

## **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**

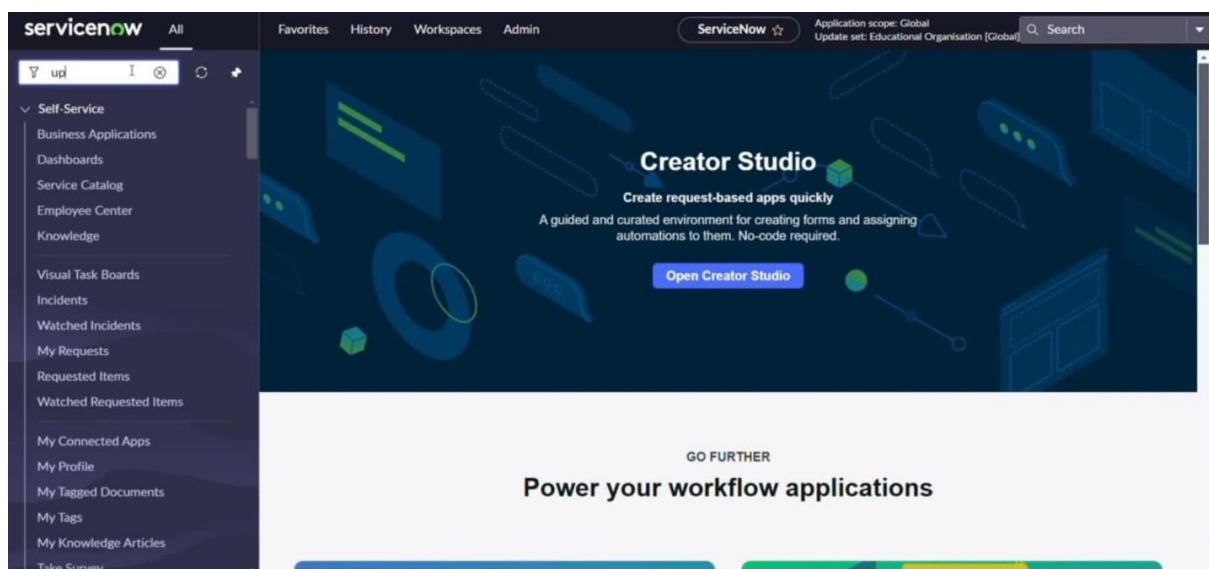
Step 1: Search a developer.servicenow.com

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**

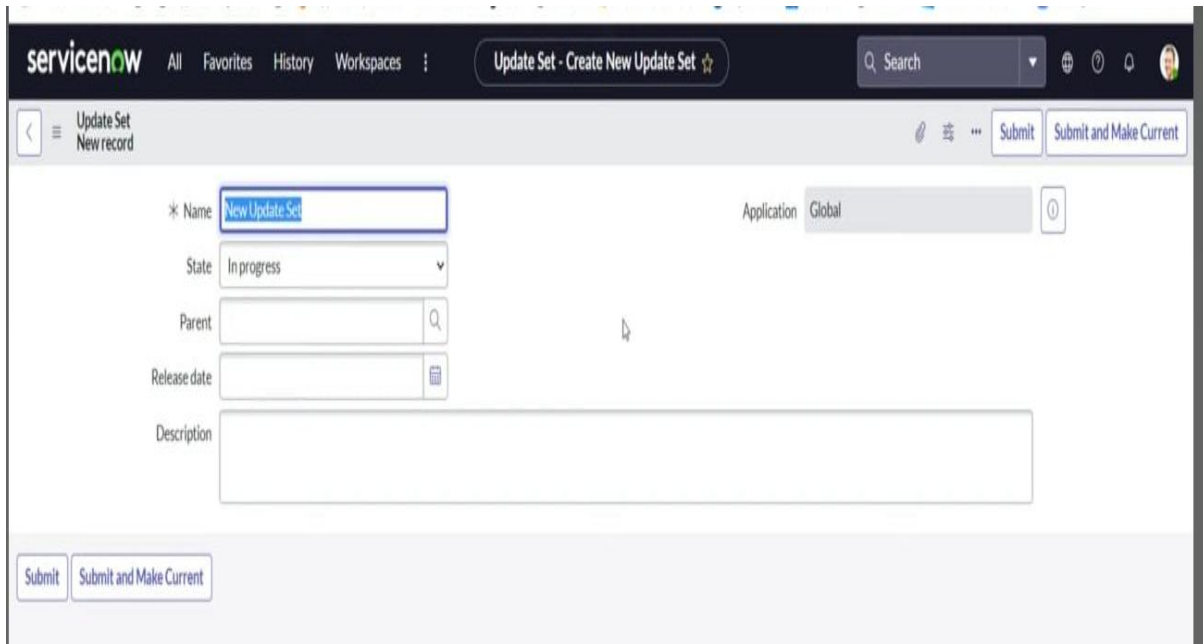
#### **Activity 1: Creating a Update Set**

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.



The screenshot shows the ServiceNow interface for creating a new update set. The header includes the ServiceNow logo, navigation links (All, Favorites, History, Workspaces), and a search bar. The main form area contains the following fields:

- Name:** A text field with the value "New Update Set" entered and highlighted by a blue selection box.
- Application:** A dropdown menu showing "Global".
- State:** A dropdown menu showing "In progress".
- Parent:** A text field with a search icon.
- Release date:** A text field with a calendar icon.
- Description:** A large text area.

At the bottom of the form, there are two buttons: "Submit" and "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.

Step 11. Click on Grade>>choices and label the value>>Update.

The screenshot shows the ServiceNow configuration interface for a table named 'Salesforce Progress'. The 'Controls' tab is selected, displaying various configuration options. The 'Extensible' and 'Live feed' checkboxes are unchecked. The 'Auto-number' checkbox is also unchecked, with a note explaining its purpose. The 'Security Rules (ACLs)' section is visible, with a note stating that ACLs are required for non-administrator users. The 'Create access controls' checkbox is checked, and the 'User role' is set to 'u\_salesforce\_progress\_user'. At the bottom, there are buttons for 'Delete', 'Update', and 'Delete All Records'. Below these buttons, there are 'Related Links' for 'Form Builder' and 'Design Form'.

## 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.

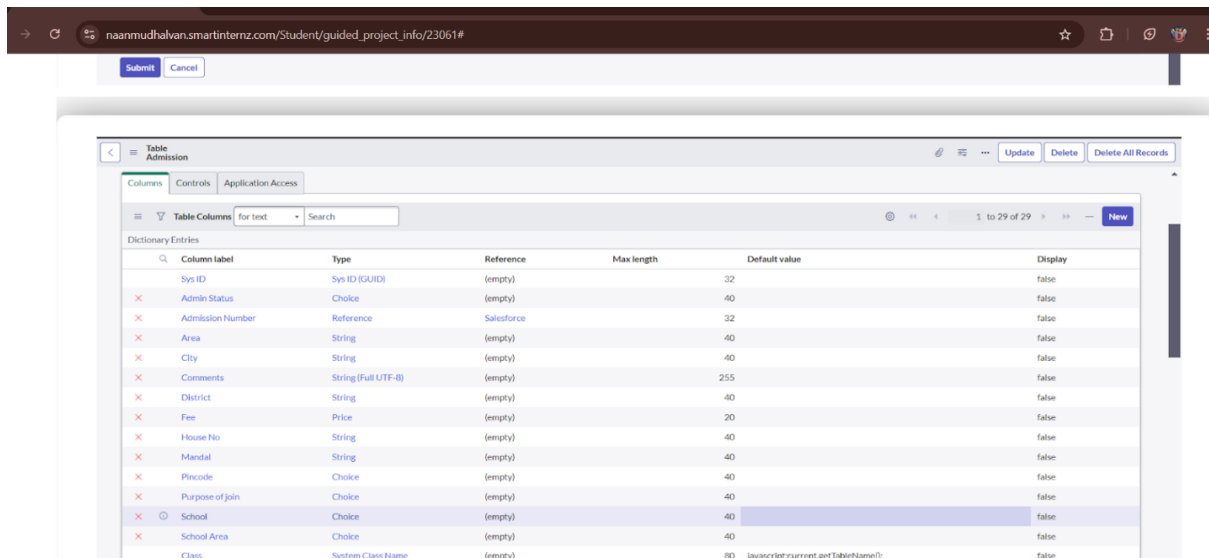
Step 5. Create a Admin status.

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:

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...					

### 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.

ServiceNow

All Favorites History Admin

ServiceNow

Search

Configuring Table form

Cancel Save

Available

- Admission Number [+]
- Created
- Created by
- 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
- [- 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

Cancel Save

Form view and section

View name

Create new field

Name

## 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.

The screenshot shows the 'Form Design' interface for the 'Salesforce [u\_salesforce]' table. On the left, there is a sidebar with 'Fields' and 'Field Types' tabs. Under 'Fields', there is a list of fields: Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. The main design area shows these fields arranged in a 2-column grid. The fields are: Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. The interface also includes 'Undo' and 'Save' buttons at the top right.

## Activity 2: Creating Form Design for Admission 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 'Admission [u\_admission]' table. On the left, there is a sidebar with 'Fields' and 'Field Types' tabs. Under 'Fields', there is a list of fields: Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, Mother Cell, Admin Status, Comments, School Area, School, Pincode, Area, Mandal, City, and District. The main design area shows these fields arranged in a 2-column grid. The fields are: Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, Mother Cell, Admin Status, Comments, School Area, School, Pincode, Area, Mandal, City, and District. The interface also includes 'Undo' and 'Save' buttons at the top right.

## 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.

The screenshot shows the 'FlowFormatter In progress' interface. The form is titled 'Admission [u\_admission]' and contains several fields: 'Name' (In progress), 'Application' (Global), 'Label' (In progress), 'Order' (empty), 'Active' (checked), 'Condition' (Add Filter Condition, Add "OR" Clause), and 'Description' (empty). A context menu is open over the 'Insert and Stay' option, which is highlighted with a red box. The menu options include: Save, Insert, Insert and Stay, Analyze Access, Show File Properties, Move to Application..., Show Latest Update, Configure, Export, View, Create Favorite, Copy URL, Copy sys\_id, Show XML, History, and Reload form. The 'Insert and Stay' option is the selected one.

## 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.

```
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);

}

```

Client Script  
New record

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

Name: Auto populate

Table: Admission [u\_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

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 }

```

Submit

## 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.

```
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');  
    }  
}
```

Client Script  
Pincode Update

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

Name: Pincode Update

Table: Admission [u\_admission]

UI Type: Desktop

Type: onChange

Field name: Pincode

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

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 == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
10  }

```

### 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.

```
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);
```

```
}
```

Client Script  
Disable Fields

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

Name: Disable Fields

Table: Student Progress [u\_student\_progress]

UI Type: All

Type: onLoad

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onLoad() {
2     //Type appropriate comment here, and begin script below
3     g_form.setDisabled('u_total',true);
4     g_form.setDisabled('u_percentage',true);
5     g_form.setDisabled('u_result',true);
6 }

```

## 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.

```
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);

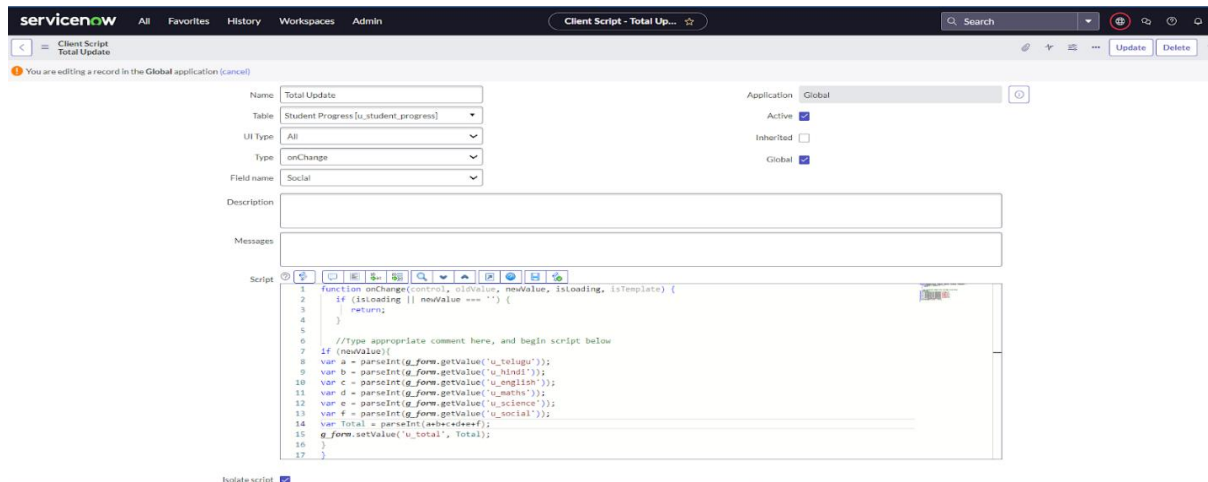
```

```
        g_form.setValue('u_total', Total);

```

```
    }
```

```
}
```



## Activity 5: Creating “Result” Client Scripts for Student progress Table

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 {

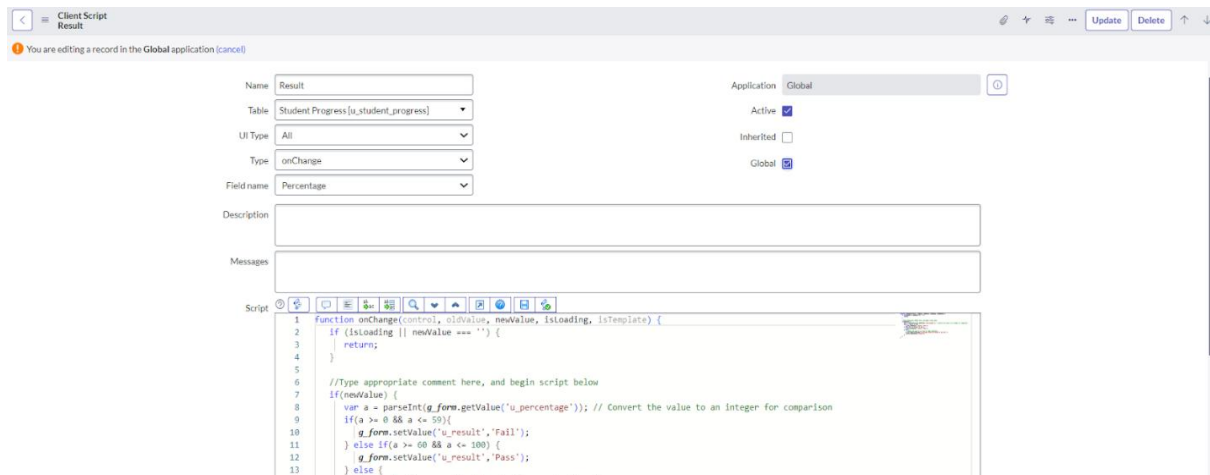
// Handle the case if a is out of range (optional)

g\_form.addErrorMessage('Percentage should be between 0 and 100.');

```

        g_form.clearValue('u_result');
    }
}
}

```



## 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.

```

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+'%');
```

```
}

```

Client Script  
Percentage

You are editing a record in the Global application ([cancel](#))

Name: Percentage

Table: Student Progress [u\_student\_progress]

UI Type: All

Type: onChange

Field name: Total

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

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

## 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.