

# PROJECT DESIGN PHASE

<b>Date</b>	<b>01-11-2025</b>
<b>Team ID</b>	<b>NM2025TMID01678</b>
<b>Project Name</b>	<b>Educational Organization using ServiceNow</b>

## INTRODUCTION TO DESIGN PHASE:

The design phase focuses on planning how the “Educational Organisation” system looks and work inside ServiceNow. It includes designing the data tables, forms, workflows, and dashboards. This step ensures that the system structure is clear before implementation begins.

## STEPS:

### 1. Creation of New Update Set

The screenshot shows a ServiceNow browser interface for creating a new update set. The title bar reads "Update Set - Create Educational Organisation 6". The main form has the following fields:

- \* Name: Educational Organisation
- State: In progress
- Parent: (empty field)
- Release date: (empty field)
- Description: (large empty text area)

At the bottom of the form are two buttons: "Submit" and "Submit and Make Current".

Go to All >> In the filter search for Local Update set > click on New.  
Enter the Details as:

Name: Educational Organisation then click Submit and Make Current

## 2. Table Creation: Salesforce table:

**Table - Salesforce**

**Table** **Salesforce**

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](#)

Column label	Type	Reference	Max length	Default value	Display
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number:Admin Number	String	(empty)	40		false
Admission Number:Father Cell	String	(empty)	40		false
Admission Number:Father Name	String	(empty)	40		false
Admission Number:Mother Cell	String	(empty)	40		false
Admission Number:Mother Name	String	(empty)	40		false
Admission Number:Student Name	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

## Admission table:

**Table - Admission**

**Table** **Admission**

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](#)

Column label	Type	Reference	Max length	Default value	Display
Admin	Choice	(empty)	40		false
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number	Reference	Salesforce	32		false
Admission Number:Admin Number	String	(empty)	40		false
Admission Number:Father Cell	String	(empty)	40		false
Admission Number:Father Name	String	(empty)	40		false
Admission Number:Mother Cell	String	(empty)	40		false
Admission Number:Mother Name	String	(empty)	40		false
Admission Number:Student Name	String	(empty)	40		false
Area	String	(empty)	40		false

## Student Progress table:

The screenshot shows the ServiceNow Table - Student Progress page. At the top, there are fields for Label ('Student Progress') and Name ('u\_uis\_student\_progress'). Below this, a table lists various columns with their types, references, and properties. The columns include Admission Number, Admission Number.Father Cell, Admission Number.Father Name, Admission Number.Grade, Admission Number.Mother Cell, Admission Number.Mother Name, Admission Number.Student Name, Created, Created by, and English.

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32	false	
Admission Number.Father Cell	String	(empty)	40	false	
Admission Number.Father Name	String	(empty)	40	false	
Admission Number.Grade	String	(empty)	40	false	
Admission Number.Mother Cell	String	(empty)	40	false	
Admission Number.Mother Name	String	(empty)	40	false	
Admission Number.Student Name	String	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
Created by	String	(empty)	40	false	
English	String	(empty)	40	false	

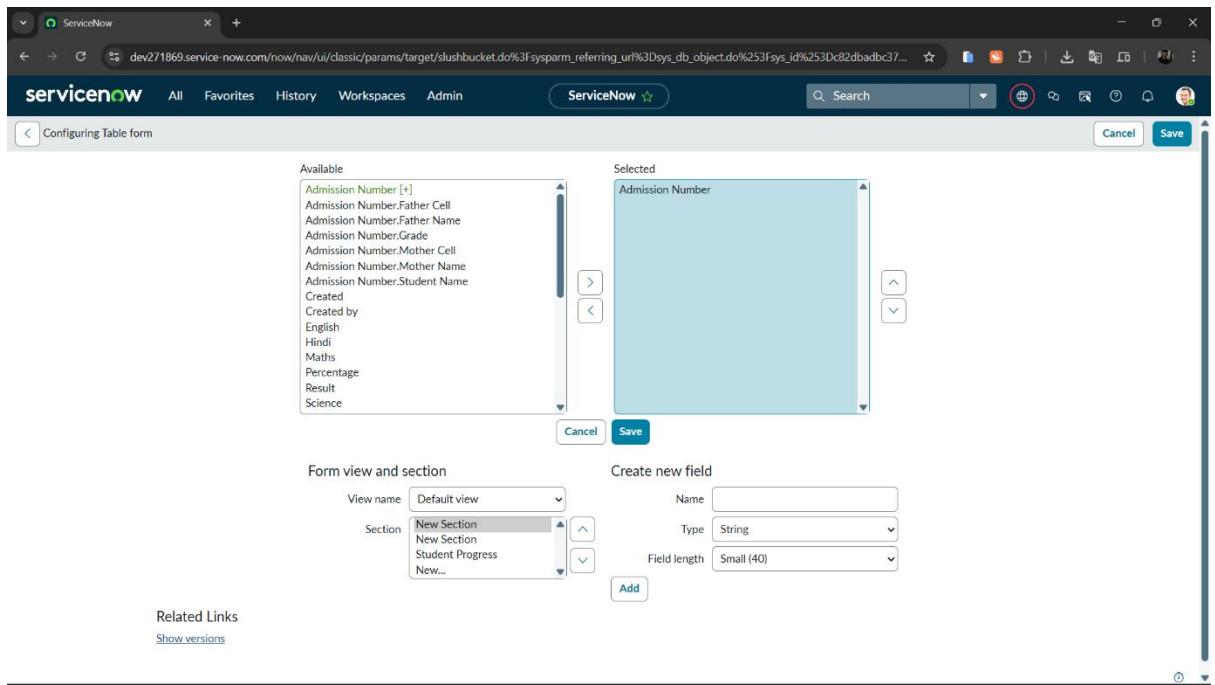
### 3. Form Layout:

#### Configuring Table form for Student Progress Table:

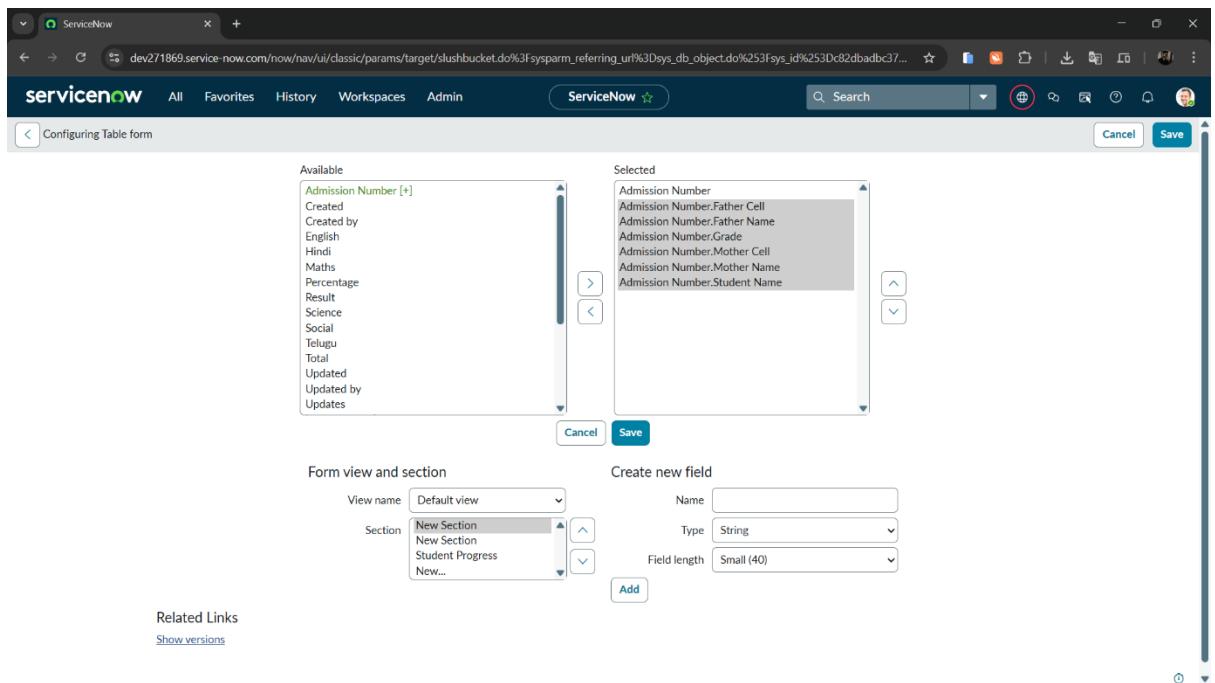
In the Student Progress Table Page, Click on Layout form.

The screenshot shows the ServiceNow Table - Student Progress page with the layout configuration open. The layout includes fields for English, Hindi, Maths, Percentage, Result, Science, Social, Sys ID, Telugu, Total, and Updated. There is also an 'Insert a new row...' button. At the bottom, there are buttons for Delete, Update, and Delete All Records, and a Related Links section with options like Form Builder, Design Form, Layout Form, Layout List, Show Form, Show List, Show Schema Map, Add to Service Catalog, Run Point Scan, and Explore REST API.

Click on Admission Number [+].



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



#### 4. Form Design:

##### Creating Form Design for Salesforce Table:

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

Tables | ServiceNow

servicenow All Favorites History Workspaces Admin Tables Search Actions on selected rows... New

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
Salesforce	salesforce	(empty)	false	2025-09-08 21:40:14
Account Subscription Entitlement	account_subscription_entitlement	(empty)	false	2025-09-08 21:18:14
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-09-08 21:19:58
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-09-08 21:19:58
MD Server File	agent_file	(empty)	false	2025-09-08 21:01:32

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

Salesforce | Table | ServiceNow

servicenow All Favorites History Workspaces Admin Table - Salesforce

Table - Salesforce

A table is a collection of records in the database. Each record corresponds to a row in a table.

\* Label: Salesforce

\* Name: u\_uis\_salesforce

Configure

- 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

Dictionary Entries

Column label	Type	Default value	Display
Admin Status	String	40	javascript:getNextObjNumberPadded();
Admission Number:Admin Number	String	40	false
Admission Number:Father Cell	String	40	false
Admission Number:Father Name	String	40	false
Admission Number:Mother Cell	String	40	false
Admission Number:Mother Name	String	40	false
Admission Number:Student Name	String	40	false
Class	System Class Name	80	javascript:current.getTableName();
Created	Date/Time	40	false
Created by	String	40	false

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

Salesforce | Table | ServiceNow

Form Design

Table [sys\_db\_object]

Default view

Form Design

Table [sys\_db\_object]

Annotation

Label

Fields Field Types

Salesforce [u\_uis\_salesforce]

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

Salesforce | Table | ServiceNow

Form Design

Table [sys\_db\_object]

Default view

Form Design

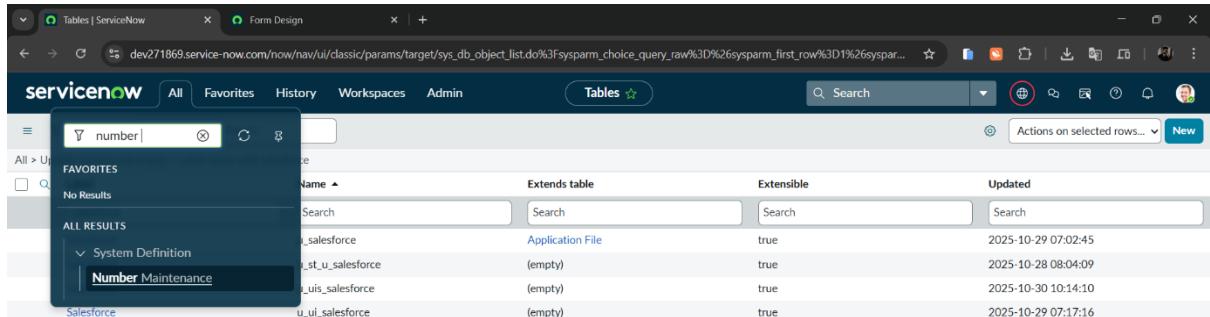
Salesforce [u\_uis\_salesforce]

Fields	Field Types
Admission Number:Admin Number	
Admission Number:Student Name	
Admin Status	
Grade	
Admission Number:Father Name	
Admission Number:Mother Name	
Admission Number:Father Cell	
Admission Number:Mother Cell	

## 5. Number Maintenance:

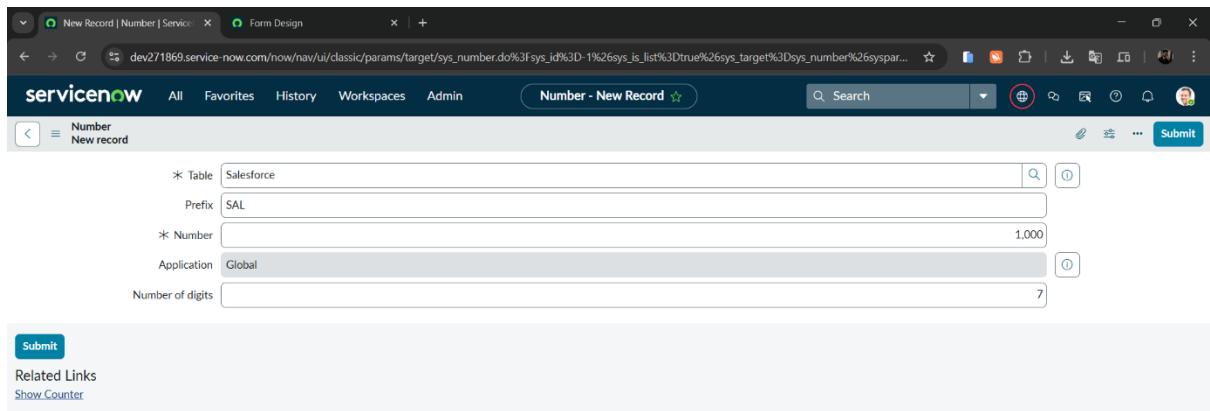
### Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New



The screenshot shows the ServiceNow 'Tables' search interface. A search bar at the top contains the query 'number'. Below it, a table lists several entries under the heading 'ALL RESULTS'. One entry, 'Number Maintenance', is highlighted with a dark blue background. The columns in the table are: Name, Extends table, Extensible, and Updated. The 'Number Maintenance' entry has 'Search' in all three columns and was updated on 2025-10-29 07:17:16.

Fill the details >> Submit.



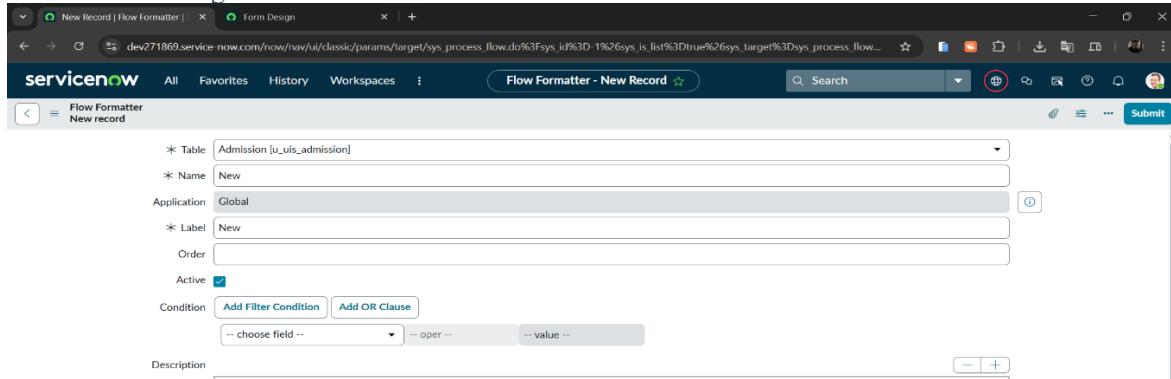
The screenshot shows the 'Number - New Record' form. It includes fields for 'Table' (Salesforce), 'Prefix' (SAL), 'Number' (1,000), 'Application' (Global), and 'Number of digits' (7). At the bottom right is a 'Submit' button.

## 6. Process Flow:

### Creating Process Flow for Admission Table:

All >> Process Flow >> New.

Fill the Details as given Below



The screenshot shows the 'Flow Formatter - New Record' form. It includes fields for 'Table' (Admission [u\_uis\_admission]), 'Name' (New), 'Application' (Global), 'Label' (New), 'Order' (empty), and 'Active' (checked). There is a 'Condition' section with 'Add Filter Condition' and 'Add OR Clause' buttons, and a 'Description' field at the bottom.

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

The screenshot shows the 'Flow Formatter - New Record' page in ServiceNow. The 'Table' field is set to 'Admission [u\_uis\_admission]'. The 'Name' and 'Label' fields both contain the value 'In progress'. The 'Active' checkbox is checked. Below these fields is a 'Condition' section with three buttons: 'Add Filter Condition', 'Add OR Clause', and a dropdown menu. At the bottom of the form is a rich text editor for the 'Description' field, which includes standard text and image editing tools.

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.

## 7. Client Script:

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

All >> Client Scripts >> New.

Fill the Details as given.

The screenshot shows the 'Client Script - Newrecord' page. The 'Name' field is set to 'Auto populate'. The 'Table' field is set to 'Admission [u\_admission]'. The 'UI Type' is 'Mobile / Service Portal' and the 'Type' is 'onChange'. The 'Field name' is 'Admin Number'. Below these fields are 'Description' and 'Messages' sections. At the bottom is a 'Script' section containing the following code:

```
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 }
```

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

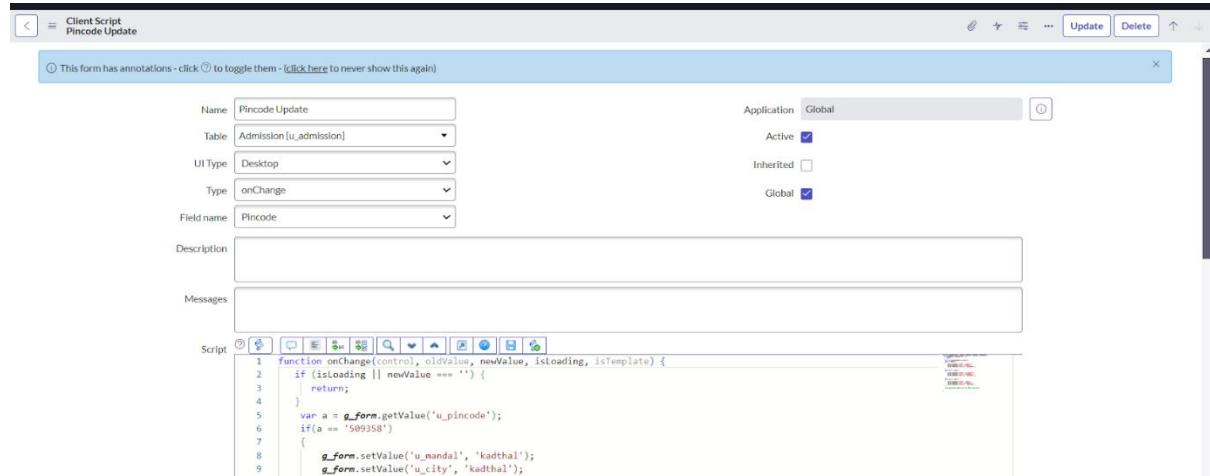
```

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);
}

```

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

Fill the Details as given.



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

}

```

## **CONCLUSION OF DESIGN PHASE:**

The design phase ensures a clear structure for Educational Organisation . With the tables, forms, workflows, and dashboards properly planned, the project is ready to move into the next phase.