Educational Organisation Using Service Now

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Team Members: 4

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Team Member 1: Preethika.P

 Team Member 2 : Saikarthika.S

Team Member 3 : Nandhini.K

Problem Statement : Educational institutions face challenges with manual data management ,leading to inefficiencies and lack of transparency .A unified digital platform like Service Now can automate workflows ,centralize information, and provide real-time insights for effective management.

Objective : Develop a centralized educational management system Service Now to:

1. Simplify admission processes.
2. Automate students & teacher data management.
3. Provide real-time progress tracking
4. Reduce manual errors & delay.

This system aims to enhance transparency, efficiency ,and productivity in academic and administrative operations.
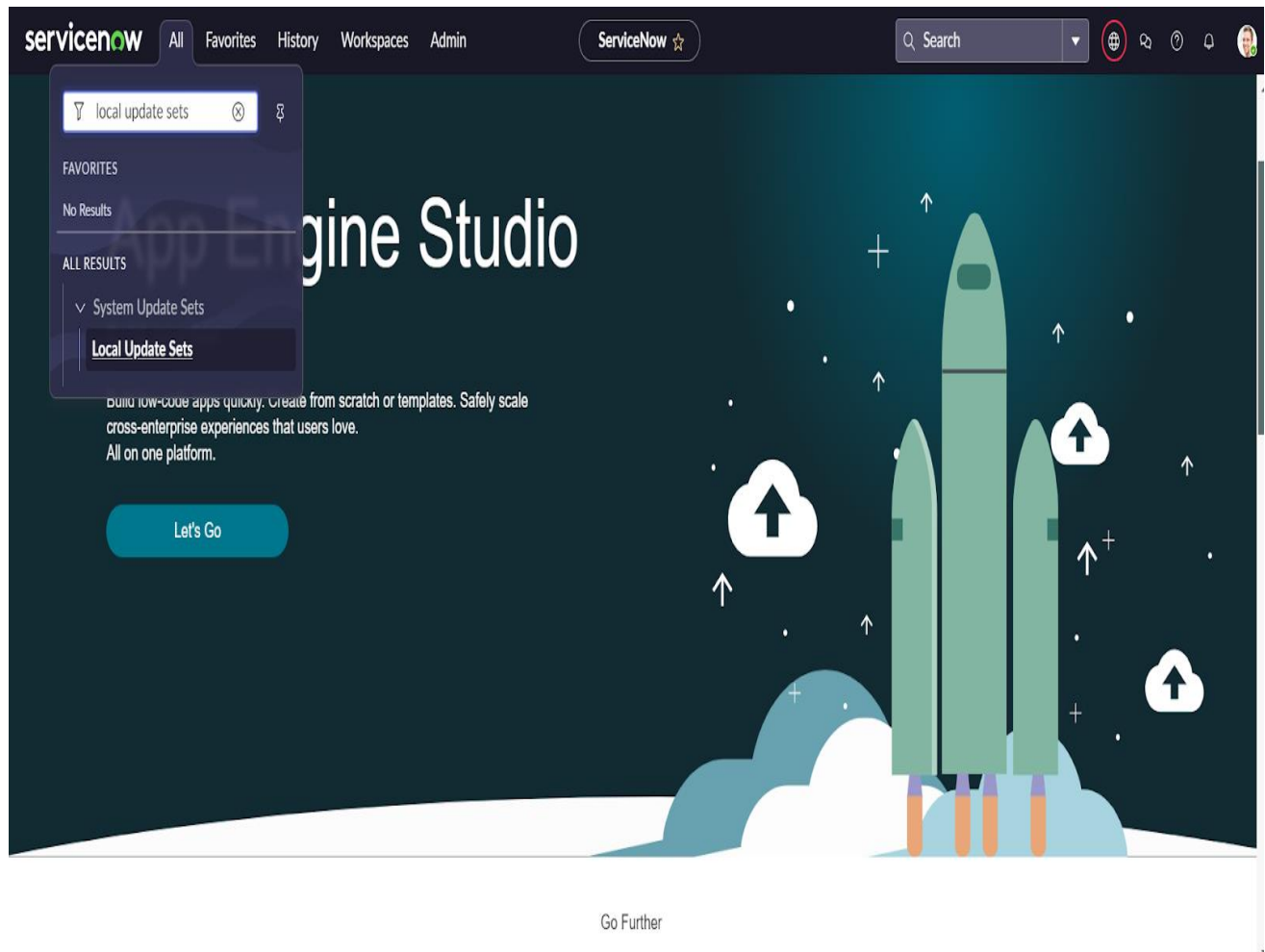
Skills:

- Service Now System Administration.
- Tensor Flow.
- Database Management (SQL,No SQL).
- JavaScript/GlideScript.
- Problem-Solving & Analytical Skill.

TASK INITIATION
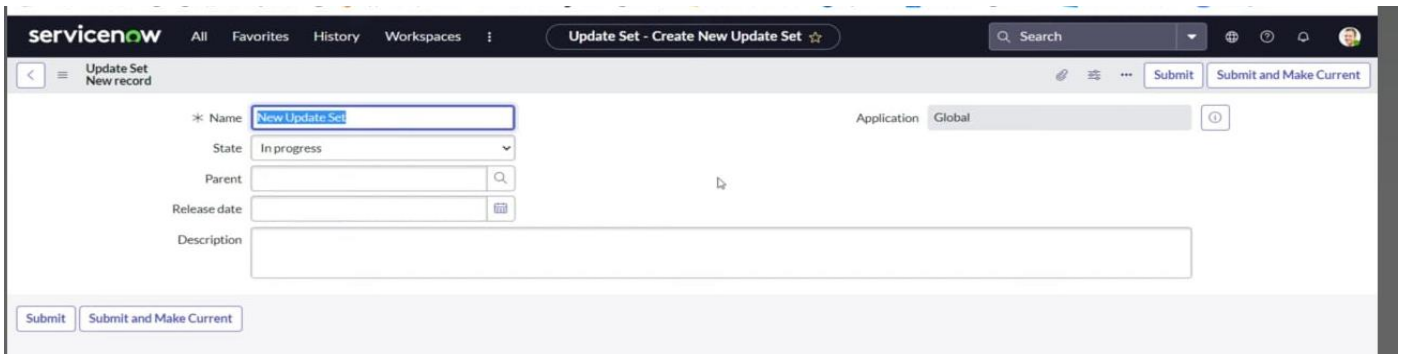
Milestone : Local Update Sets

Activity 1 : Create Update Sets

1. Open Service Now.

2. Click On All >> Search for Local Update Sets.
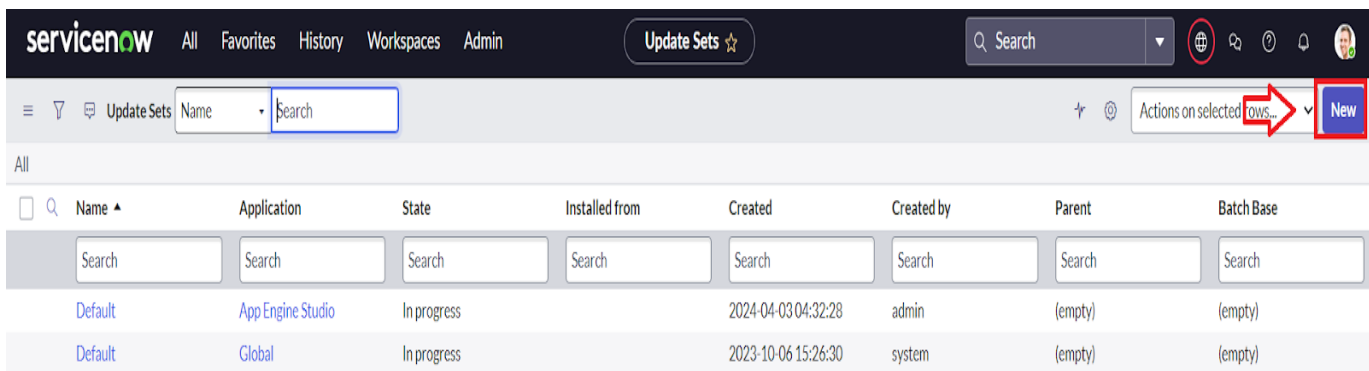
3. Select Local Update Sets Under System Update Sets.

4. Click on New.

5. Enter the Details Name : Educational Organisation >>   Click on Submit.

Milestone 2 : Salesforce

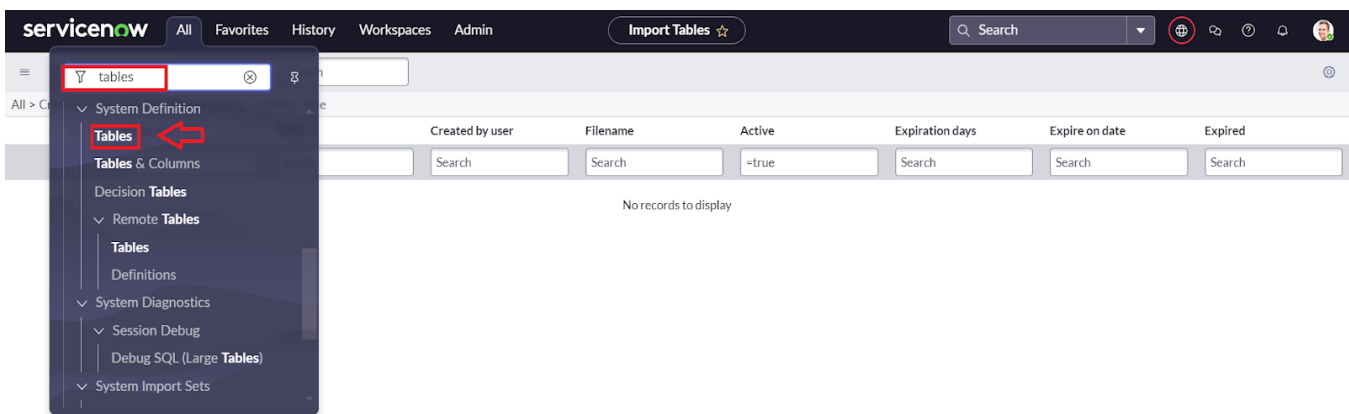## Activity 1 : Create Salesforce Table

1. Open Service Now.

2. Click On All >> Search for Tables.

3. Select Tables Under System Definition.

4. Click on New.

5. Enter the Label (Anything you Want eg: Father Name): Salesforce >> Click on Name it will Automatically generate Api name.

6. 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 .

7. 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();	true
Father Cell	String	(empty)	40		false
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

8. Click on controls >> Enable Extensible.

Columns	Controls	Application Access

Extensible ☑ ⇦

Live feed ☐

Prefix SAL

Number 1,000

Number of digits 7

Create access controls ☑

✳ User role u_salesforce_user 🔍 ⓘ

9. 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 .

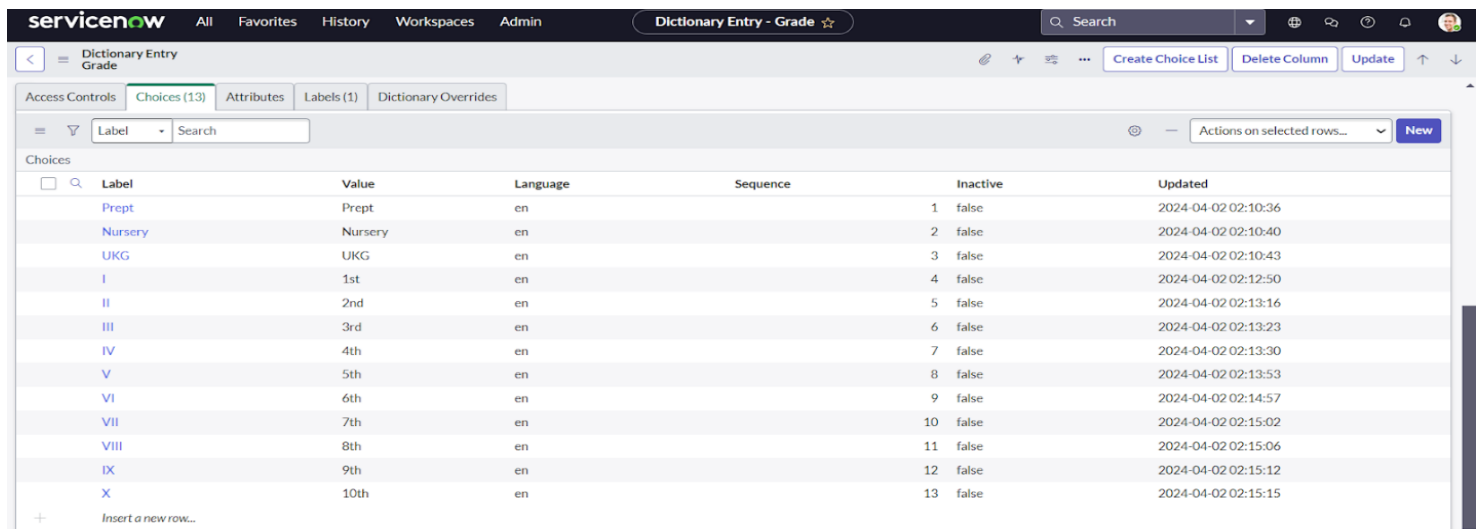| Choice List Specification	Calculated Value	Default Value

Use dynamic default ☑

Dynamic default value Get Next Padded Number 🔍 ⓘ

10.   Click on "Grade" Column >> Click on Choices and give Label, Value and Sequence as given below.

Milestone 3 : Admission
Activity 1 : 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:

4. Create choice for Admin Status as:

5. Create choice for Pin code as:

	Label	Value	Language	Sequence	Inactive	Updated
	509358	509358	en	1	false	2024-04-02 21:15:19
	500079	500079	en	2	false	2024-04-02 21:15:46
	500081	500081	en	3	false	2024-04-02 21:16:05
+	Insert a new row...					

6. Create Choice for purpose of Join as :

	Label	Value	Language	Sequence	Inactive	Updated
	Tution	Tution	en	1	false	2024-04-02 21:17:09
	Coaching	Coaching	en	2	false	2024-04-02 21:17:31
	Teacher	Teacher	en	3	false	2024-04-02 21:17:53
+	Insert a new row...					

7. Create Choice for School as :

	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
+	Insert a new row...					

8. Create Choice for School Area as :

	Label	Value	Language	Sequence	Inactive	Updated
	Near Market	Near Market	en	1	false	2024-04-02 21:20:53
	Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24
+	Insert a new row...					

Milestone 4 : Student Progress
Activity 1 : Creating Student Progress

1. Create a Student Progress Table with columns given.

2. Select Add module to menu >> Salesforce.

3. Create Files shown as :

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...				

Activity 2 : Configuring Table Form For
Student Progress Table

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

✕	Telugu	String	(empty)	40
✕	Total	String	(empty)	40
+	Insert a new row...			

Update   Delete   Delete All Records

Related Links

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

2. Click on Admission Number [+].

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

Milestone 5 : Form Design
Activity 1 : Creating Form Design For Salesforce Table

1.All >> System Definition >> Tables .

2. In Label Search for Salesforce and open.

3. Right Click On Top Toggle >> Configure >> Form Design
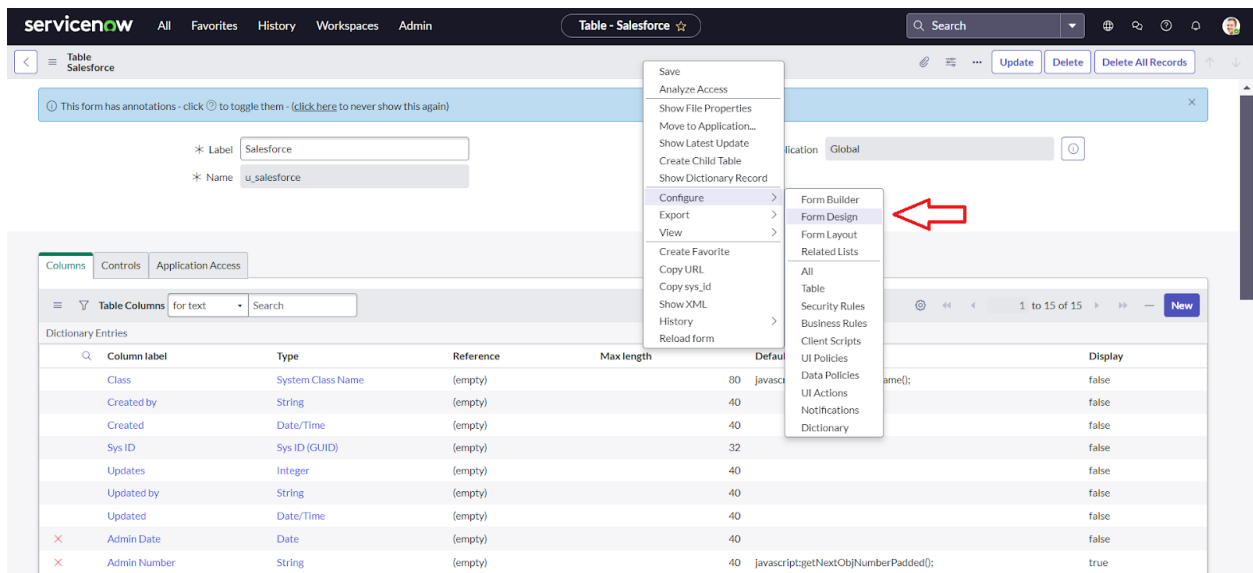
4. In drop down Select Salesforce(u_salesforce).
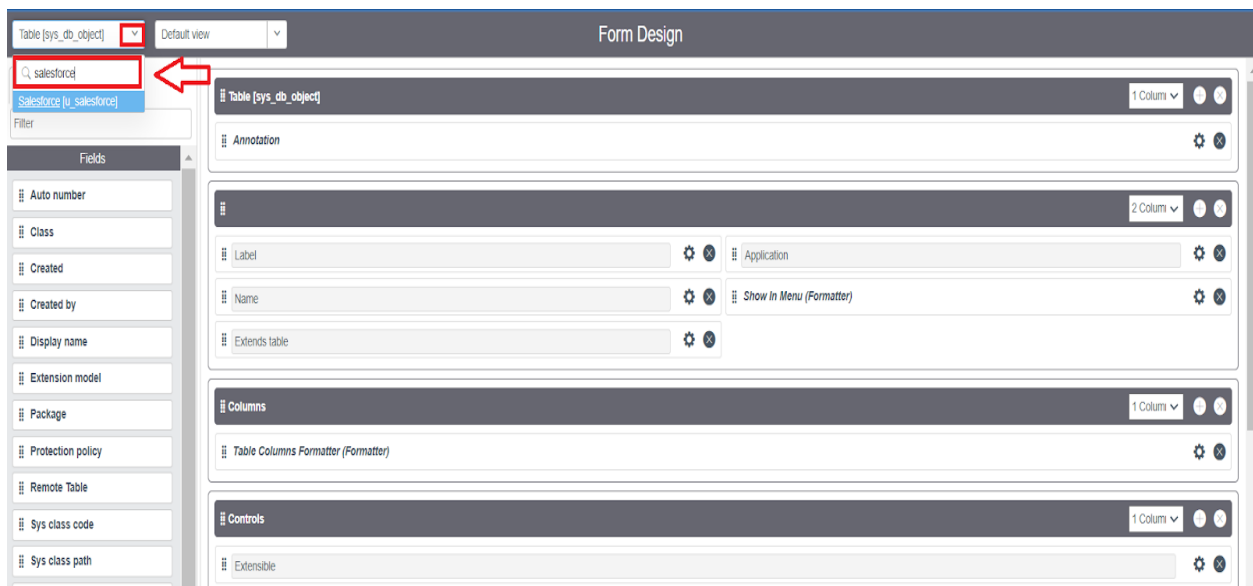
5. drag and drop the fields to the left side as below.

6. Save.

Activity 2 : Creating Form Design For Admission Table

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

Activity 3 : Creating Form Design For Student Progress Table

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

Milestone 6 : Number Maintenance
Activity 1 : Creating Number Maintenance For Admin Number

1. All >> Number Maintenance >> New.

2. Fill the details >> Submit.

Milestone 7 : Process Flow

Activity 1 : Creating The Process Flow For Admission Table

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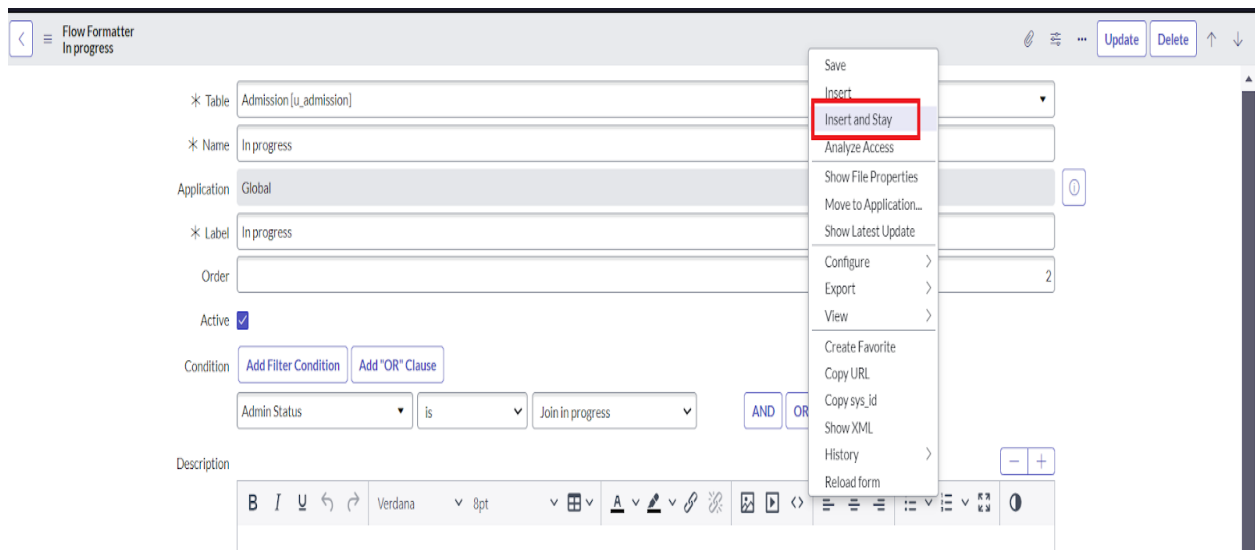
5. Replace the Name and Label in order and click on Insert on stay.

   Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

6. Order should be New >> In Progress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 8 : Client Script
Activity 1 : Creating "Auto populate" Clients Script For Admission Table

1. All >> Client Scripts >> New.

2. Fill the Details as given.

Name	Auto populate	Application	Global
Table	Admission [u_admission]	Active	✓
UI Type	Mobile / Service Portal	Inherited	☐
Type	onChange	Global	✓
Field name	Admin Number		

Description

Messages

Script

```
1  function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2      if (isLoading || newValue === '') {
3          return;
4      }
5
6      //Type appropriate comment here, and begin script below
7
8  }
```

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_nam
e);
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);
}
```

Activity 2 : Creating "Pincode Update" Clients Script For Admission Table

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_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
```

```
    }
```

```
        //Type appropriate comment here, and begin
    script below
```

```
    }
```

Activity 3 : Creating "Disable Fields" Clients Scripts For Student Progress Table

1.   Fill the details as given.

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);
```

Activity 4 : Creating "Total Update" Clients Scripts For Student Progress Table

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
if (newValue){
var a = parseInt(g_form.getValue('u_telugu'));
```
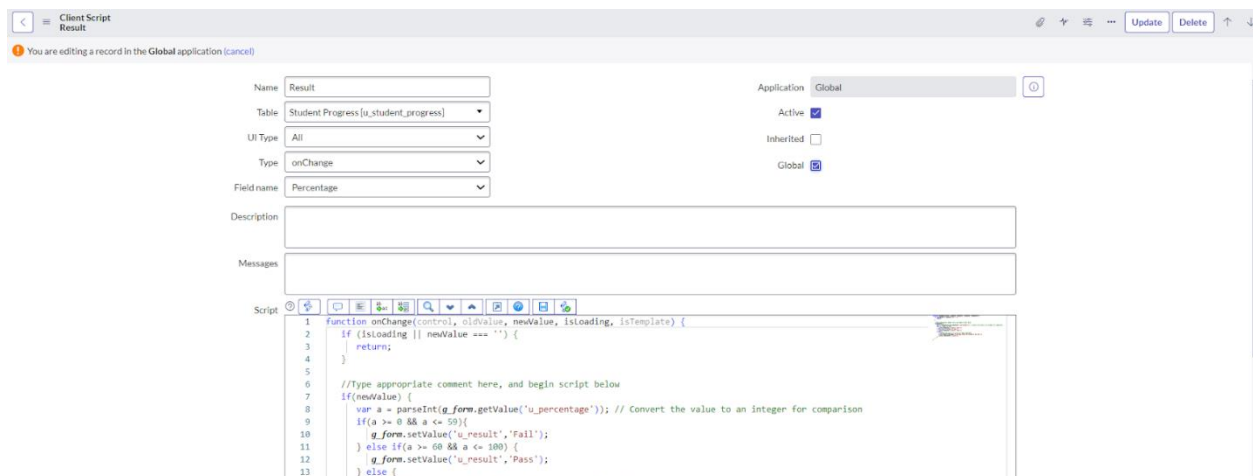
```
var b = parseInt(g_form.getValue('u_hindi'));
var c = parseInt(g_form.getValue('u_english'));
var d = parseInt(g_form.getValue('u_maths'));
var e = parseInt(g_form.getValue('u_science'));
var f = parseInt(g_form.getValue('u_social'));
var Total = parseInt(a+b+c+d+e+f);
g_form.setValue('u_total', Total);
}
}
```

Activity 5 : Creating "Result" Client Scripts For Student Progress Table

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
  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 8 : Creating "Percentage" Clients Script For Student Progress Table

1. Fill the details as given .

You are editing a record in the **Global** application (cancel)

Name	Percentage	Application	Global
Table	Student Progress [u_student_progress] ▾	Active	☑
UI Type	All ▾	Inherited	☐
Type	onChange ▾	Global	☑
Field name	Total ▾		

Description

Messages

Script

```
1  function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2      if (isLoading || newValue === '') {
3          return;
4      }
5
6      //Type appropriate comment here, and begin script below
7      var Total = g_form.getValue('u_total');
8      var Percentage = (Total/600)*100;
9      g_form.setValue('u_percentage',Percentage+'%');
10  }
```

Isolate script ☑

Update   Delete

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

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

Milestone 9 : Result

Salesforce
New record

Submit

Admin Number	SAL0001078	Father Name	
Admin Date		Mother Name	
Grade	-- None --	Mother Cell	
Student Name		Father Cell	

Submit

Admission
New record

Submit

New   In progress   Joined   Rejected   Rejoined   Closed   Cancelled

Admission Number		Admin Date	
Purpose of join	-- None --	Grade	-- None --
Student Name		Fee	$ ▾ 0.00
Father Name		Father Cell	
Mother Name		Mother Cell	
		Admin Status	-- None --
Comments			

School Details   Address

School Area	-- None --	School	-- None --

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

conclusion :

The Educational Management System on Service Now offers a centralized, automated solution for efficient academic and administrative management, enhancing transparency, accuracy, and decision-making in educational institutions.