

PROJECT DESIGN PHASE

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Team ID	LTVIP2026TMIDS66387
Project Name	Educational Organization using ServiceNow

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

- * Name: Educational Organisation
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

Buttons at the bottom include "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:

The screenshot shows the ServiceNow Table - Salesforce configuration page. At the top, there are fields for Label (Salesforce), Name (u_uis_salesforce), Application (Global), and Remote Table (None). Below this is a table titled "Dictionary Entries" showing columns for Admin Status, Admission Number:Admin 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. The "Columns" tab is selected.

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 Table - Admission configuration page. At the top, there are fields for Label (Admission), Name (u_uis_admission), Application (Global), and Extends table (Salesforce). Below this is a table titled "Dictionary Entries" showing columns for 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. The "Columns" tab is selected.

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, the 'Columns' tab is selected, displaying a list of table columns with their properties:

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:

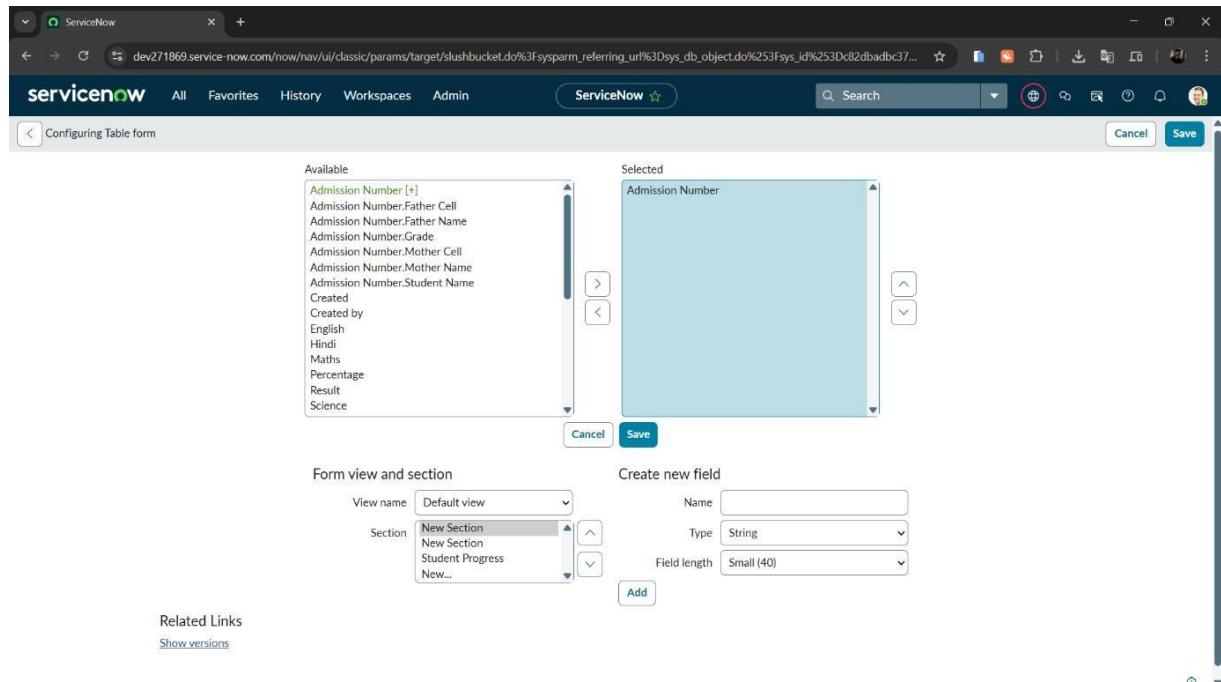
Configuring Table form for Student Progress Table:

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

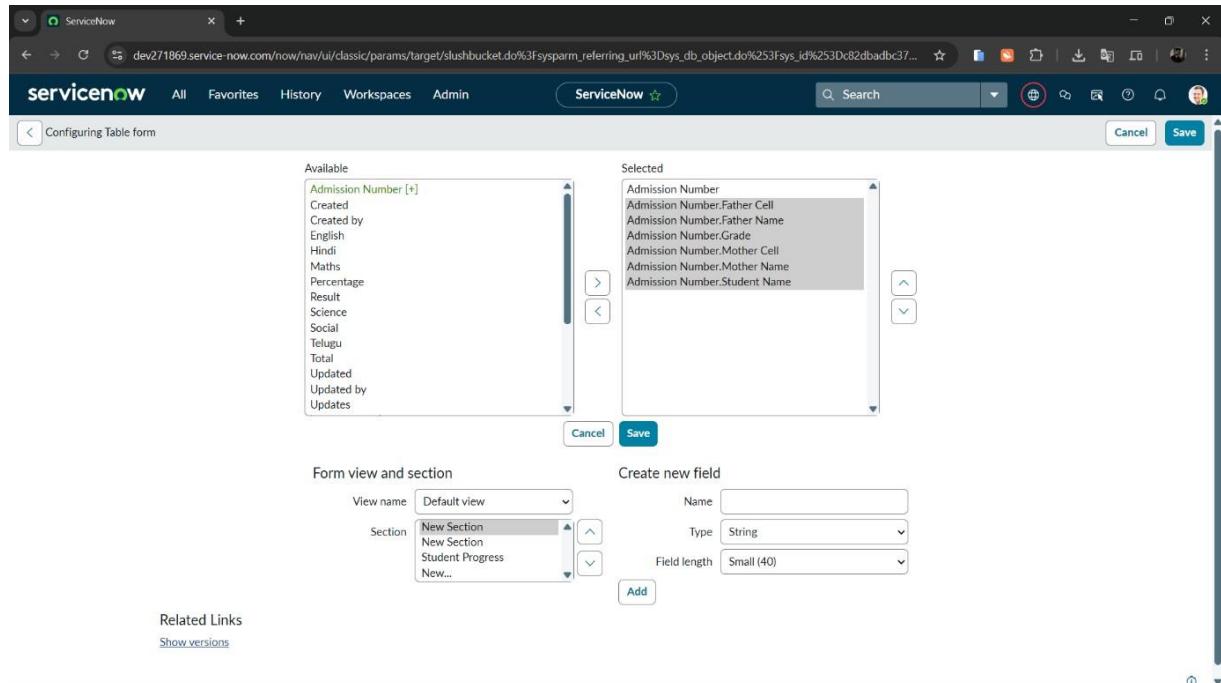
The screenshot shows the ServiceNow Table - Student Progress page with the 'Layout Form' link in the Related Links section highlighted. The page displays the following table structure:

Column label	Type	Reference	Max length	Default value	Display
English	String	(empty)	40	false	false
Hindi	String	(empty)	40	false	false
Maths	String	(empty)	40	false	false
Percentage	String	(empty)	40	false	false
Result	String	(empty)	40	false	false
Science	String	(empty)	40	false	false
Social	String	(empty)	40	false	false
Sys ID	Sys ID (GUID)	(empty)	32	false	false
Telugu	String	(empty)	40	false	false
Total	String	(empty)	40	false	false
Updated	Date/Time	(empty)	40	false	false

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.

Label	Name	Extends table	Extensible	Updated
Salesforce				
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.

The screenshot shows the 'Salesforce' table configuration. A context menu is open on the 'Label' field, with 'Configure' selected and 'Form Design' highlighted. The main table area displays various fields such as Admin Status, Admission Number, and Grade.

4. In drop down select Salesforce(u_uis_salesforce).

The screenshot shows the 'Form Design' interface for the 'Salesforce' table. The left sidebar is set to 'Fields' and shows 'Salesforce [u_uis_salesforce]' selected. The main area displays a 2-column grid of fields: Admin Status, Admission Number, and Grade.

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

The screenshot shows the 'Form Design' interface with the fields rearranged. The left sidebar remains on 'Fields'. The main area shows a single column of fields: Admin Status, Admission Number Admin Number, Admission Number Student Name, Grade, Admission Number Father Name, Admission Number Mother Name, and Admission Number Father Cell.

5. Number Maintenance:

Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New

The screenshot shows the ServiceNow 'Tables' screen with a search bar at the top containing 'number'. Below the search bar is a table with columns: Name, Extends table, Extensible, and Updated. The table lists several entries, with one row for 'Number Maintenance' highlighted. The 'Number Maintenance' row has a 'Search' button in the 'Extends table' column.

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). A 'Submit' button is visible at the bottom left.

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 also 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.

* Table

* Name

Application

* Label

Order

Active

Condition

-- choose field -- -- oper -- -- value --

Description

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.

Name

Table

UI Type

Type

Field name

Application

Active

Inherited

Global

Script

```

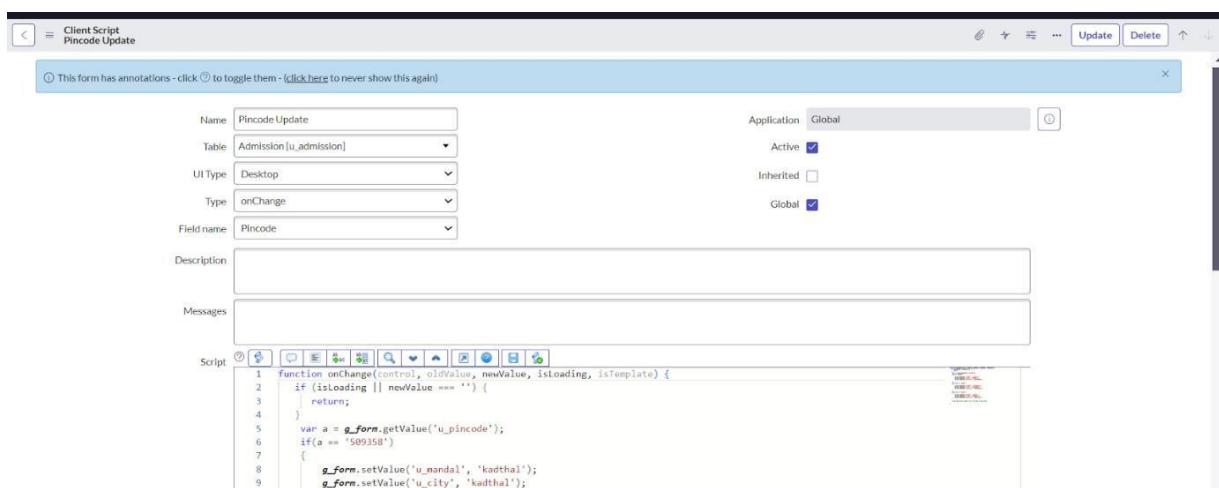
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5
6     //Type appropriate comment here, and begin script below
7
8 }
```

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.