

PROJECT DESIGN PHASE

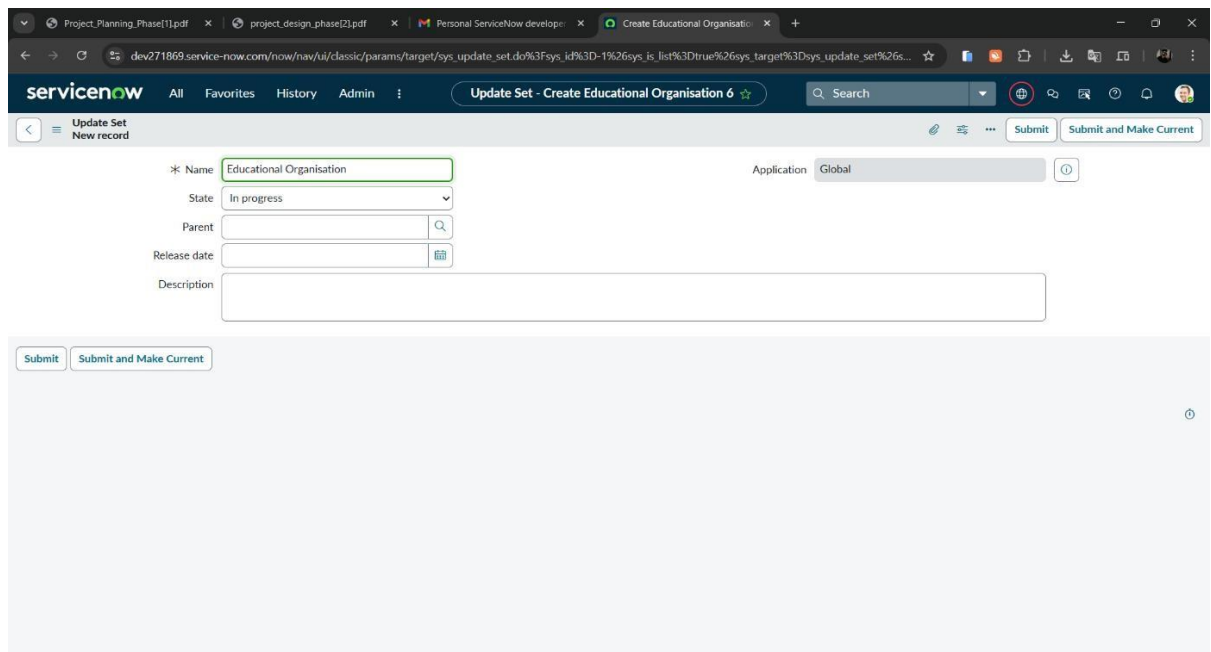
Date	19-02-2026
Team ID	LTVIP2026TMIDS66387
Project Name	Educational Organization using ServiceNow

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 web interface for creating a new update set. The browser tabs include 'Project Planning Phase', 'project_design_phase', 'Personal ServiceNow develop', and 'Create Educational Organisation'. The URL is 'dev271869.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do?sys_id%3D-1%26sys_list%3Dtrue%26sys_target%3Dsys_update_set%26...'. The page title is 'Update Set - Create Educational Organisation 6'. The form fields are: Name (Educational Organisation), State (In progress), Parent (empty), Release date (empty), and Description (empty). The Application is set to Global. There are 'Submit' and 'Submit and Make Current' buttons at the bottom.

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 'Table - Salesforce' configuration page in ServiceNow. The 'Label' is 'Salesforce' and the 'Name' is 'u_uls_salesforce'. The 'Application' is 'Global'. Below the configuration fields, there is a 'Columns' tab with a search bar and a table of 'Dictionary Entries'.

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 'Table - Admission' configuration page in ServiceNow. The 'Label' is 'Admission' and the 'Name' is 'u_uls_admission'. The 'Application' is 'Global'. Below the configuration fields, there is a 'Columns' tab with a search bar and a table of 'Dictionary Entries'.

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' configuration page. At the top, there's a navigation bar with 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this, the table name 'Student Progress' is displayed. A description states: '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 configuration fields include: Label (Student Progress), Name (u_uis_student_progress), Application (Global), and Remote Table. Below these are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of columns with headers: Column label, Type, Reference, Max length, Default value, and Display. The list includes columns like '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', and 'English'.

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Grade	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
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
English	String	(empty)	40		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' form layout configuration page. The navigation bar is the same as the previous screenshot. Below the table name, there are buttons for 'Delete', 'Update', and 'Delete All Records'. The main area displays a list of form fields with headers: Field, Type, Reference, Max length, Default value, and Display. The fields include 'English', 'Hindi', 'Maths', 'Percentage', 'Result', 'Science', 'Social', 'Sys ID', 'Telugu', 'Total', and 'Updated'. Below the list is a button 'Insert a new row...'. At the bottom, there are tabs for 'Access Controls (4)', 'Security Data Filters', 'Labels (1)', 'Database Indexes (2)', and 'Table Subscription Configuration (1)'. A 'Related Links' section is also visible, containing links like 'Form Builder', 'Design Form', 'Layout Form', 'Layout List', 'Show Form', 'Show List', 'Show Schema Map', 'Add to Service Catalog', 'Run Point Scan', and 'Explore REST API'.

Field	Type	Reference	Max length	Default value	Display
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

Click on Admission Number [+].

ServiceNow

dev271869.service-now.com/now/nav/ui/classic/params/target/slshbucket.do%3Fsysparm_referring_url%3Dsys_db_object.do%253Fsys_id%253Dc82dbadb37...

Configuring Table form

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

Create new field

Name:

Type: String

Field length: Small (40)

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/slshbucket.do%3Fsysparm_referring_url%3Dsys_db_object.do%253Fsys_id%253Dc82dbadb37...

Configuring Table form

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

Create new field

Name:

Type: String

Field length: Small (40)

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] | Default view

Fields: 1 Column

Annotation

Label

Application

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

Form Design

Salesforce [u_uis_salesforce] | Default view

Fields: 2 Columns

Admission Number Admin Number

Admission Number Student Name

Admin Status

Grade

Admission Number.Father Name

Admission Number.Mother Name

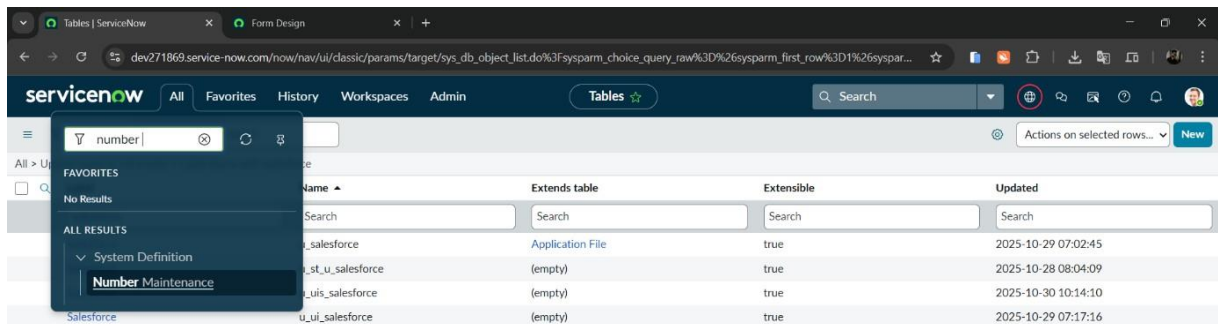
Admission Number.Father Cell

Admission Number.Mother Cell

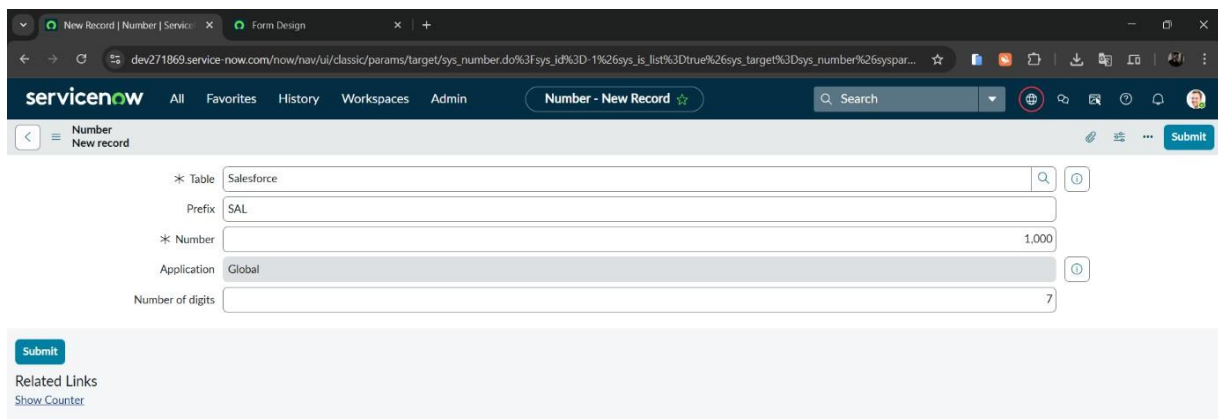
5. Number Maintenance:

Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New



Fill the details >> Submit.

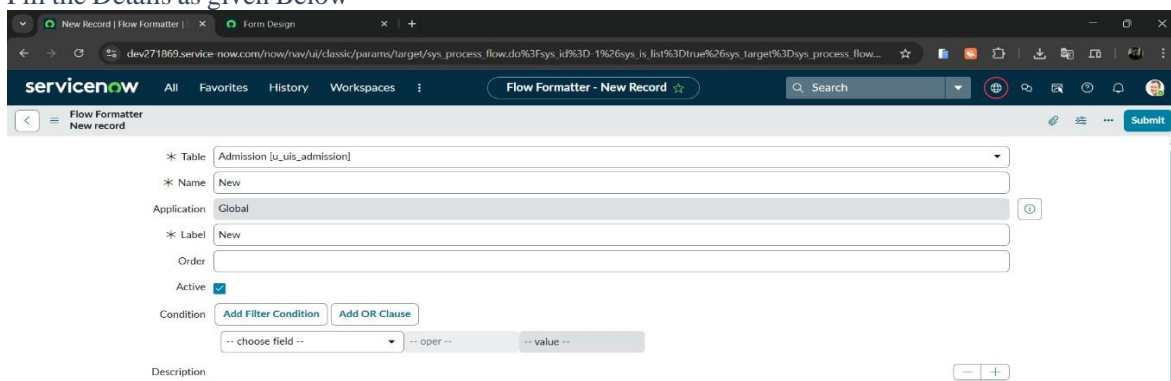


6. Process Flow:

Creating Process Flow for Admission Table:

All >> Process Flow >> New.

Fill the Details as given Below



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
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.

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 Description and Messages fields are empty. The Script editor contains 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 == '509358')
7     {
8         g_form.setValue('u_nandal', '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.