

Project

Educational Organisation Using ServiceNow

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Team Members: 04

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Problem Statement: In many educational organisations, daily operations such as admissions, student progress tracking, staff management, and communication are often handled manually or through different disconnected systems. This creates several challenges like delays in processes, lack of transparency for students and staff, and difficulties in managing large amounts of data. Without proper automation, tasks such as approvals, notifications, and report generation consume more time and effort. Moreover, the absence of a single digital platform leads to communication gaps between students, teachers, and administrators. These issues highlight the need for a centralized and automated system to make educational management more efficient and reliable.

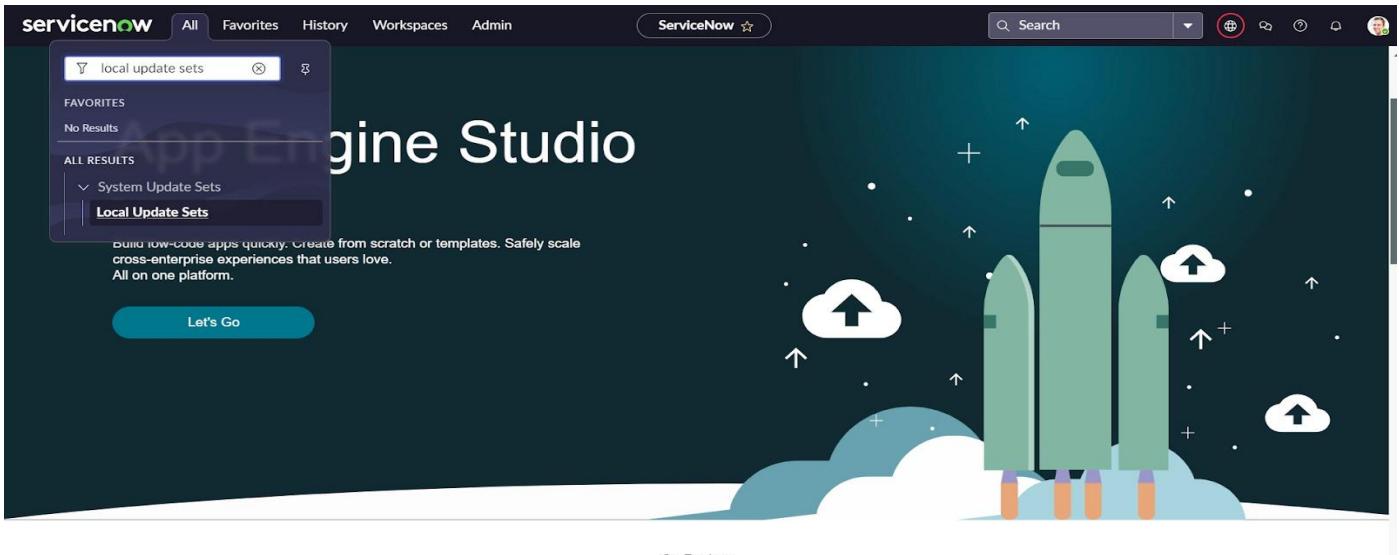
Objective: The project aims to develop a system for schools and colleges to manage admissions, student details, and academic progress, making the entire process quick, paperless, and user-friendly.

Skills:

- ❖ ServiceNow Platform Knowledge
- ❖ Scripting (JavaScript)
- ❖ Database Concepts (RDBMS)
- ❖ Web Technologies (HTML, CSS, PHP/Node.js)
- ❖ Workflow Automation
- ❖ Problem-Solving
- ❖ Team Collaboration
- ❖ Project Presentation
- ❖ Analytical Thinking

TASK INITIATION

▪ Module 1: Creating an Update Set



Step 1: Click on All >> Local update sets.

A screenshot of the ServiceNow Update Sets list view. The search bar shows "Update Sets" and the search term "Name". The "Actions on selected" dropdown menu has a red arrow pointing to the "New" button, which is highlighted with a red box.

Step 2: Click on New

A screenshot of the "Update Set - Create New Update Set" form. The "Name" field is filled with "New Update Set". Other fields include "State: In progress", "Parent: (empty)", "Release date: (empty)", and "Description: (empty)". At the bottom, there are "Submit" and "Submit and Make Current" buttons.

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

▪ Module 2: Creating A Table

Sub Module 1: Creating Salesforce Table.

Step 1: All>>Tables

The screenshot shows the ServiceNow web interface. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar labeled 'Import Tables' is present. The left sidebar has a tree view with categories like 'System Definition', 'Decision Tables', 'Remote Tables', 'System Diagnostics', and 'Session Debug'. Under 'System Definition', 'Tables' is selected and highlighted with a red box and a red arrow pointing to it. The main content area displays a table with columns: 'Created by user', 'Filename', 'Active', 'Expiration days', 'Expire on date', and 'Expired'. A message at the bottom says 'No records to display'.

Step 2: Click On New

The screenshot shows the 'Tables' list page. The top navigation bar and search bar are visible. The main content area shows a table with columns: 'Label', 'Name', 'Extends table', 'Extensible', and 'Updated'. The 'Name' column contains entries like 'adaptive_auth_event', 'agent_assist_recommendation', etc. A red box highlights the 'New' button in the top right corner of the table header.

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

The screenshot shows the 'Table - New Record' form. The top navigation bar and search bar are visible. The form has fields for 'Label' (with a red asterisk), 'Name' (with a red asterisk), and 'Extends table'. To the right, there are options for 'Application' (set to 'Global'), 'Create module' (checkbox checked), 'Create mobile module' (checkbox checked), 'Add module to menu' (dropdown set to '-- Create new --'), and 'New menu name' (input field). A yellow banner at the top provides a recommendation about creating scoped applications.

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

servicenow All Favorites History Workspaces Admin Table - New Record 

 Table
New record

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

* Label
* Name
Extends table 

Creates 
Ad

Columns * Controls Application Access

  Table Columns for text

Dictionary Entries

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



Submit Cancel

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

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

Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();
Father Cell	String	(empty)	40	true
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

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

Update Delete Delete All Records

Step 6: Click on controls >> Enable Extensible.

The screenshot shows the 'Controls' tab selected in the top navigation bar. Under the 'Extensible' section, there is a checked checkbox labeled 'Extensible' with a red arrow pointing to it. Other settings include 'Live feed' (unchecked), 'Prefix' (SAL), 'Number' (1,000), 'Number of digits' (7), 'Create access controls' (checked), and a user role search field containing 'u_salesforce_user'.

Step 7: Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update.

The screenshot shows the 'Default Value' tab selected. The 'Use dynamic default' checkbox is checked. The 'Dynamic default value' field contains the value 'Get Next Padded Number'.

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

The screenshot shows the 'Dictionary Entry - Grade' table. The 'Choices' list is displayed with 13 entries:

Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	false	2024-04-02 02:10:36
Nursery	Nursery	en	2	false	2024-04-02 02:10:40
UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:50
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	false	2024-04-02 02:13:30
V	5th	en	8	false	2024-04-02 02:13:53
VI	6th	en	9	false	2024-04-02 02:14:57
VII	7th	en	10	false	2024-04-02 02:15:02
VIII	8th	en	11	false	2024-04-02 02:15:06
IX	9th	en	12	false	2024-04-02 02:15:12
X	10th	en	13	false	2024-04-02 02:15:15

Sub Module 2: Creating Admission Table

Step 1: Create an Admission Table with Columns given.

Step 2: Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

Step 3: Create Fields as shown.

The screenshot shows the 'Table - New Record' screen in ServiceNow. At the top, there are tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Table - New Record'. Below the title bar, there are buttons for 'Search', 'Submit', and 'Cancel'. A message bar at the top indicates that ServiceNow recommends creating custom tables in scoped applications. The main form has fields for 'Label' (Admission), 'Name' (u_admission), 'Extends table' (Salesforce), 'Application' (Global), 'Create module' (checked), 'Create mobile module' (checked), and 'Add module to menu' (Salesforce). The 'Extends table' and 'Add module to menu' fields are highlighted with red boxes. Below the form, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is selected, showing a table of columns with headers: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. There is one row in the table with a 'Column label' of 'Sys ID' and a 'Type' of 'Sys ID (GUID)'. At the bottom of the screen are 'Submit' and 'Cancel' buttons.

The screenshot shows the 'Table' interface in ServiceNow, displaying a list of columns for the 'Admission' table. The columns are listed in a table with headers: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The columns include 'Sys ID', 'Admin Status', 'Admission Number', 'Area', 'City', 'Comments', 'District', 'Fee', 'House No', 'Mandal', 'Pincode', 'Purpose of join', 'School', 'School Area', and 'Class'. The 'School' column is currently selected, as indicated by a blue highlight around its row. At the bottom right of the table, there is a 'New' button.

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

Step 4: Create choice for Admin Status as:

Step 5: Create choice for Pin code as:

Step 6: Create choice for Purpose of Join as:

Step 7: Create choice for School as:

Choices						
Label		Search		Actions on selected rows... New		
<input type="checkbox"/>	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

Step 8: Create choice for School Area as:

Sub Module 3: Creating Student Progress Table

Step 1: Create a Student Progress Table with Columns given.

Step 2: Select Add module to menu >> Salesforce.

Step 3: Create Fields as shown:

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

▪ Module 3: Form Layout

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

The screenshot shows a table named 'student progress' with two rows: 'Telugu' and 'Total'. Below the table are buttons for 'Update', 'Delete', and 'Delete All Records'. A section titled 'Related Links' contains several options: 'Design Form', 'Layout Form' (which is highlighted with a blue border), 'Layout List', 'Show Form', 'Show List', 'Show Schema Map', 'Add to Service Catalog', 'Run Point Scan', and 'Explore REST API'.

Step 2: Click on Admission Number [+].

The screenshot shows a 'Configuring Table form' dialog box. On the left, under 'Available', there is a list of fields including 'Admission Number [+]', 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', '[- begin_split -]', '[- split -]', '[- end_split -]', '* Annotation', '* Chart', 'Activities (filtered)', 'Contextual Search Results', 'Ratings', 'Attachments', and 'Goal relationships'. An arrow points from 'Admission Number [+]' to the right side. On the right, under 'Selected', there is a list of fields: '[- begin_split -]', 'Admission Number', 'Hindi', 'English', 'Telugu', 'Science', '[- split -]', 'Total', 'Average', 'Social', 'Maths', and '[- end_split -]'. At the bottom of the dialog are 'Cancel' and 'Save' buttons. Below the dialog, the main ServiceNow interface shows a 'Form view and section' with a 'View name' dropdown set to 'Default view' and a 'Create new field' section with a 'Name' input field. The bottom of the screen shows the Windows taskbar with various icons and the date/time '03-04-2024 12:13'.

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

- Admission Number
- Hindi
- English
- Telugu
- Science
- Science [- split -]
- Total
- Average
- Social
- Maths
- |- end_split -|
- Admission Number.Admin Date
- Admission Number.Student Name
- Admission Number.Father Name
- Admission Number.Mother Name
- Admission Number.Father Cell
- Admission Number.Mother Cell

Form view and section

Create new field

View name Name

Cancel Save

▪ Module 4: Form Layout

Sub Module 1: Creating Form Design for Salesforce Table

Step 1: All >> System Definition >> Tables.

Step 2: In Label Search for Salesforce and open.

Label	Name	Extends table	Extensible	Updated
salesforce	Search	Search	Search	Search
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09

Step 3: Right Click on top Toggle >> Configure >> Form Design

The screenshot shows the ServiceNow interface for the 'Table - Salesforce' application. A context menu is open at the top right, with 'Form Design' highlighted. A red arrow points from the left towards the 'Form Design' option. The main area displays a table with columns like 'Label' and 'Name', and a list of dictionary entries.

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

The screenshot shows the 'Form Design' editor for the 'Table [sys_db_object]' object. On the left, the 'Fields' panel has a dropdown menu where 'Salesforce [u_salesforce]' is selected. A red arrow points from the left towards this dropdown. The main workspace shows the form design with various fields and their properties.

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

The screenshot shows the 'Form Design' editor after dragging and dropping fields. The 'Fields' panel on the left shows 'Salesforce [u_salesforce]' selected. The main workspace displays a 2-column layout with fields like 'Admin Number', 'Father Name', 'Admin Date', 'Mother Name', 'Grade', 'Father Cell', 'Student Name', and 'Mother Cell'. A red arrow points from the left towards the 'Fields' panel.

Step 6: Save

Sub Module 2: Creating Form Design for Admission Table

Step 1: Follow the same steps as Activity 1, Configure the fields as below and save.

The screenshot shows the 'Form Design' interface for the 'Admission [u_admission]' table. On the left, there's a sidebar with tabs for 'Fields', 'Field Types', 'Filter', 'Fields' (selected), and 'Formatters'. The main area displays a grid of fields grouped into sections: 'Admission [u_admission]', 'Process Flow (Formatter)', 'Comments', 'School Details', and 'Address'. Each section contains multiple fields, such as 'Admission Number', 'Purpose of join', 'Student Name', etc., each with configuration options like column count (1 or 2) and visibility checkboxes.

Sub Module 3: Creating Form Design for Student progress Table

Step 1: 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_stude]' table. Similar to the previous interface, it has a sidebar with 'Fields', 'Field Types', 'Filter', 'Fields' (selected), and 'Formatters'. The main area shows a grid of fields grouped into sections: 'New Section' and 'Student Progress'. The 'Student Progress' section contains fields for subjects (Telugu, Hindi, English, Maths, Science) and their corresponding results (Total, Percentage, Result), all with configuration options for columns and visibility.

▪ Module 5: Number Maintenance

Step 1: All >> Number Maintenance >> New

The screenshot shows the ServiceNow search interface with the query 'number'. The results pane displays 'FAVORITES' and 'ALL RESULTS'. Under 'ALL RESULTS', there is a section titled 'System Definition' which contains a row for 'Number Maintenance'. This row is highlighted with a red box and has a red arrow pointing to it from the left.

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

Step 2: Fill the details >> Submit.

The screenshot shows the 'Number - SAL' form. The fields are as follows:

- * Table: Salesforce
- Prefix: SAL.
- * Number: 1.000
- Application: Global
- Number of digits: 7

At the bottom, there are 'Update' and 'Delete' buttons, and links for 'Related Links' and 'Show Counter'.

▪ Module 6: Process Flow

Step 1: All >> Process Flow>> New.

Step 2: Fill the Details as given Below

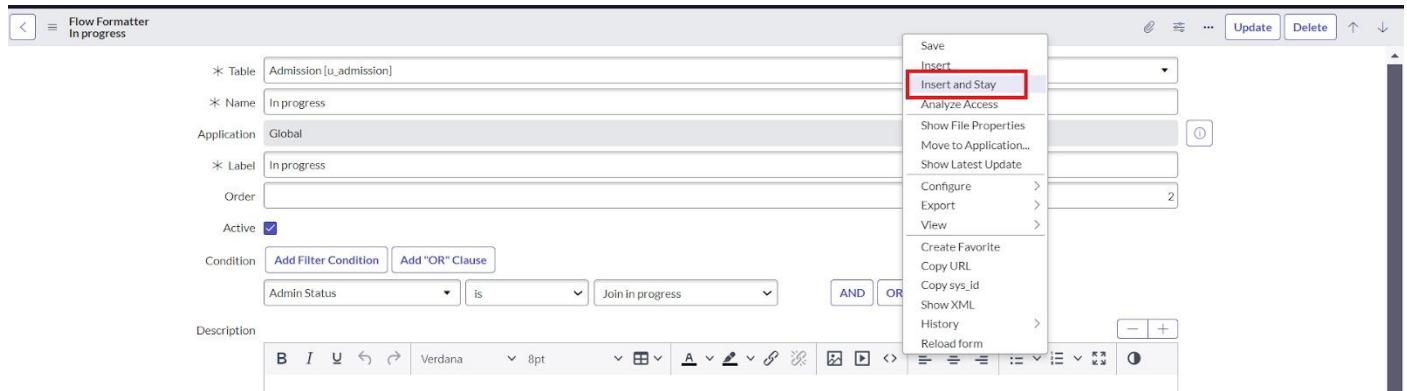
The screenshot shows the 'Flow Formatter' configuration screen. The fields are:

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

A context menu is open over the configuration area, listing options like Save, Insert, Insert and Stay, Analyze Access, etc. At the bottom, there are 'Update' and 'Delete' buttons.

Step 3: Right Click on toggle and click on the save.

Step 4: Replace the Name and Label as below and click on Insert on stay.



Step 5: Replace the Name and Label in order and click on Insert on stay.

(Joined >> Rejected >> Rejoined >> Closed >> Cancelled.)

Step 6: Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

- **Module 7: Client Script**

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

Step 1: All >> Client Scripts >> New.

Step 2: Fill the Details as given.

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

Client Script
New record

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

Name	Auto populate	Application	Global
Table	Admission [u_admission]	Active	<input checked="" type="checkbox"/>
UI Type	Mobile / Service Portal	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Admin Number		
Description			
Messages			
Script	<pre> 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 7 } 8 </pre>		

```

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);

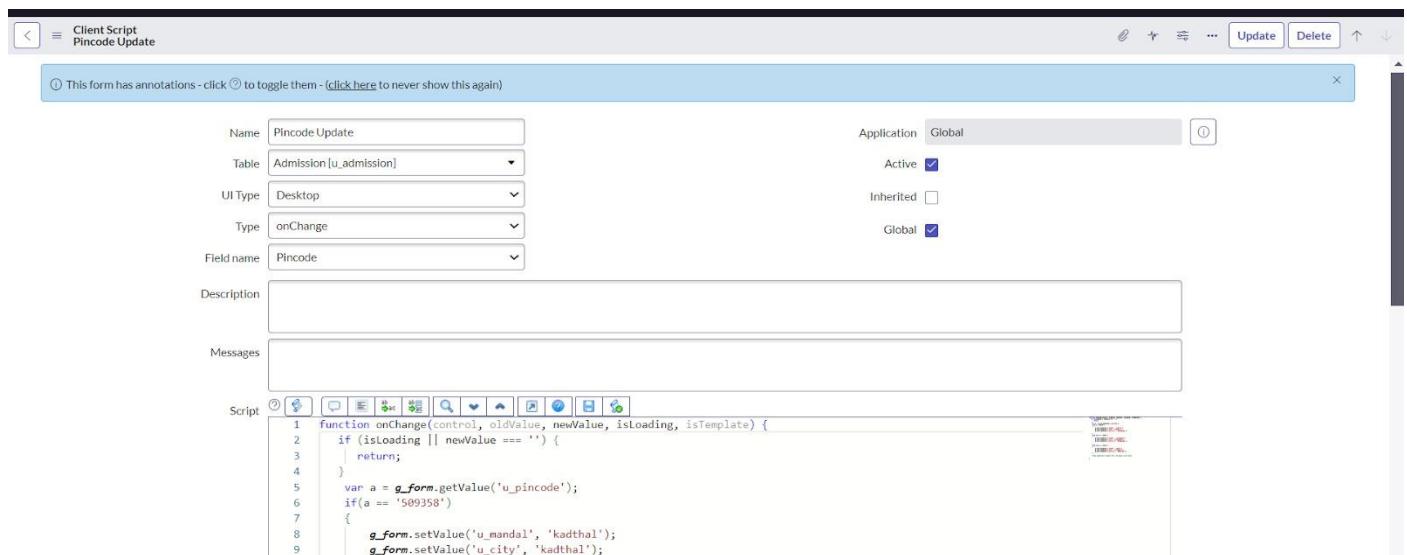
}

```

Note: Make sure the Field names should be the same as you created.

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

Step 1: Fill the Details as given.



Step 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')
```

```
{
```

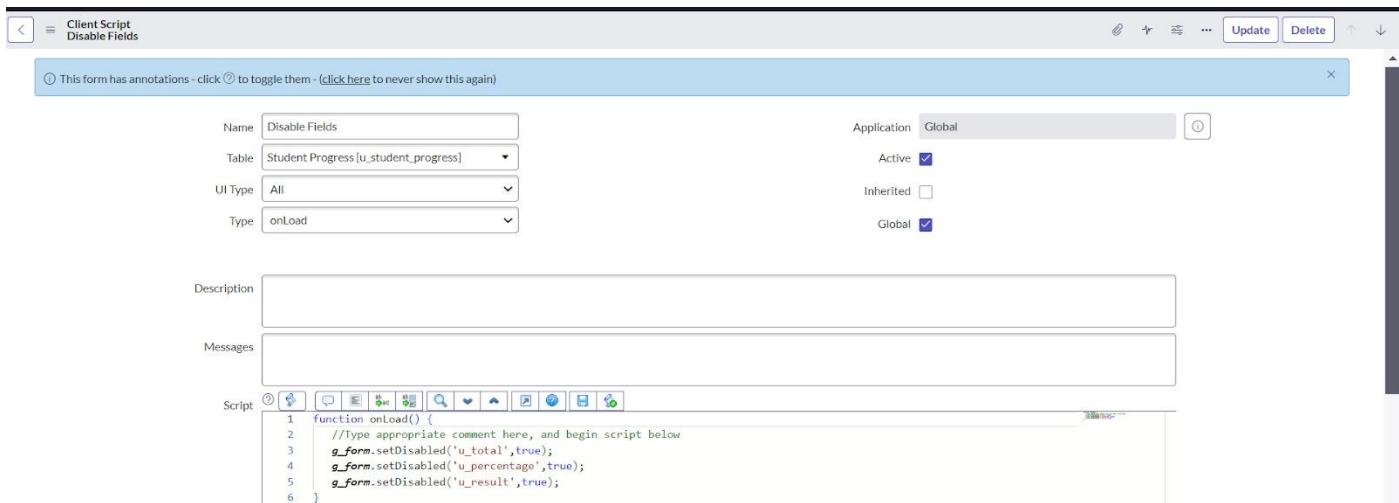
```
g_form.setValue('u_mandal', 'kadthal');
g_form.setValue('u_city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');
}

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_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
} //Type appropriate comment here, and begin script below
}
```

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

Step 1: Fill the Details as given.



Step 2: 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);

}

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

Step 1: Fill the Details as given.

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

The screenshot shows the ServiceNow Client Script configuration interface. The script is named 'Total Update' and is associated with the 'Student Progress [u_student_progress]' table, type 'onChange', and field 'Social'. It is set to Active and Global. The script code is as follows:

```

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);
    }
}

```

```

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);

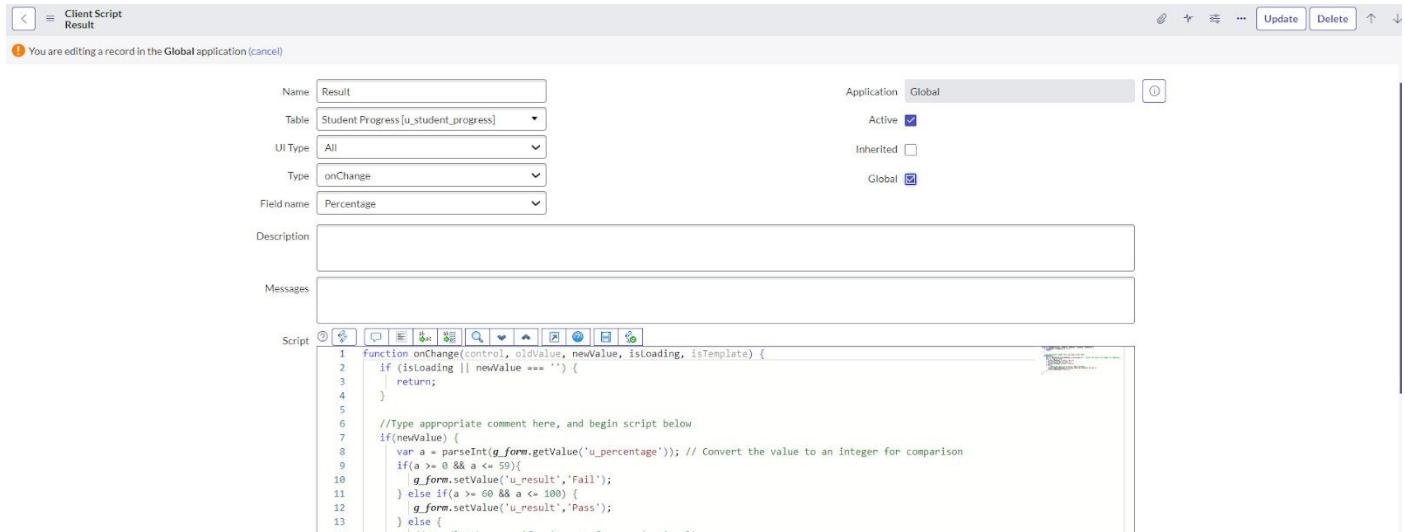
}

}

```

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

Step 1: Fill the Details as given.



Step 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

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');

}

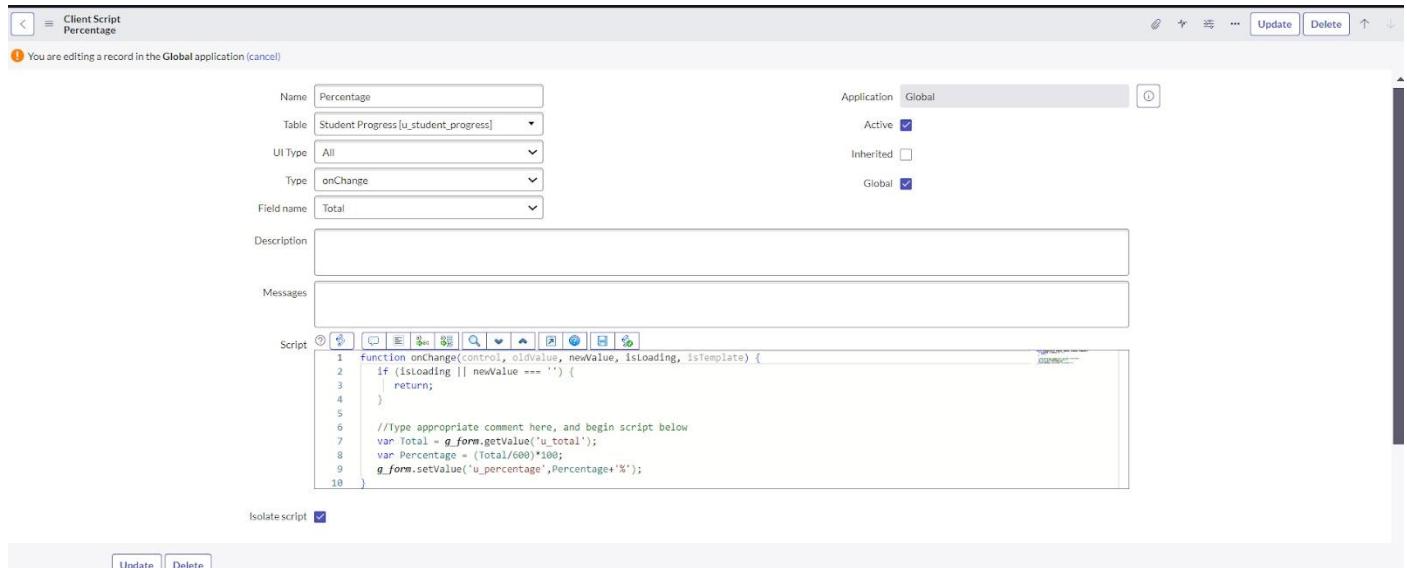
}

}

```

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

Step 1: Fill the Details as given.



Step 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+'%');
```

```
}
```

Outcome:

The image displays three screenshots of a Salesforce form interface, likely a custom object or a combination of objects. The top screenshot shows a 'Salesforce New record' screen with fields for Admin Number (SAL0001078), Admin Date, Grade (None), Student Name, Father Name, Mother Name, Mother Cell, and Father Cell. The middle screenshot shows an 'Admission New record' screen with a status bar at the top indicating steps: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. It contains fields for Admission Number, Purpose of join (None), Student Name, Father Name, Mother Name, Admin Date, Grade (None), Fee (\$ 0.00), Father Cell, Mother Cell, and Admin Status (None). Below these are tabs for 'School Details' and 'Address', with School Area and School dropdowns. The bottom screenshot shows a 'New Section New record' screen with fields for Admission Number, Grade (None), Student Name, Father Name, Mother Name, Mother Cell, and Father Cell. Below this is a 'Student Progress' section with fields for Telugu, Hindi, English, Maths, Science, Social, Total, Percentage, and Result.

Conclusion:

The project “Educational Organisation Using ServiceNow” successfully demonstrates how digital automation can simplify and improve the management of educational institutions. By using ServiceNow, we were able to centralize student data, automate workflows, and create an efficient platform for admissions, student progress tracking, and communication between staff and students. This solution reduces manual effort, saves time, and ensures accuracy in handling institutional processes. Overall, the project highlights the importance of using modern IT service management tools to build a smarter and more reliable educational system.

