Education Organization Using ServiceNow

Team Id: NM2025TMID13169

Team Members: 4

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Problem Statement:

An educational organization's problem statement using ServiceNow would center on fragmented, reactive support systems leading to poor student and faculty experiences and inefficient campus operations that hinder real-time insights and proactive decision-making. They would aim to transform these issues into a solution that provides a unified digital platform for streamlined requests, better communication, and data-driven improvements across admissions, academics, IT, and facilities management.

Objective:

Enhance User Experience:

Provide personalized and intuitive experiences for students, faculty, and staff, ensuring they have the tools and support needed to excel.
Improve Operational Efficiency:
Streamline core institutional processes by automating administrative tasks, which improves productivity across departments.
**Foster Digital Transformation:**
Modernize the institution by adopting digital tools and processes to adapt to the evolving demands of the digital economy and prepare students for the future.

TASK INITIATION

Milestone 1 : ServiceNow Instance

Activity 1: Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance
4. Fill out the required information and submit the request.
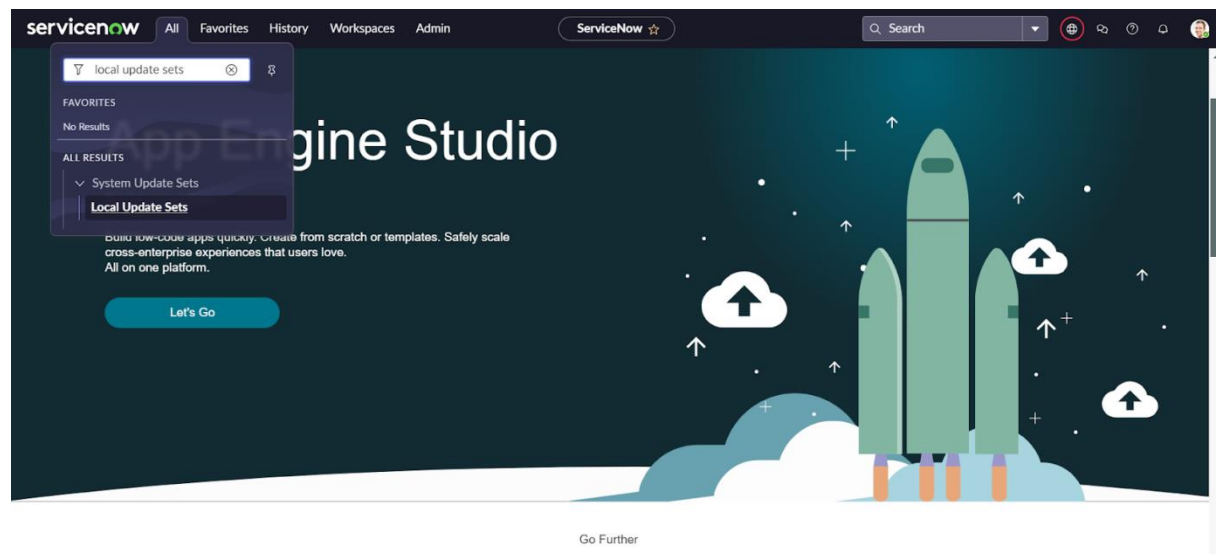5. You'll receive an email with the instance details once it's ready.
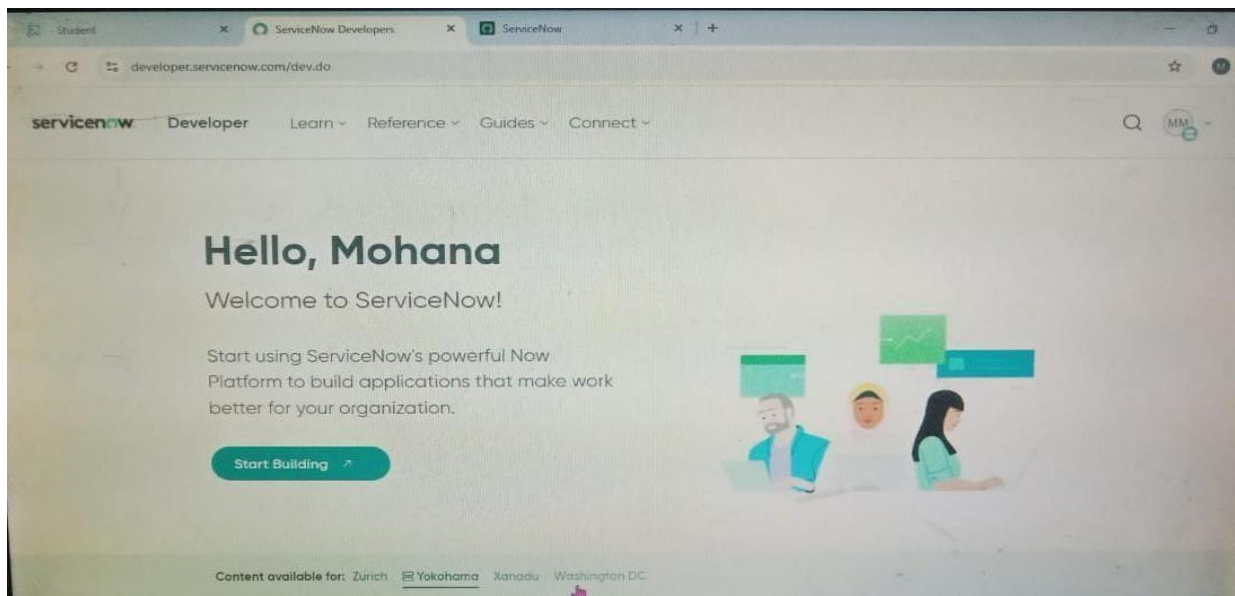
6. Log in to your ServiceNow instance using the provided credential

7. Now you will navigate to the ServiceNow.
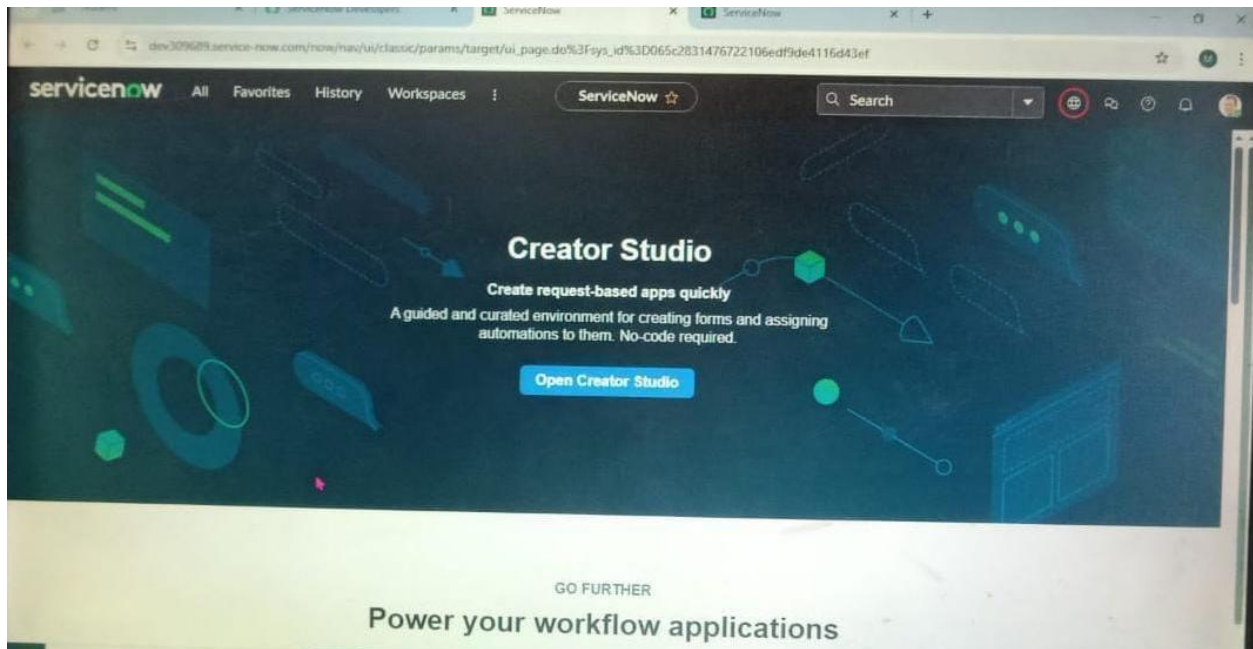
Milestone 2 : Creating a Update Set

1. Click on All >> Local update sets .

2.   Click on new
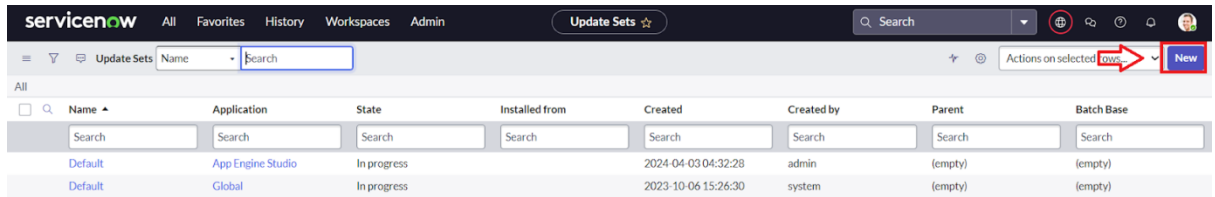
3.   Enter the Details Name: Educational Organisation >> Click on Submit
and make Current.
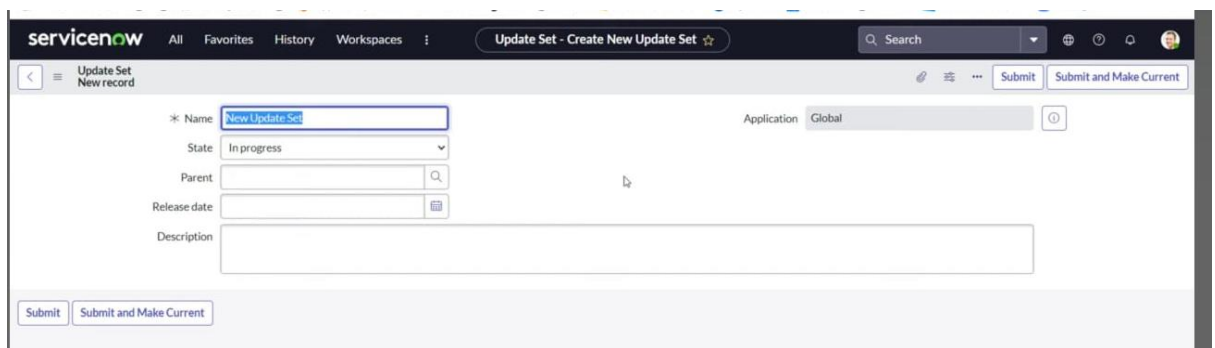
Milestone 3 : Create a table

Activity 1: Creating Sales force Table.

- All >> Tables.
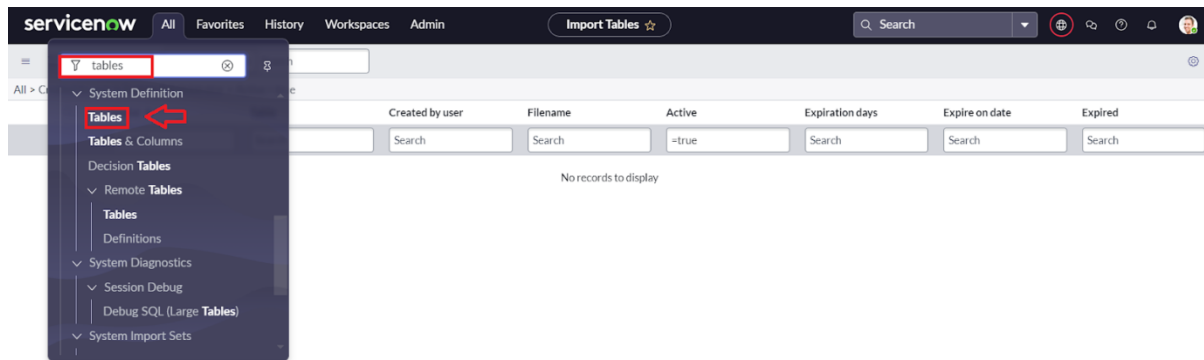
- Click on new
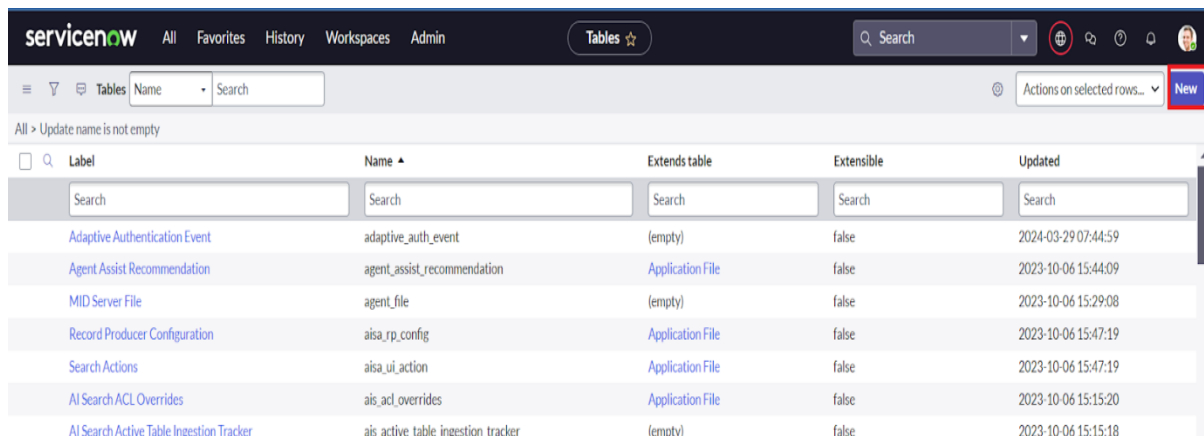
- Enter the Label (Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.
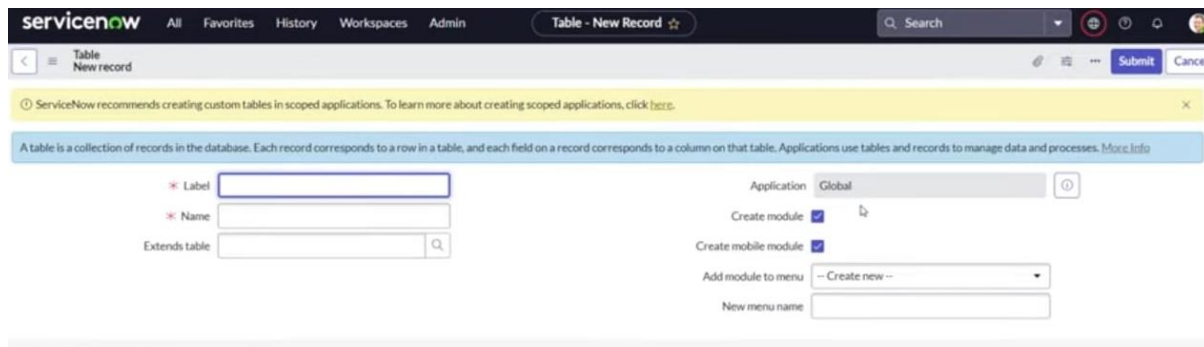
- Create columns as given below, Double Click on Column label and
- Enter the Column labels and click on the tick mark >> Give Type as given .

Table
New record

ⓘ This form has annotations - click ⑦ to toggle them - (click here to never show this again)

✳ Label

✳ Name

Extends table

Create

Ad

Columns   * Controls   Application Access

☰   ▽   Table Columns   for text ▾   Search

Dictionary Entries

	Column label	Type	Reference	Max length
+				

Submit   Cancel

Table
Salesforce

❗ 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

- For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.

Table
Salesforce

Update   Delete   Delete All Records

Columns   Controls   Application Access

☰   ▽   Table Columns   for text ▾   Search   1 to 15 of 15   ▸   New

Dictionary Entries

	Column label	Type	Reference	Max length	De		Display
	Class	System Class Name	(empty)	80	jav	Save	false
	Created by	String	(empty)	40		Analyze Access	false
	Created	Date/Time	(empty)	40		Show File Properties	false
	Sys ID	Sys ID (GUID)	(empty)	32		Move to Application...	false
	Updates	Integer	(empty)	40		Show Latest Update	false
	Updated by	String	(empty)	40		Create Child Table	false
	Updated	Date/Time	(empty)	40		Show Dictionary Record	false

Configure   >
Export   >
View   >
Create Favorite
Copy URL
Copy sys_id
Show XML
History   >
Reload form

- Click on controls >> Enable Extensible.

- 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 .


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

Activity 2: Creating Admission Table

- Create an Admission Table with Columns given.

- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.

- Create Fields as shown.

- Create choice for Admin Status as:

- Create choice for Pincode as:

- Create choice for Purpose of Join as:

- Create choice for School as:

- Create choice for School Area as:

Activity 3: Creating Student Progress Table

- Create a Student Progress Table with Columns given.

- Select Add module to menu >> Salesforce.

- Create Fields as shown:

✕	Admission Number	Reference	Salesforce	32	false
✕	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
✕	Telugu	String	(empty)	40	false
✕	Total	String	(empty)	40	false
+	Insert a new row...				

Milestone 4 : Form Layout

Configuring Table form for Student Progress Table

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

- Click on Admission Number [+] .

- 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 .
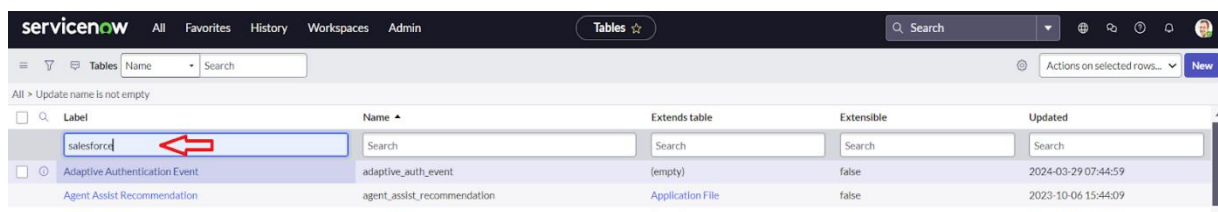
3.   Right Click on top Toggle >> Configure >> Form Design.
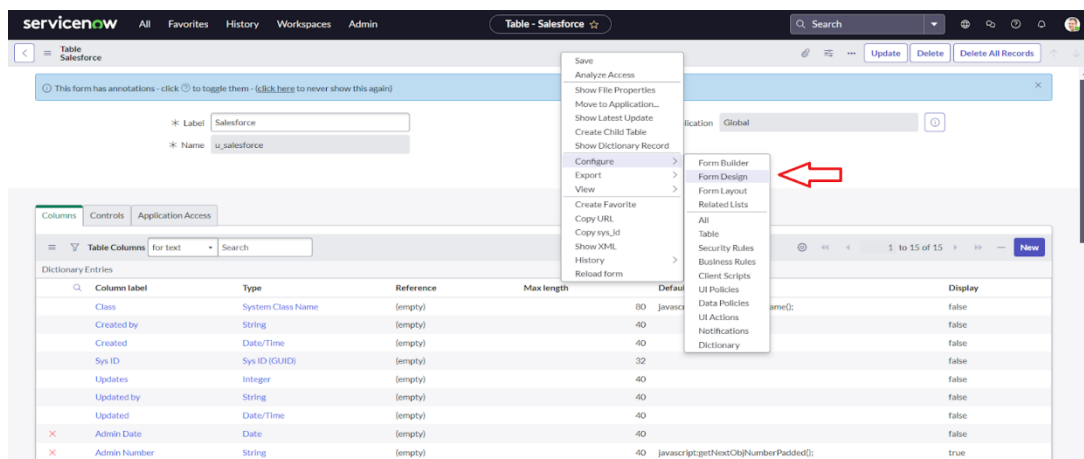
4.   In drop down select Salesforce(u_salesforce).
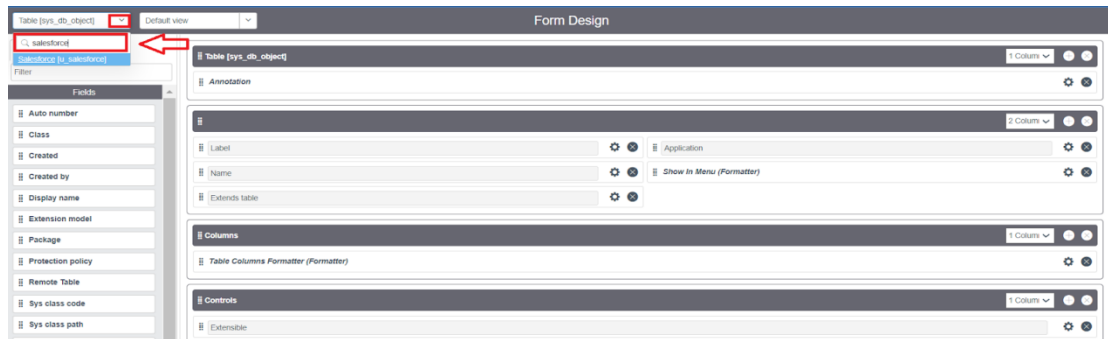
5.Drag and drop the fields to the left side as below.
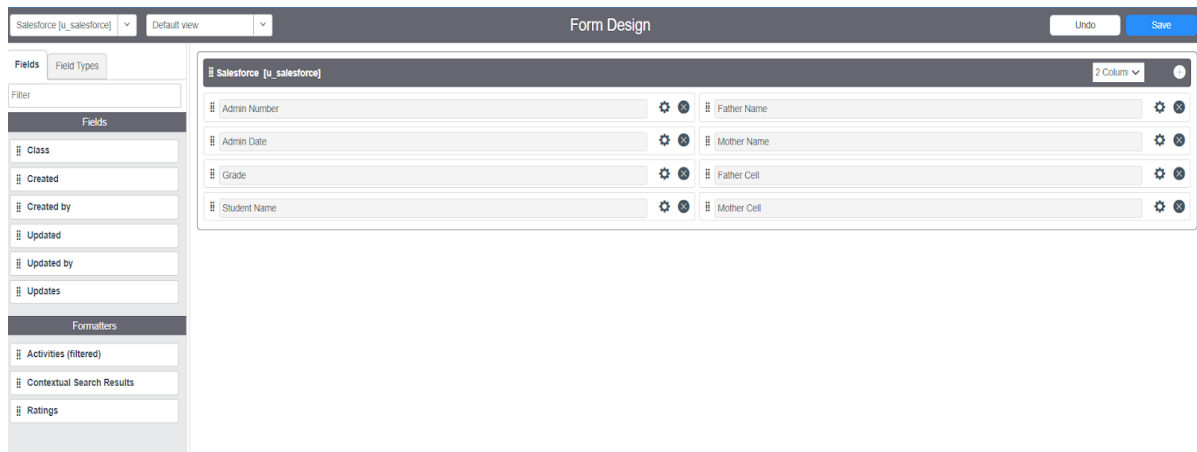
6.Save.

.**Activity 2:** Creating Form Design for Admission Table

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

Activity 3: Creating Form Design for Student progress Table

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

Milestone 6: Number Maintenance

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New
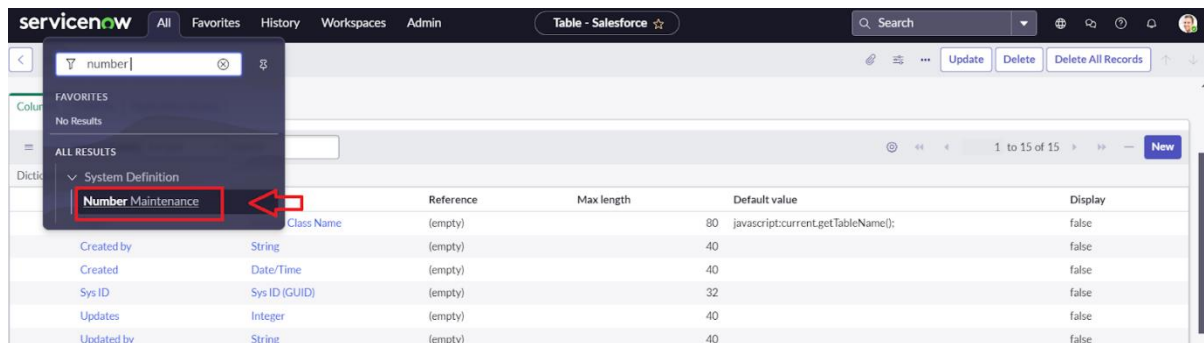
- Fill the details >> Submit

Milestone 7 : 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.

Milestone 8: Client Scripts

Activity 1: Creating "Auto populate" Client Scripts for Admission Table

- All >> Client Scripts >> New.
- 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;
  }
}
```

Activity 2: Creating "Pincode Update" Client Scripts for Admission Table
- Fill the Details as given.

Update Delete

⊙ This form has annotations - click ⑦ to toggle them - (click here to never show this again)   ×

Name	Pincode Update		Application	Global	⊙
Table	Admission [u_admission] ▼		Active	☑
UI Type	Desktop ⌄		Inherited	☐
Type	onChange ⌄		Global	☑
Field name	Pincode ⌄			

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');
```

- 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" Client Scripts for Student progress Table

- Fill the Details as given.

- 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" Client Scripts for Student progress 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;
  }

  //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

- 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;
  }
  //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

- 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;
  }

  //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+'%');
}
```

Result: Result

Salesforce — New record

Admin Number	SAL0001078
Admin Date	
Grade	-- None --
Student Name	

Father Name	
Mother Name	
Mother Cell	
Father Cell	

Submit

Admission — New record

New › In progress › Joined › Rejected › Rejoined › Closed › Cancelled

Admission Number	
Purpose of join	-- None --
Student Name	
Father Name	
Mother Name	
Comments	

Admin Date	
Grade	-- None --
Fee	$ 0.00
Father Cell	
Mother Cell	
Admin Status	-- None --

School Details | Address

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

Submit

New Section — New record

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 :

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.