

## PROJECT DESIGN PHASE

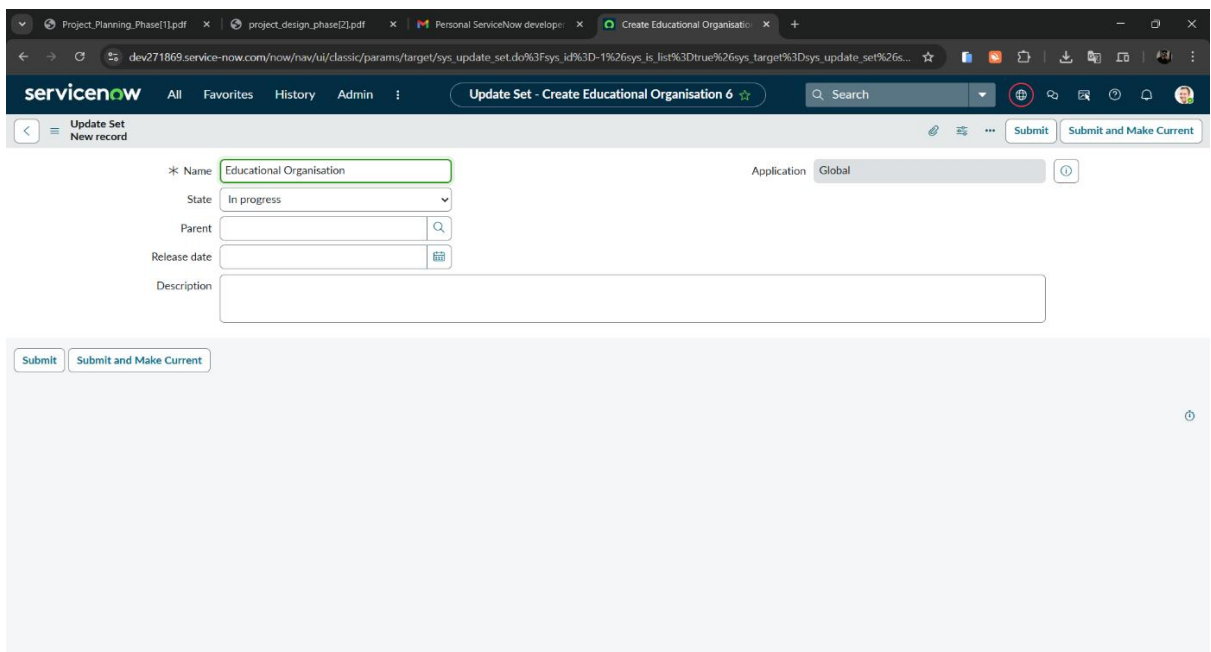
<b>Date</b>	<b>01-11-2025</b>
<b>Team ID</b>	<b>NM2025TMID01678</b>
<b>Project Name</b>	<b>Educational Organization using ServiceNow</b>

### 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

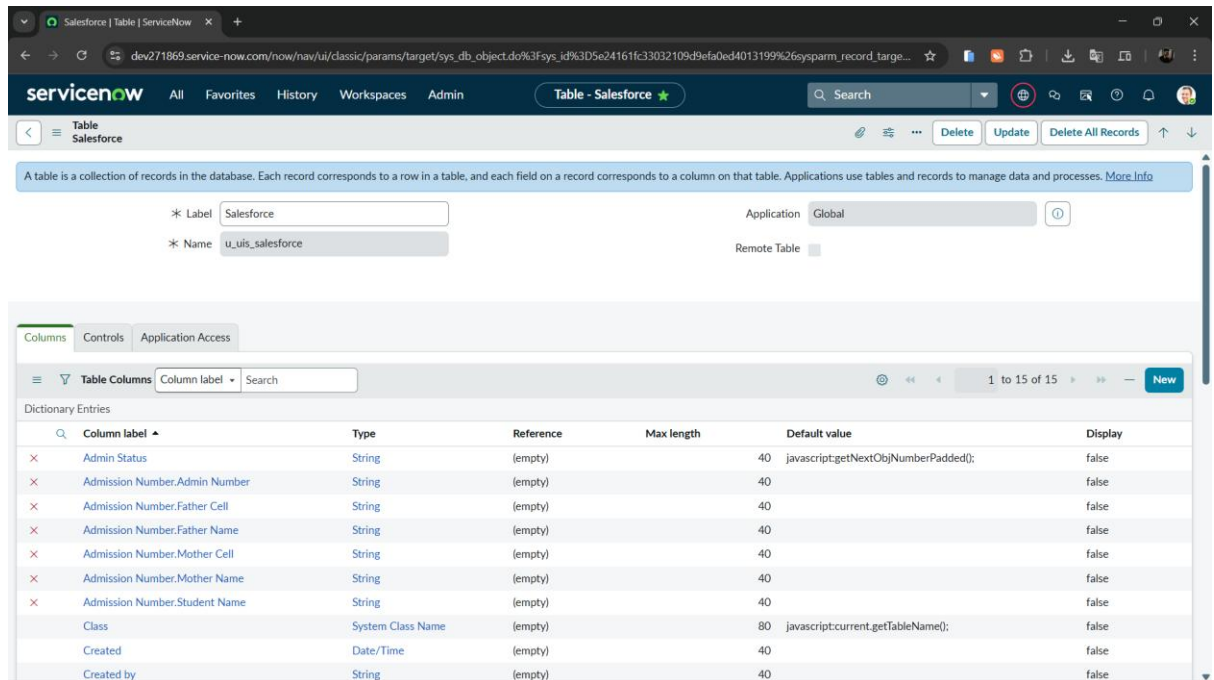
The screenshot shows the ServiceNow web interface for creating a new update set. The browser tabs include 'Project\_Planning\_Phase[1].pdf', 'project\_design\_phase[2].pdf', 'Personal ServiceNow develop...', and 'Create Educational Organisation...'. The URL is 'dev271869.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_update\_set%26sys...'. The page title is 'Update Set - Create Educational Organisation 6'. The form has a left sidebar with 'Update Set' and 'New record' options. The main form fields are: 'Name' (required, value: 'Educational Organisation'), 'State' (dropdown, value: 'In progress'), 'Parent' (lookup field), 'Release date' (calendar icon), and 'Description' (text area). The 'Application' field is set to 'Global'. At the bottom, there are 'Submit' and 'Submit and Make Current' buttons.

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:

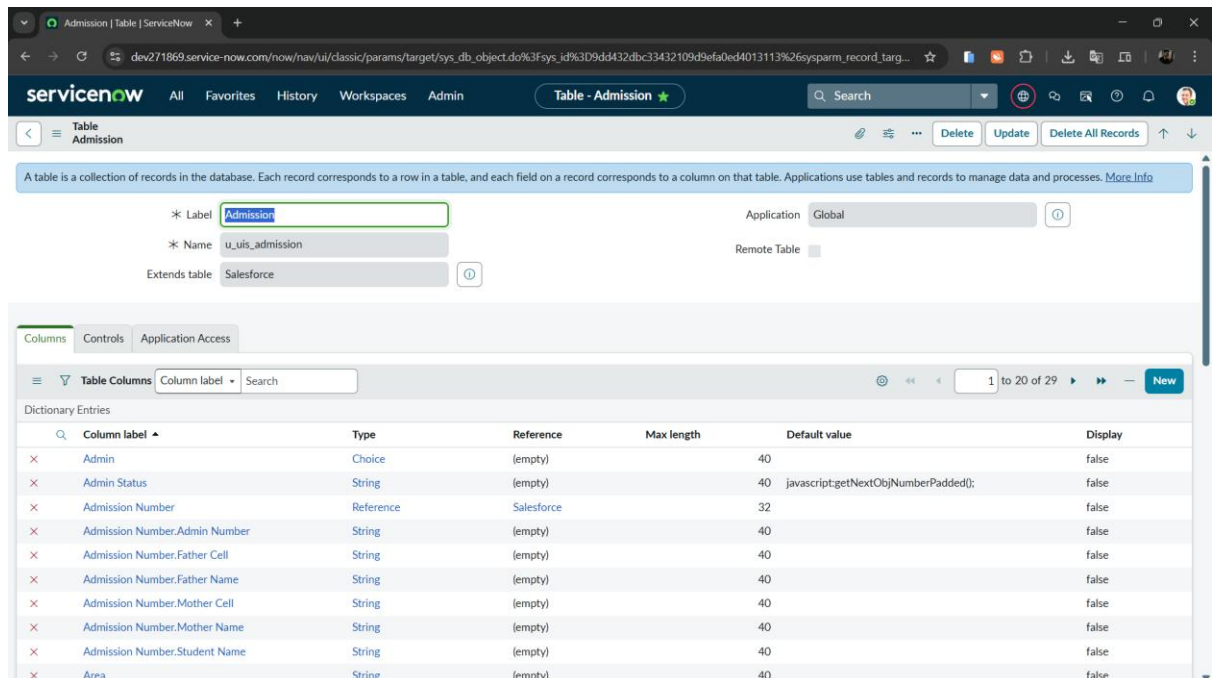


The screenshot shows the ServiceNow configuration page for a table named "Salesforce". The page includes a header with the ServiceNow logo and navigation tabs. Below the header, there is a section for table configuration with fields for Label (Salesforce), Name (u\_uls\_salesforce), Application (Global), and Remote Table. A description of a table is provided: "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](#)".

The "Columns" tab is selected, showing a list of dictionary entries for the table. The list includes columns such as Admin Status, Admission Number, Admission Number.Father Cell, Admission Number.Father Name, Admission Number.Mother Cell, Admission Number.Mother Name, Admission Number.Student Name, Class, Created, and Created by. Each entry specifies the column label, type, reference, max length, default value, and display status.

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:



The screenshot shows the ServiceNow configuration page for a table named "Admission". The page includes a header with the ServiceNow logo and navigation tabs. Below the header, there is a section for table configuration with fields for Label (Admission), Name (u\_uls\_admission), Application (Global), Remote Table, and Extends table (Salesforce). A description of a table is provided: "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](#)".

The "Columns" tab is selected, showing a list of dictionary entries for the table. The list includes columns such as Admin, Admin Status, Admission Number, Admission Number.Admin Number, Admission Number.Father Cell, Admission Number.Father Name, Admission Number.Mother Cell, Admission Number.Mother Name, Admission Number.Student Name, and Area. Each entry specifies the column label, type, reference, max length, default value, and display status.

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:

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  Application

\* Name  Remote Table ☐

Columns Controls Application Access

Table Columns Column label Search 1 to 20 of 22 New

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

### 3. Form Layout: Configuring Table form for Student Progress Table:

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

Table - Student Progress

English	String	(empty)	40	false
Hindi	String	(empty)	40	false
Maths	String	(empty)	40	false
Percentage	String	(empty)	40	false
Result	String	(empty)	40	false
Science	String	(empty)	40	false
Social	String	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Telugu	String	(empty)	40	false
Total	String	(empty)	40	false
Updated	Date/Time	(empty)	40	false

Delete Update Delete All Records

Related Links

- Form Builder
- Design Form
- Layout Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

Click on Admission Number [+].

ServiceNow

dev271869.service-now.com/now/nav/ui/classic/params/target/slushbucket.do%3Fsysparm\_referring\_url%3Dsys\_db\_object.do%253Fsys\_id%253Dc82dbadc37...

servicenow All Favorites History Workspaces Admin Search

Configuring Table form Cancel Save

Available

- 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
- English
- Hindi
- Maths
- Percentage
- Result
- Science

Selected

- Admission Number

Form view and section

View name: Default view

Section: New Section, New Section, Student Progress, New...

Create new field

Name:

Type: String

Field length: Small (40)

Add

Cancel Save

Related Links

[Show versions](#)

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

ServiceNow

dev271869.service-now.com/now/nav/ui/classic/params/target/slushbucket.do%3Fsysparm\_referring\_url%3Dsys\_db\_object.do%253Fsys\_id%253Dc82dbadc37...

servicenow All Favorites History Workspaces Admin Search

Configuring Table form Cancel Save

Available

- Admission Number [+]
- Created
- Created by
- English
- Hindi
- Maths
- Percentage
- Result
- Science
- Social
- Telugu
- Total
- Updated
- Updated by
- Updates

Selected

- 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

Form view and section

View name: Default view

Section: New Section, New Section, Student Progress, New...

Create new field

Name:

Type: String

Field length: Small (40)

Add

Cancel Save

Related Links

[Show versions](#)

#### 4. Form Design:

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

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

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

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

Table Columns

Column label	Type	Default value	Display
Admin Status	String	(empty)	false
Admission Number:Admin Number	String	(empty)	false
Admission Number:Father Cell	String	(empty)	false
Admission Number:Father Name	String	(empty)	false
Admission Number:Mother Cell	String	(empty)	false
Admission Number:Mother Name	String	(empty)	false
Admission Number:Student Name	String	(empty)	false
Class	System Class Name	(empty)	false
Created	Date/Time	(empty)	false
Created by	String	(empty)	false

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

Form Design

Table [sys\_db\_object] 1 Column

Annotation

Label

Application

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

Form Design

Salesforce [u\_uis\_salesforce] 2 Column

Admission Number:Admin Number

Admission Number:Student Name

Admin Status

Grade

Admission Number:Father Name

Admission Number:Mother Name

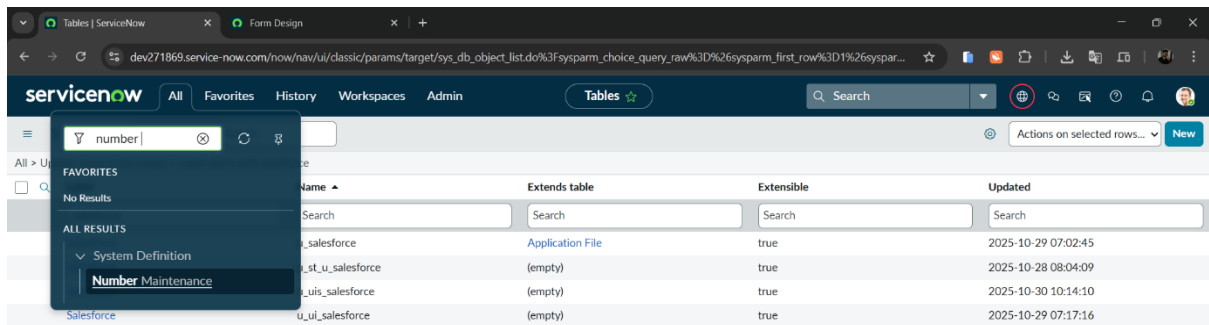
Admission Number:Father Cell

Admission Number:Mother Cell

## 5. Number Maintenance:

### Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New



Fill the details >> Submit.

The screenshot shows the 'Number - New Record' form in ServiceNow. The form fields are:

- \* Table: Salesforce
- Prefix: SAL
- \* Number: 1,000
- Application: Global
- Number of digits: 7

There is a 'Submit' button at the bottom left and a 'Related Links' section with a 'Show Counter' link.

## 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 in ServiceNow. The form fields are:

- \* Table: Admission [u\_uis\_admission]
- \* Name: New
- Application: Global
- \* Label: New
- Order: (empty)
- Active: ☒
- Condition: Add Filter Condition, Add OR Clause
- choose field --, -- oper --, -- value --
- Description: (empty)

There is a 'Submit' button at the bottom right.

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

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.

```

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.

The screenshot shows the Salesforce Client Script configuration page for a script named 'Pincode Update'. The configuration details are as follows:

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

The **Script** tab is selected, showing the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '589358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
```

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

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {

    if (isLoading || newValue === '') {

        return;

    }

}
```



```
var a = g_form.getValue('u_pincode');

if(a == '509358')

{

g_form.setValue('u_mandal', 'kadthal');

g_form.setValue('u_city', 'kadthal');

g_form.setValue('u_district', 'RangaReddy');

}

else if(a == '500081')

{

g_form.setValue('u_mandal', 'karmanghat');

g_form.setValue('u_city', 'karmanghat');

g_form.setValue('u_district', 'RangaReddy');

}

else if(a == '500079')

{

g_form.setValue('u_mandal', 'Abids');

g_form.setValue('u_city', 'AsifNagar');

g_form.setValue('u_district', 'Hyderabad');

}

//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.