EDUCATIONAL ORGANIZATION USING SERVICENOW

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Team Members: 4

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Problem Statement:

Educational organizations face difficulties in handling student queries, staff requests, IT support, and administrative tasks when managed manually. This leads to delays, errors, and lack of transparency. As a result, processes become inefficient and cause dissatisfaction among students and staff.

Objective:

1. Automate service requests and ticketing system:

Instead of writing complaints or requests manually, the system will automatically create and track tickets, making it faster and easier to manage.

2. Improve communication between students, staff, and administration:

ServiceNow provides a single platform where students, staff, and administrators can easily share information and updates, reducing miscommunication.

3. Reduce response time for IT and administrative issues:

By automating workflows, requests like login problems, Wi-Fi issues, or certificate needs can be solved quickly without unnecessary delays.

4. Provide a centralized platform for service management:

All types of requests (student, staff, IT, admin) can be managed in one place, ensuring transparency, easy tracking, and better efficiency.

Skills:

ServiceNow Platform, Database Management, Scripting, Problem-Solving & Analytical Skills, Documentation & Reporting, Project Management, Communication Skills, Time Management

TASK INITIATION:

Milestone 1: Setting up ServiceNow Instance
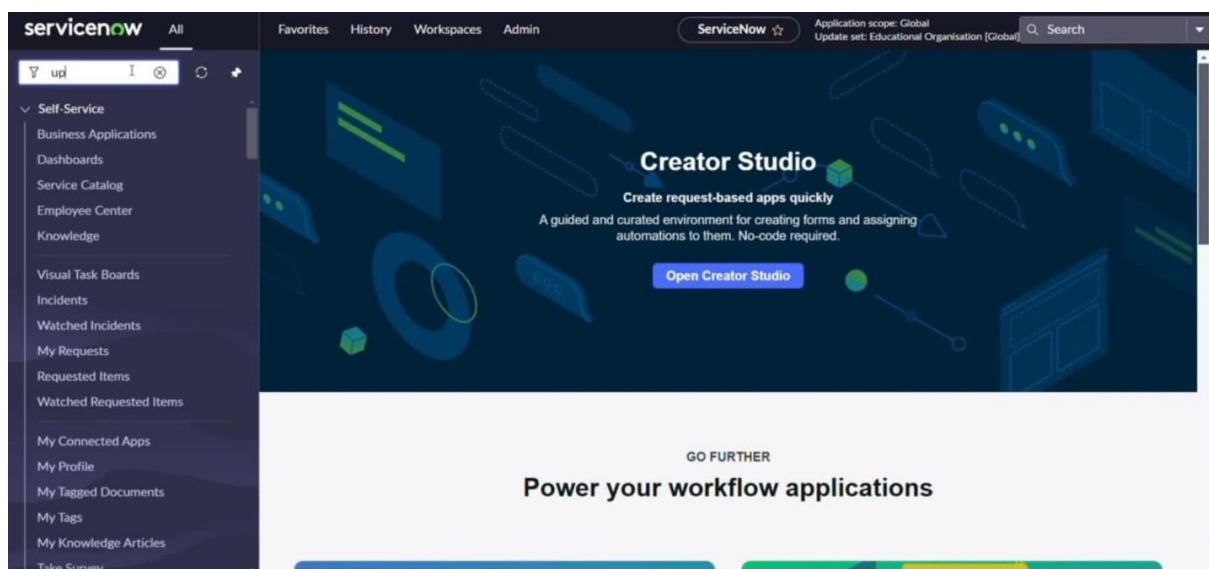
Activity 1: Setting up ServiceNow Instance

Step 1: Search a developer.servicenow.com

Step 2: Sign in ServiceNow.

Step 3: Click on "Request Instance".

Step 4. Submit the request.

Step 5. Log in to your ServiceNow Instance.

Milestone 2: Creating a Update Set
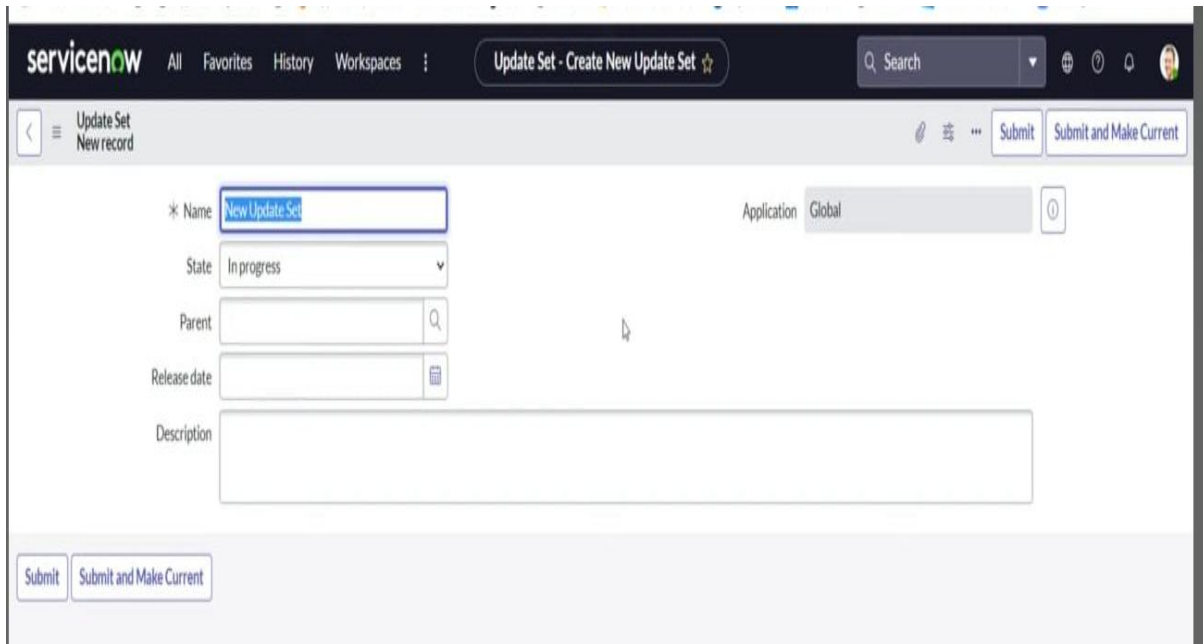
Activity 1: Creating a Update Set

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

Step 2. Click on new

Step 3. Enter the Details Name: Educational Organisation.

Step 4. Click on Submit and make Current.

Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table

Step 1. Search Tables.

Step 2. Click on New.

Step 3. Enter the label: Salesforce.

Step 4. Click on name.

Step 5. Create a column, double click the column.

Step 6. Enter the column and click the tick mark.

Step 7. Fill the Admin Name>>Save.

Step 8. Click on Controls>> Enable Extensible.

Step 9. Admin Number>>advanced view>>default value.

Step 10. Select get next padded number in Dynamic Default Value>>Update.

Step11. Click on Grade>>choices and label the value>>Update.

Activity 2: Creating Admission Table

Step 1.All>>Table>>New.

Step 2. Label: Admission>>Name>>Select extend Table.

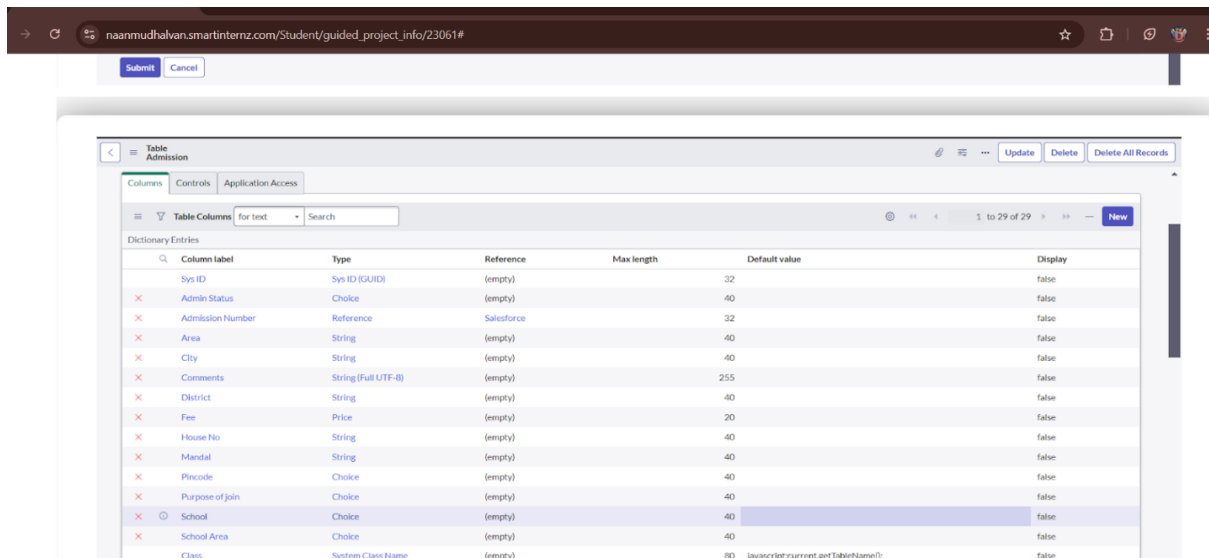Step 3.Salesforce, Add module to menu.

Step 4. Create fields.

Step 5. Create a Admin status.

Step 6. Create choices for Pincode.

Step 7. Create choice for Purpose of Join.

Step 8. Create choice for School.

Step 9. Create choice for School Area.

Activity 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:

	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...				

Milestone 4: Form Layout

Activity 1: Configuring Table form for Student Progress Table

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

Step 2.Click on Admission Number.

Step 3. Select below Admission Number fields in Available side.

Step 4. Send it to selected side as below >> save.

Milestone 5: Form Design

Activity 1:Creating Form Design for Salesforce Table

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

Step 2.In Label Search for Salesforce and open.

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

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

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

Step 6. Save.

Activity 2:Creating Form Design for Admission Table

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

Activity 3: Creating Form Design for Student progress Table

Step 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

Step 1. All >> Number Maintenance >> New

Step 2. Fill the details >> Submit.

Milestone 7: Process Flow

Activity 1: Creating Process Flow for Admission Table

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

Step 2. Fill the Details as given Below.

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.

Milestone 8: Client Script

Activity 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.

functiononChange(control, oldValue, newValue, isLoading, isTemplate) {

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

    return;

  }

  //Type appropriate comment here, and begin script below

```javascript
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);
}
```

Activity 2: Creating "Pincode 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.

```
functiononChange(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');
}
}
```

Activity 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.

functiononLoad() {

  //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

Step 1. Fill the Details as given.

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

functiononChange(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'));

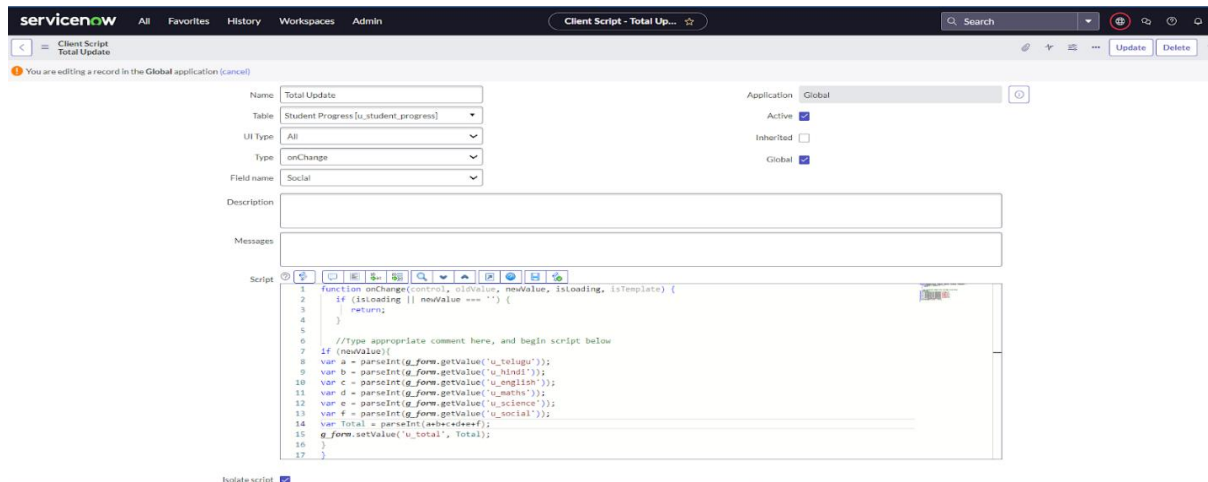var f = parseInt(g_form.getValue('u_social'));

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

Step 1. Fill the Details as given.

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

```
functiononChange(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.');
```
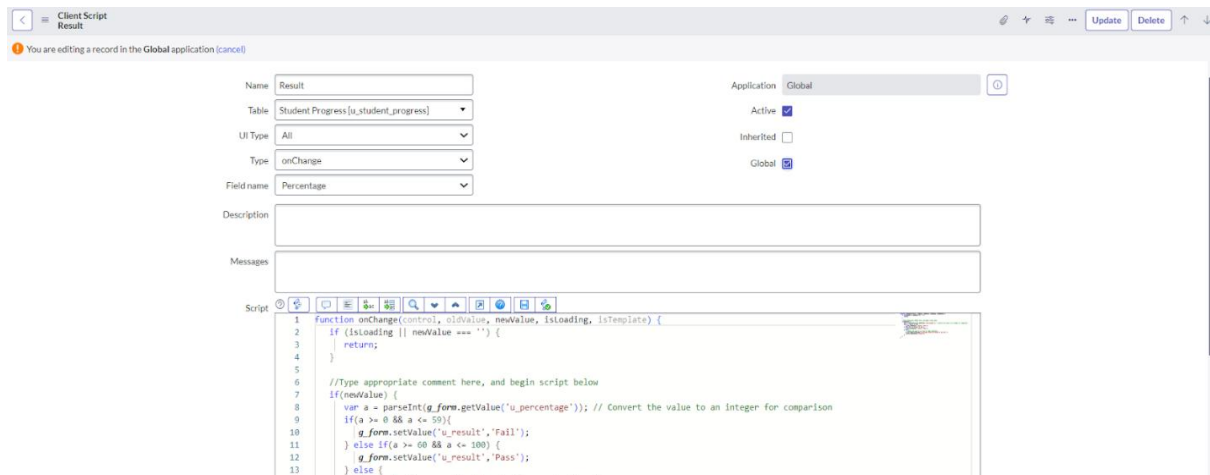
```
        g_form.clearValue('u_result');

    }

  }

}
```


Activity 6: Creating "Percentage" Client Scripts for Student progress Table

Step 1. Fill the Details as given.

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

```
functiononChange(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+'%');

}
```

Conclusion:

The implementation of ServiceNow in educational institutions helps automate tasks, streamline workflows, and improve communication between students, staff, and administrators. It reduces response times, enhances transparency, and supports better decision-making, leading to a more efficient and effective academic environment.