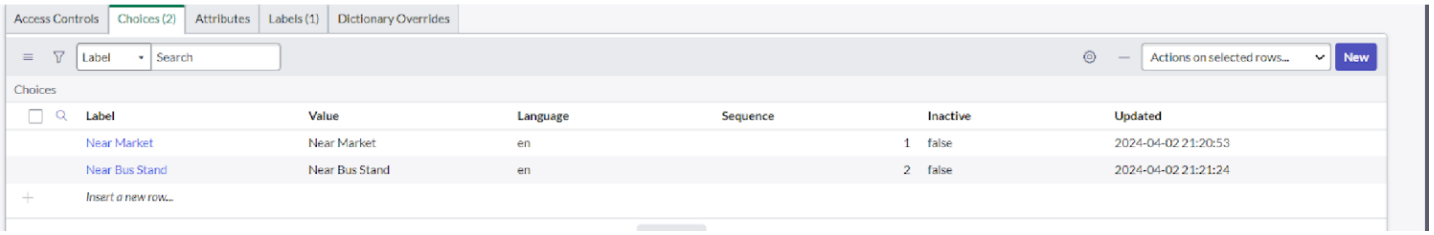
Choices

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...					

5. Create choice for Pincode as:



6. Create choice for Purpose of Join as:
7. Create choice for School as:
8. Create choice for School Area as:



ACTIVITY 3: Creating Student Progress Table

STEPS:

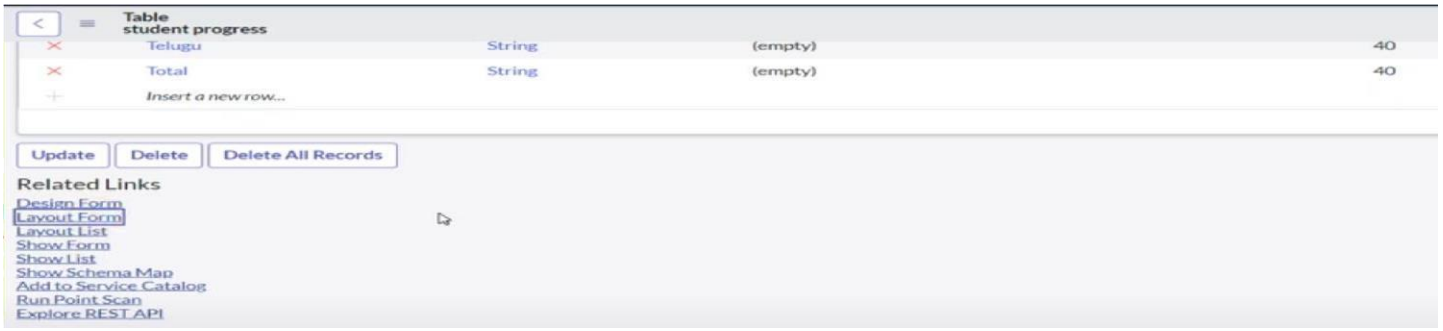
1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. Create Fields as shown:

MILESTORE 3: FORM LAYOUT

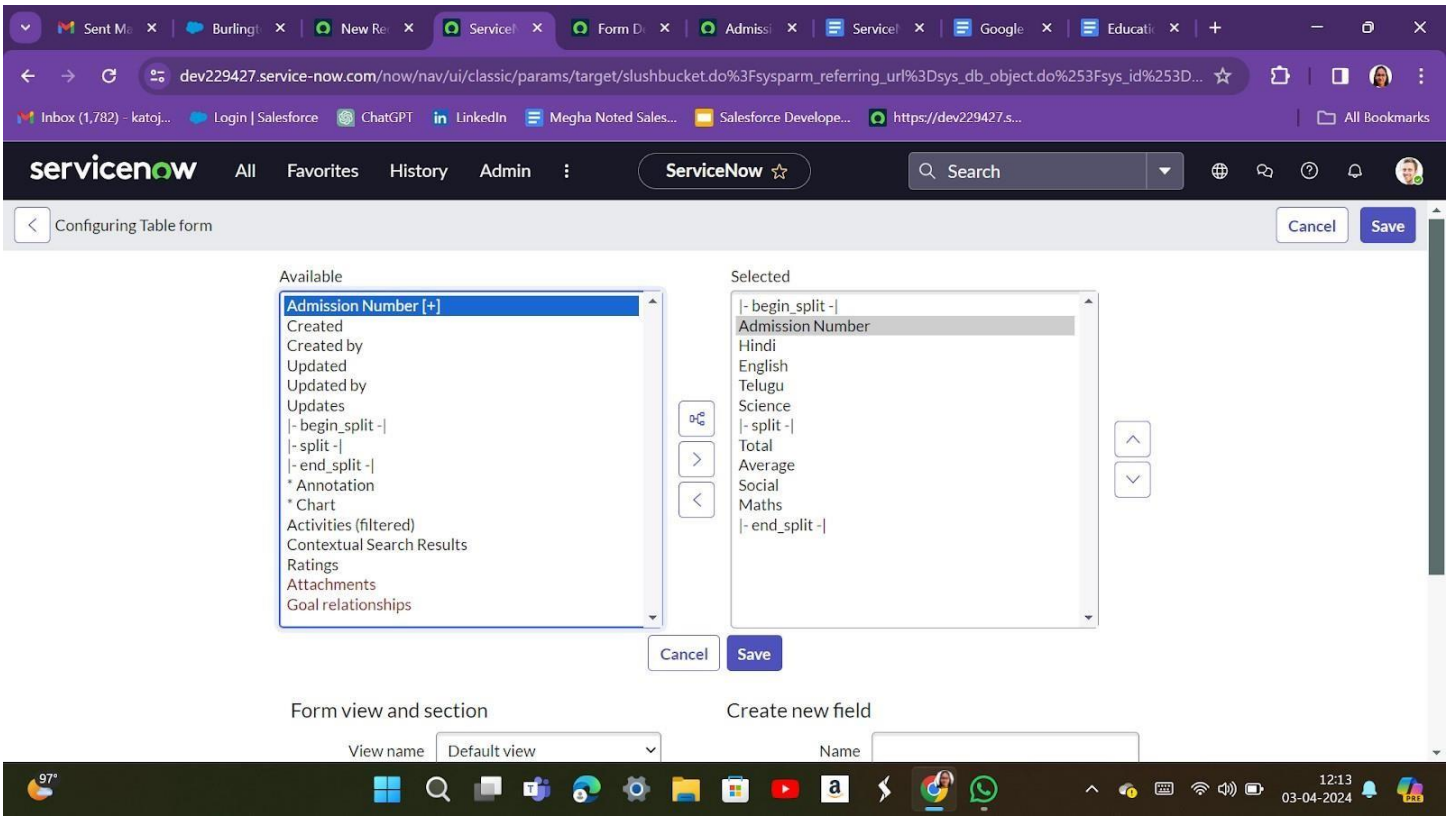
ACTIVITY 1: Configuring Table form for Student Progress Table

STEPS:

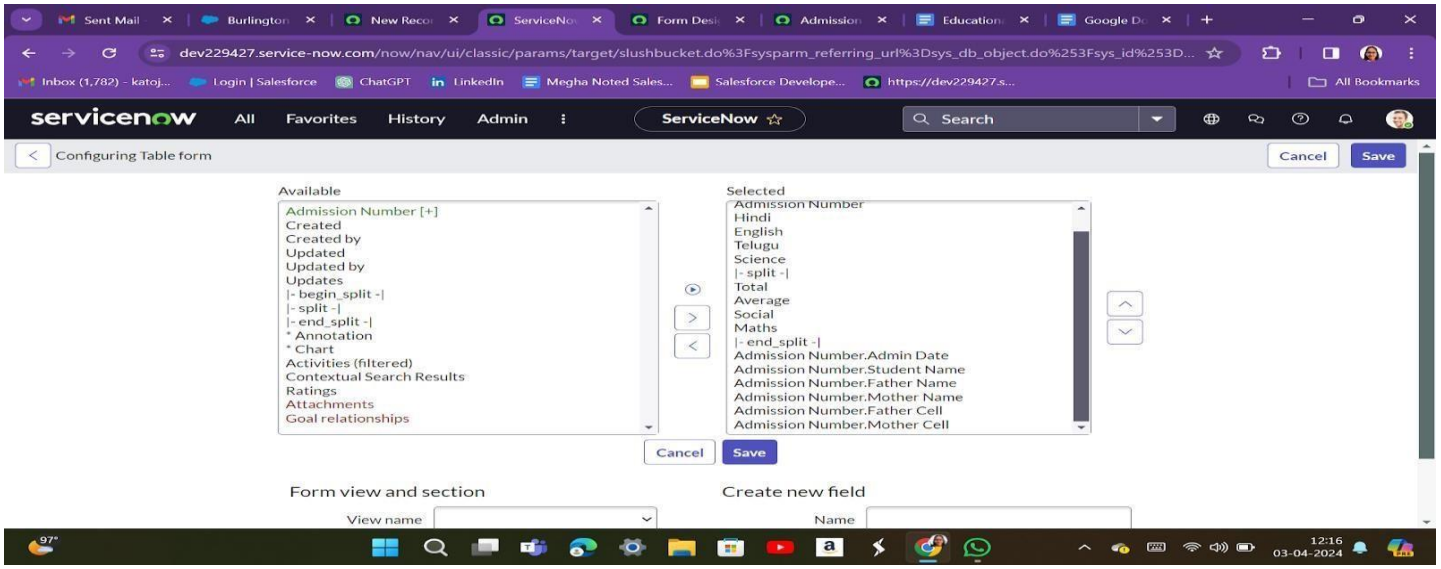
1. In the Student Progress Table Page , Click on Layout form



2. Click on Admission Number [+] .



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

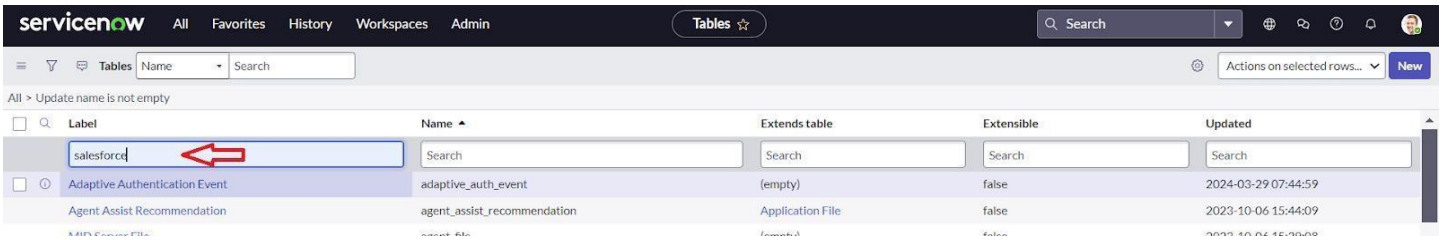


MILESTONE 4: FORM DESIGN

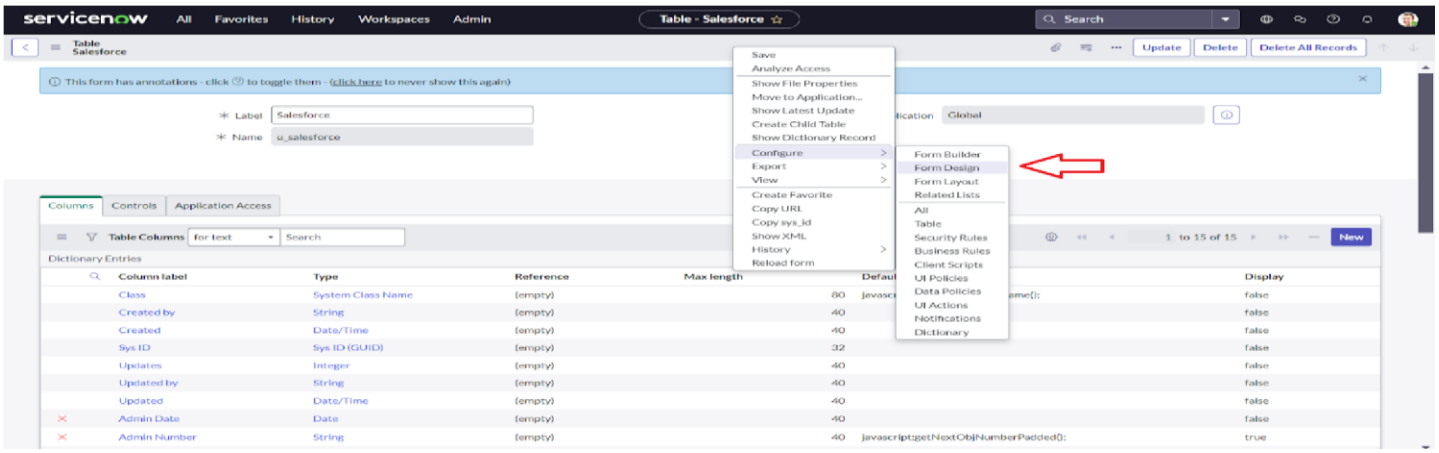
ACTIVITY 1: Configuring Table form for Student Progress Table

STEPS:

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

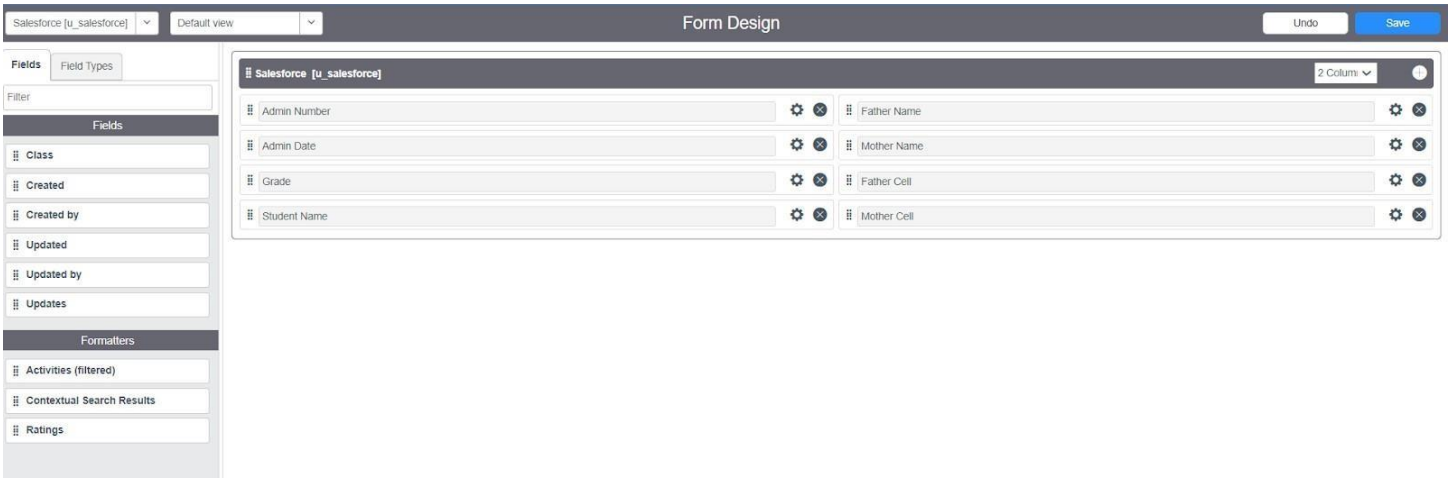


3. Right Click on top Toggle >> Configure >> Form Design.



4. . In drop down select Salesforce(u_salesforce).

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

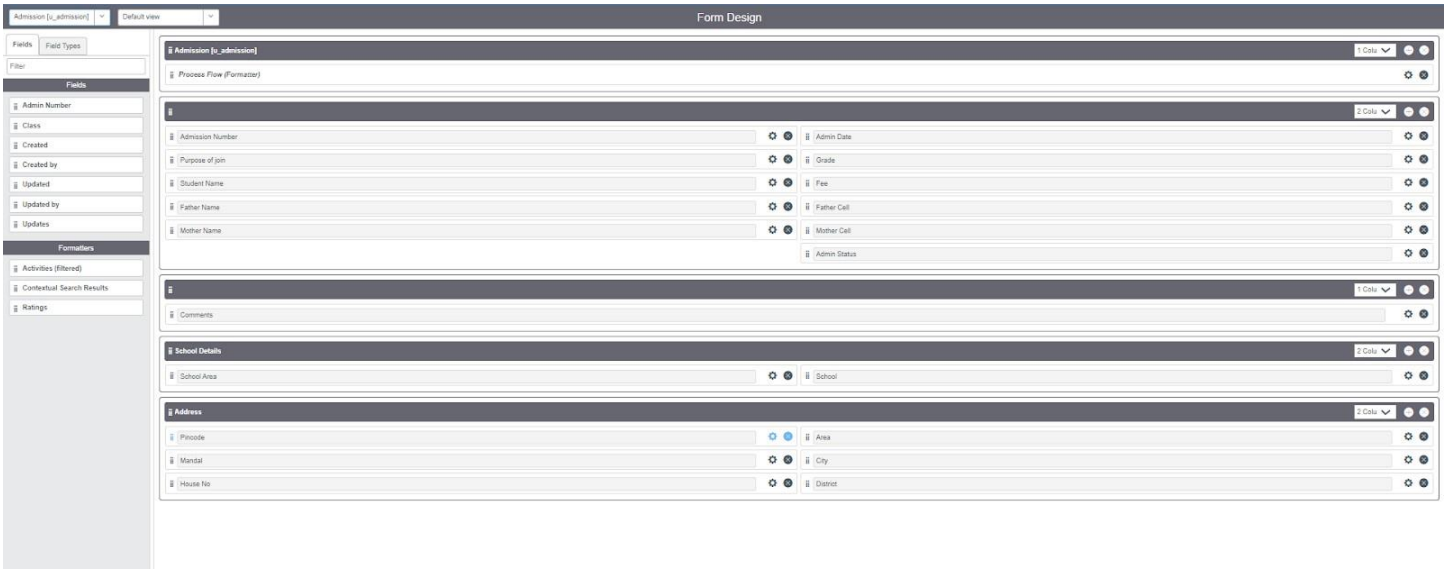


6. Save.

ACTIVITY 2: Creating Form Design for Admission Table

STEPS:

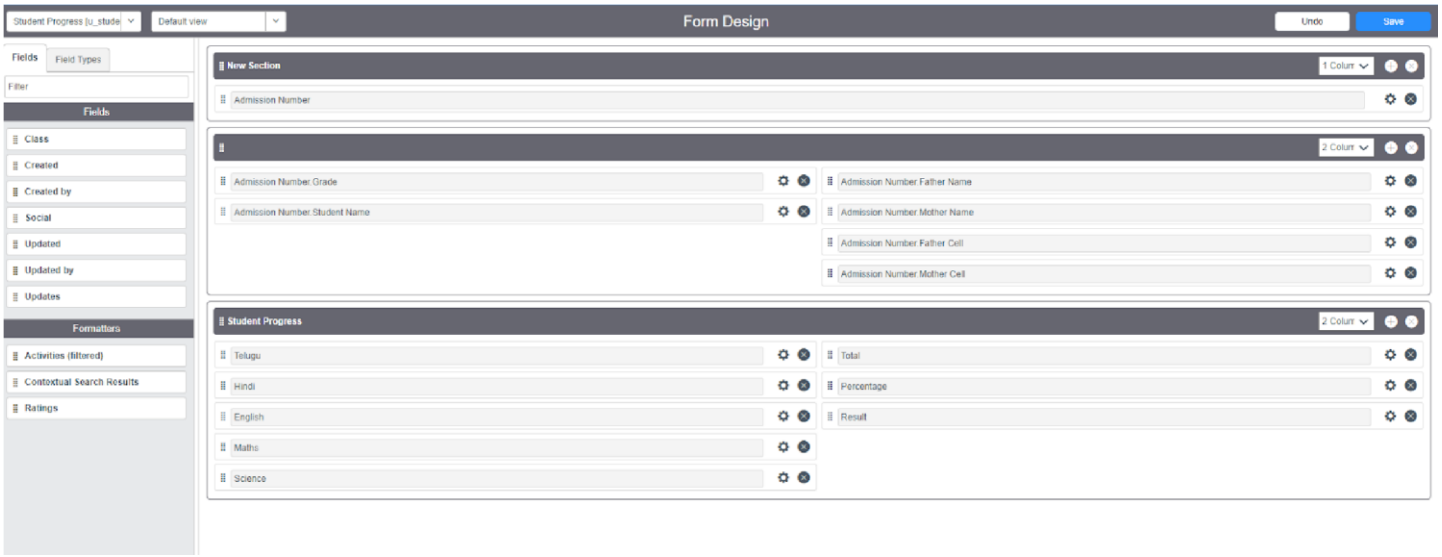
1. Follow the same steps as Activity1,Configure the fields as below and Save**.**



ACTIVITY 3: Creating Form Design for Student progress Table

STEPS:

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

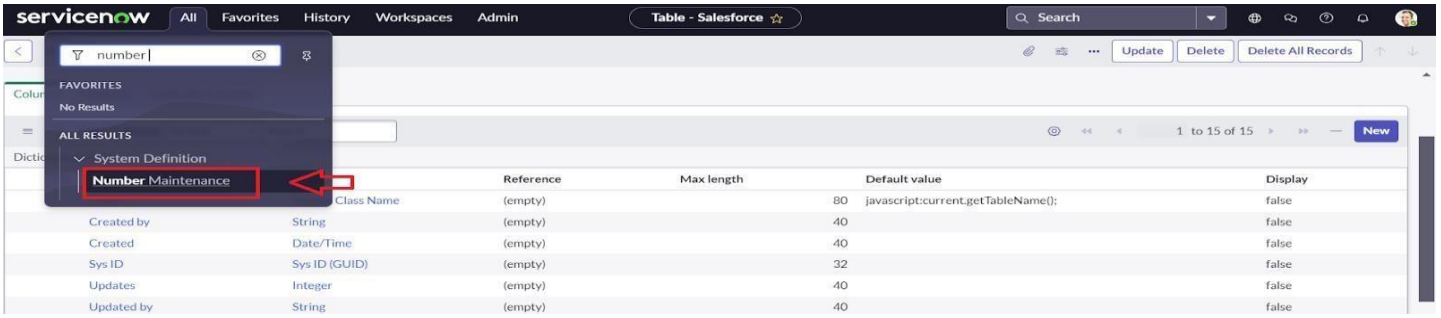


MILESTONE 5: NUMBER MAINTENANCE

ACTIVITY 1: Creating Number Maintenance for Admin Number

STEPS:

1. All >> Number Maintenance >> New



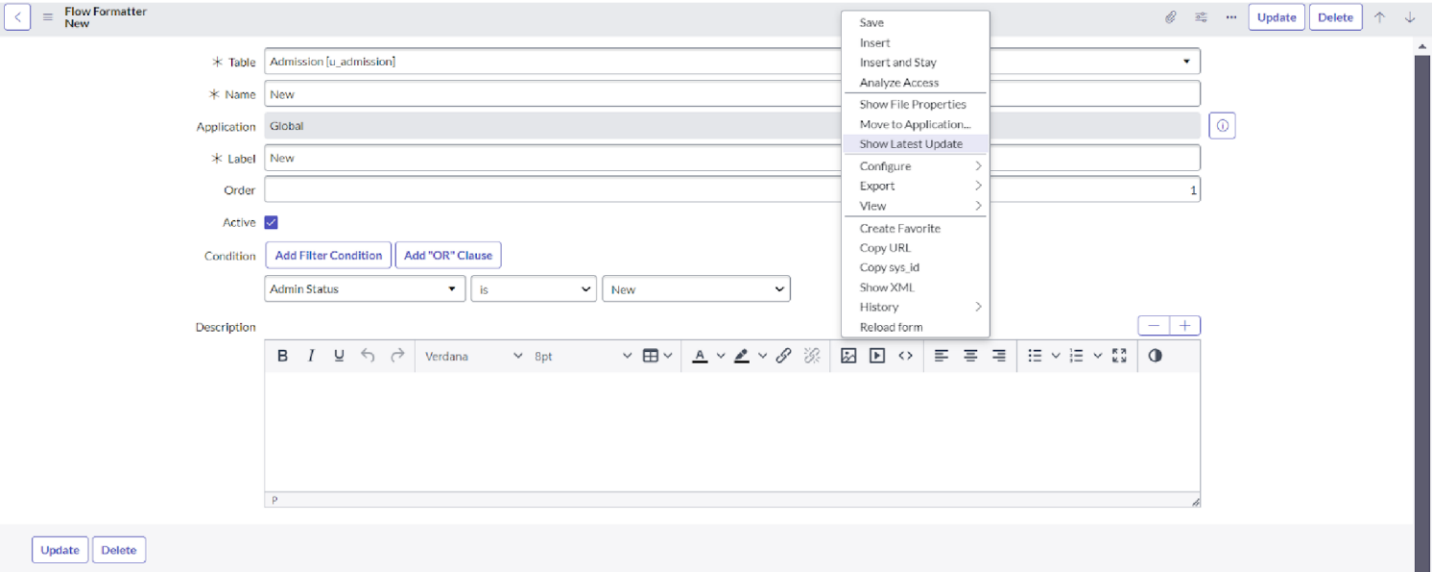
2. Fill the details >> Submit.

MILESTONE 6: PROCESS FLOW

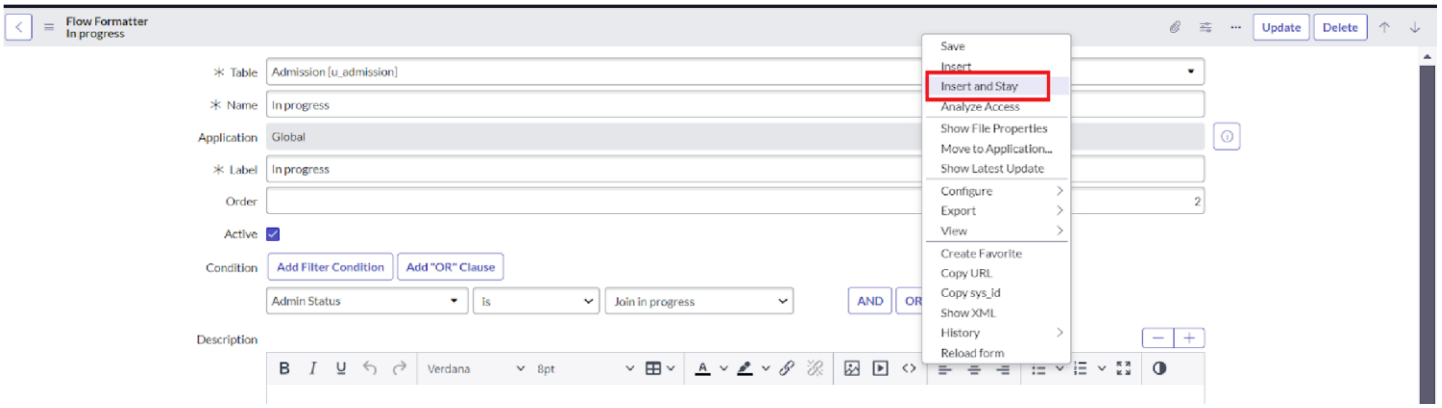
ACTIVITY 1: Creating Process Flow for Admission Table

STEPS:

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



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



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.

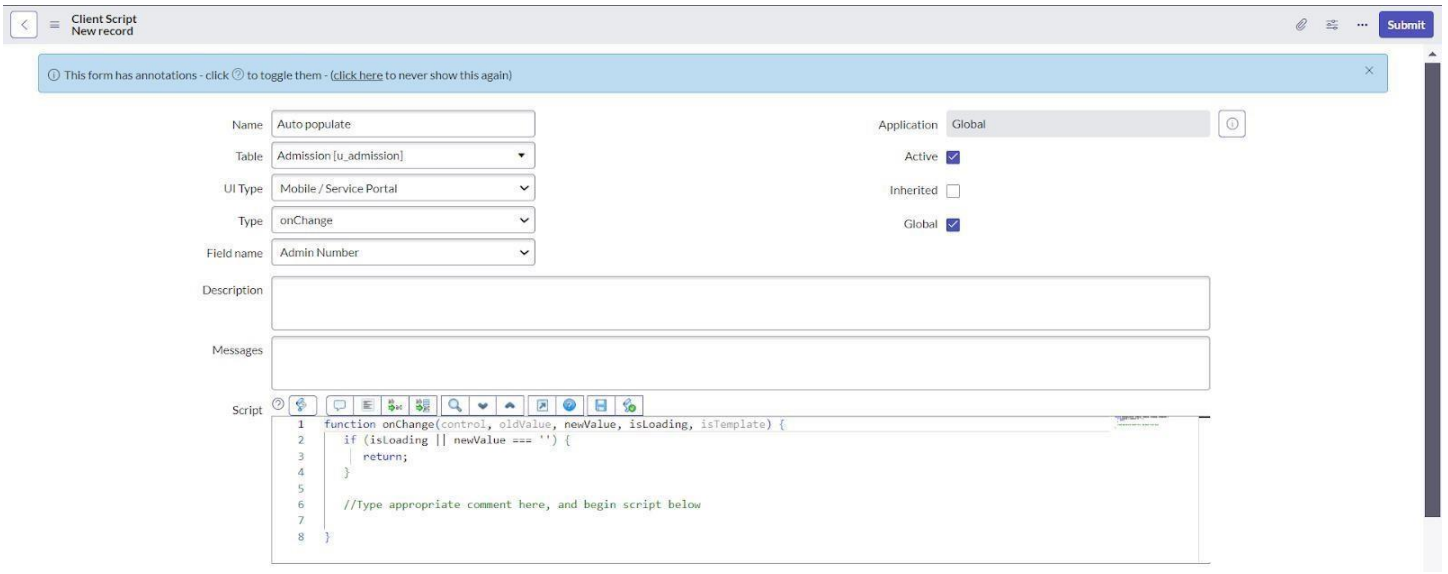
MILESTONE 7: CLIENT SCRIPT

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

STEPS:

1. All >> Client Scripts >> New.

2. Fill the Details as given.



3. 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);
```

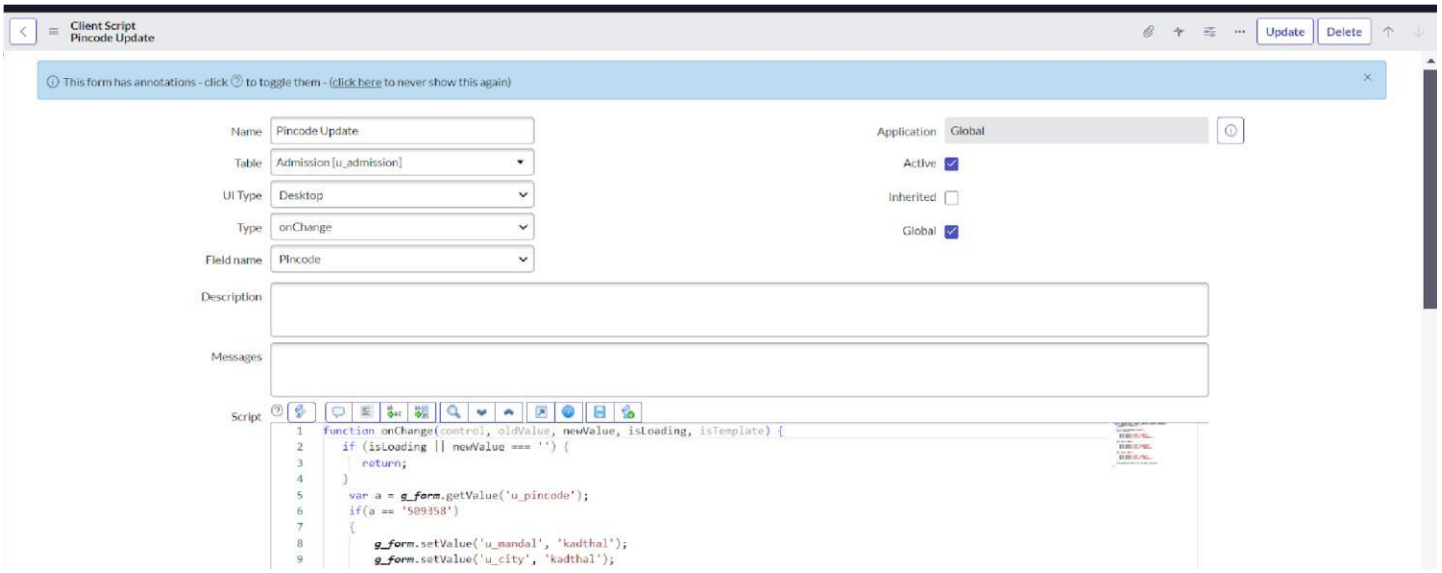
```
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
  g_form.setValue('u_mother_cell',a.u_mother_cell);



  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 .

ACTIVITY 2: Creating “Pincode Update” Client Scripts for Admission Table

STEPS:

1.Fill the Details as given.



2. 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_m
andal', 'Abids');
g_form.setValue('u_ci
ty', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
}
```

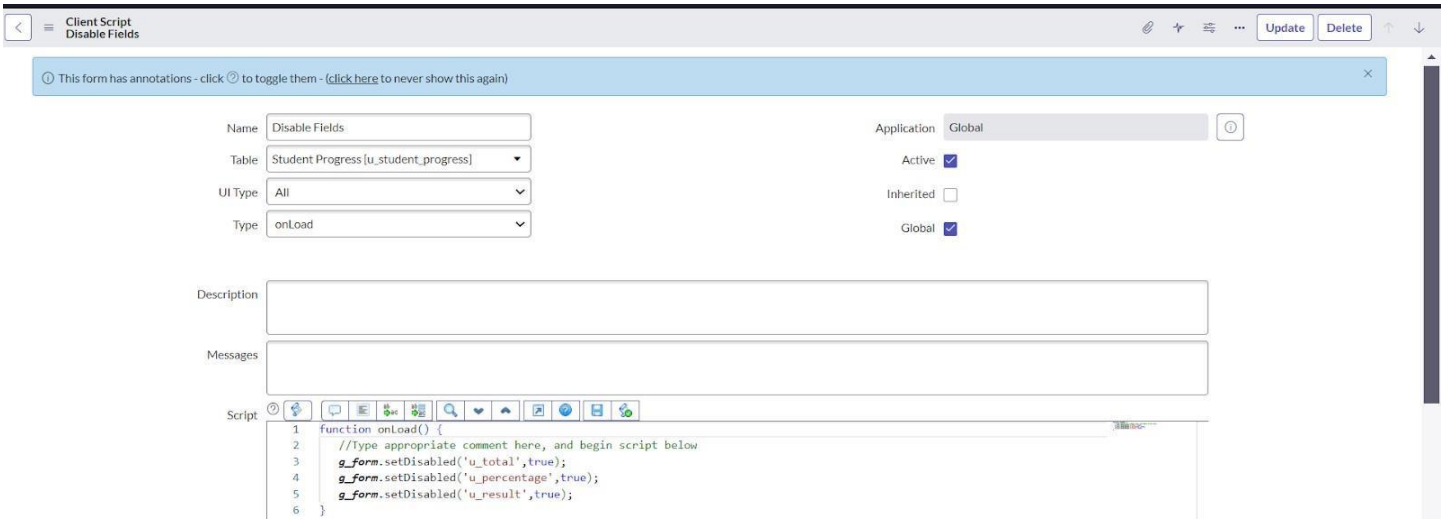
//Type appropriate comment here, and begin script below

}

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

STEPS:

1.Fill the Details as given



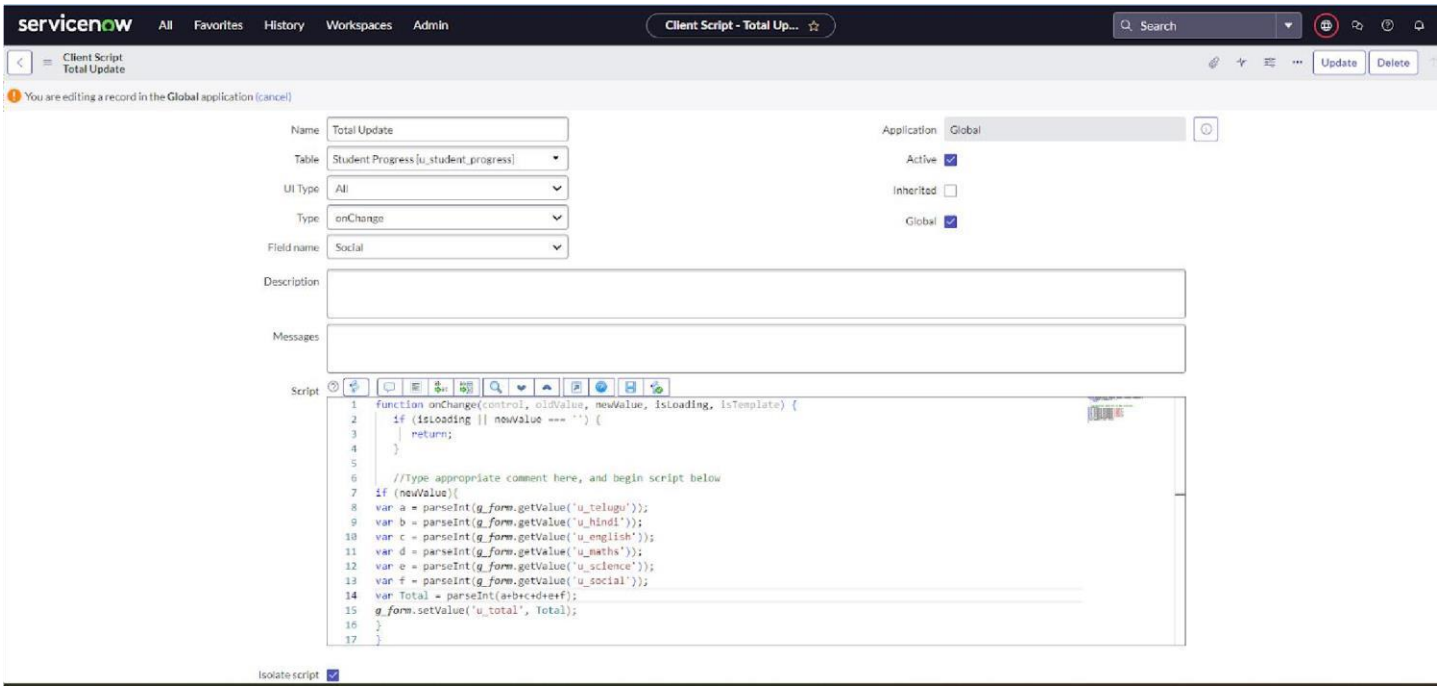
3. Write the Code as below, Enable Isolate script and Save.

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);
}

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

STEPS

1. Fill the Details as given.



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

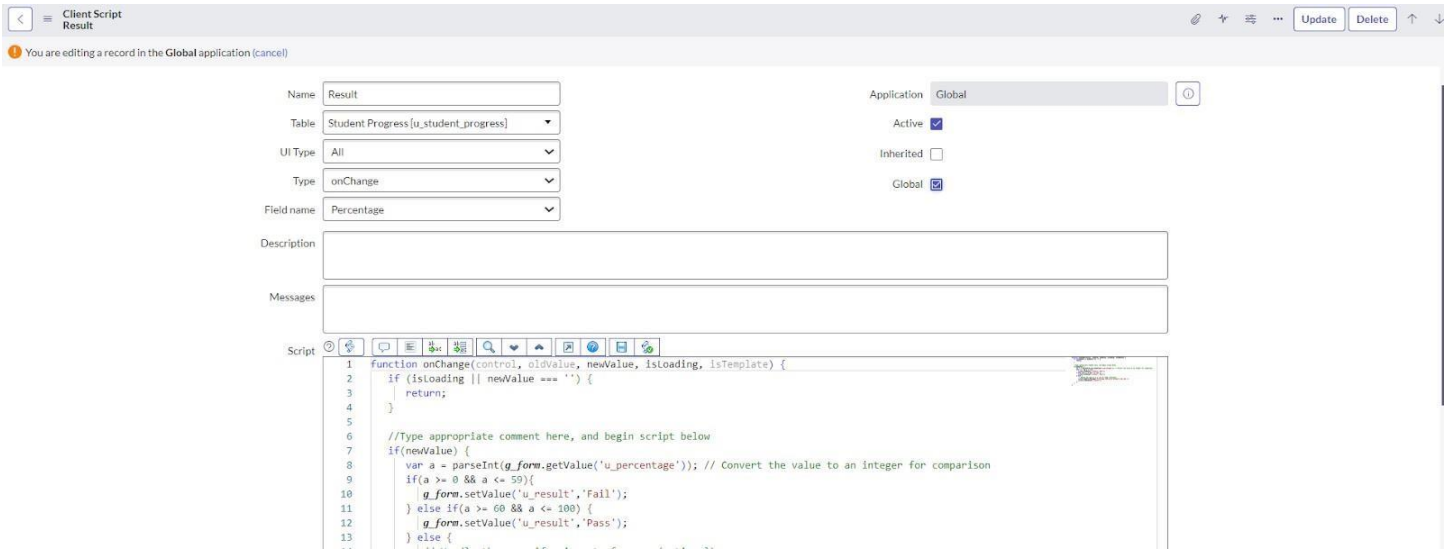
function onChange(control, oldValue, newValue, isLoading, isTemplate) { if (isLoading || newValue === '') { return; }

//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);
}
}

ACTIVITY 5:

STEPS:

1. Creating “Result” Client Scripts for Student progress Table



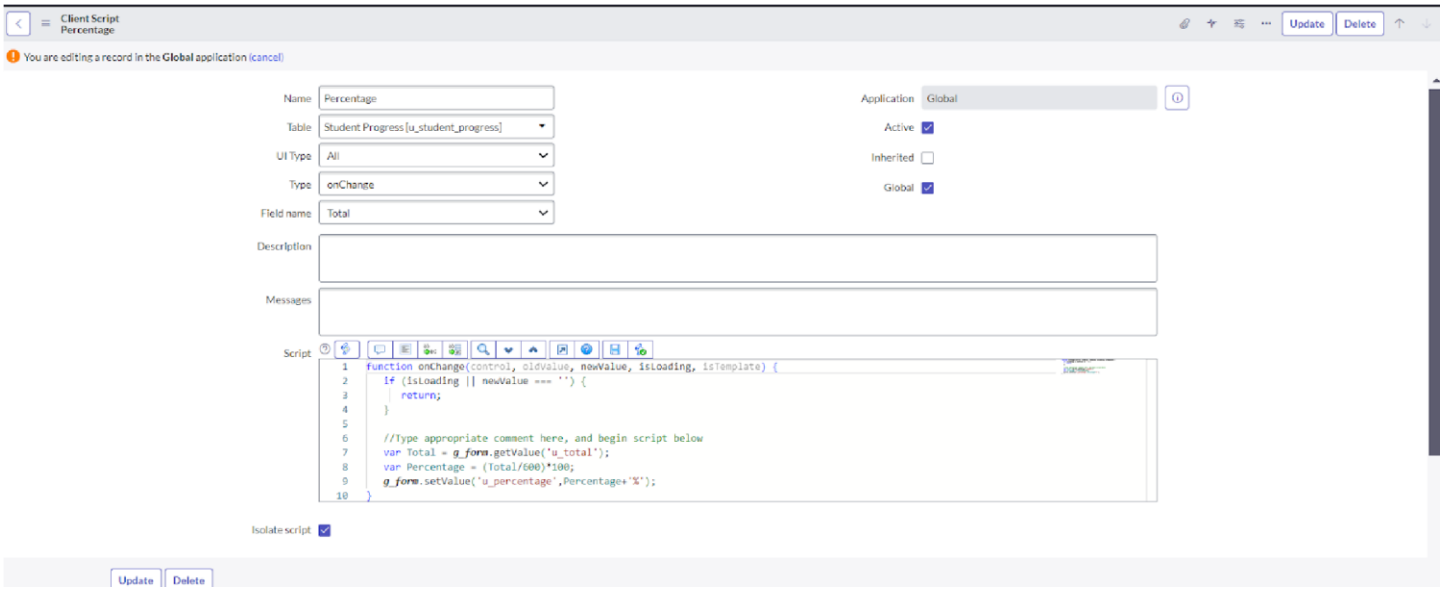
3. Write the Code as below, Enable Isolate script and Save.

```
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');
    }
  }
}
```

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

STEPS:

1. Fill the Details as given.

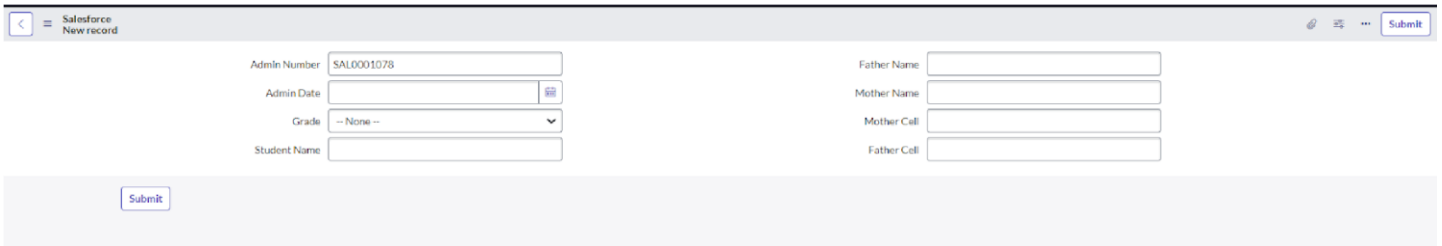


2. Write the Code as below, Enable Isolate script and Save.

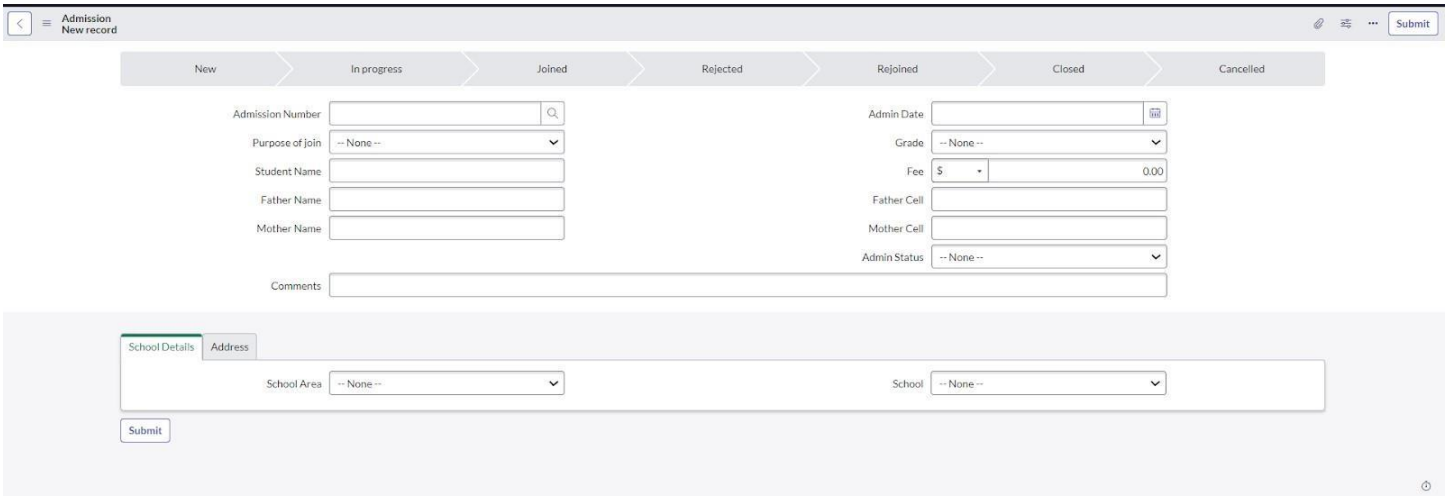
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
if (isLoading || newValue === '') {       return;
  }


  //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+'%');
}
```

MILESTONE 8: RESULT

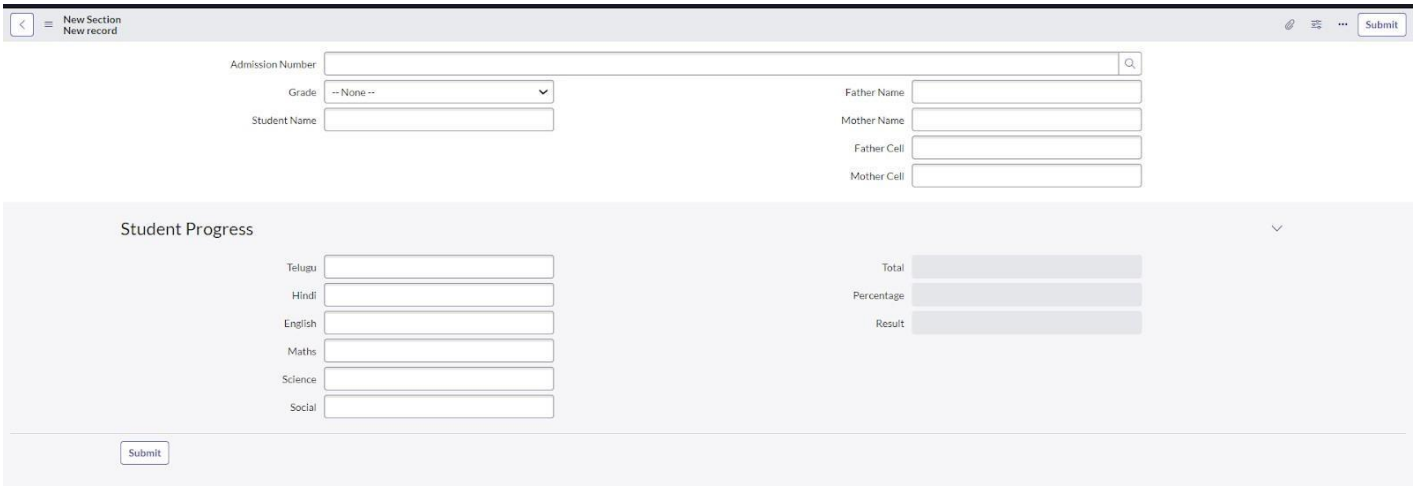
1.



2.


Admission
New record
Submit
New
In progress
Joined
Rejected
Rejoined
Closed
Cancelled
Admission Number
Purpose of join
-- None --
Student Name
Father Name
Mother Name
Comments
Admin Date
Grade
-- None --
Fee
$
0.00
Father Cell
Mother Cell
Admin Status
-- None --
School Details
Address
School Area
-- None --
School
-- None --
Submit

3.


New Section
New record
Submit
Admission Number
Grade
-- None --
Student Name
Father Name
Mother Name
Father Cell
Mother Cell
Student Progress
Telugu
Hindi
English
Maths
Science
Social
Total
Percentage
Result
Submit