

PROJECT FILE SETTING UP SERVICENOW INSTANCE

Date	02 july 2025
Team ID	LTVIP2025TMID30284
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks

✅ **Let's generate a complete solution example for an educational organization:**

💡 **Use Case:**

Automate and manage **student admission requests** in a custom table called `u_admission_request`.

📌 **1. Custom Table Definition (Admission Table)**

Table: `u_admission_request`

```
plaintext
CopyEdit
Table: u_admission_request
```

```
Fields:
- applicant_name (String)
- date_of_birth (Date)
- email (Email)
- phone (Phone)
- program_applied (Choice: BSc, MSc, PhD)
- admission_term (Choice: Fall 2025, Spring 2026)
- status (Choice: Submitted, Under Review, Accepted, Rejected)
- admin_number (String)
- documents_submitted (True/False)
```



2. Number Maintenance Script: Admin Number Generator

Create this entry in **System Definition > Number Maintenance**:

```
plaintext
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Name: Admin Number for Admissions
Table: u_admission_request
Column: admin_number
Prefix: ADM
Initial Value: 1000
Number Width: 6
```

Business Rule (Before Insert)

```
javascript
CopyEdit
// Name: Generate Admin Number
// Table: u_admission_request
// When: Before Insert

if (!current.admin_number) {
```

```
current.admin_number = gs.getNextSeqNumber('Admin Number for Admissions');
}
```

3. Client Script: Auto-Fill and Disable Fields

Type: onLoad (for field restrictions and default values)

```
javascript
CopyEdit
function onLoad() {
  if (!g_form.getValue('status')) {
    g_form.setValue('status', 'Submitted');
  }

  g_form.setReadOnly('admin_number', true);
  g_form.setReadOnly('status', true);
}
```

4. Flow Designer: Admission Workflow

Trigger:

- When a record is created in `u_admission_request`

Steps:

1. Set `status` to **Under Review**
2. Wait for `documents_submitted = true`
3. Set `status` to **Pending Decision**
4. Branch:
 - If decision = Accepted → Send email

- If decision = Rejected → Send rejection email

5. Process Flow Formatter for Visual Stages

Configure:

- Table: `u_admission_request`
- Field: `status`
- Values:
 1. Submitted
 2. Under Review
 3. Pending Decision
 4. Accepted / Rejected

6. Notification: Email to Applicant

Trigger: When status changes to **Accepted**

```
plaintext
CopyEdit
To: email
Subject: Your Admission has been approved!
Message:
Dear ${applicant_name},

Congratulations! You have been admitted to the ${program_applied} program for ${admission_term}.

Your Admission Number: ${admin_number}

Regards,
```



7. ACL: Control Access

Role	Permissions
admission_officer	Create, Read, Update
admin	Full Access
student	Read-only (if portal enabled)



8. Optional: Portal Widget

Create a **Service Portal Catalog Item** to submit admission requests:

- Form fields: applicant_name, email, program_applied, documents upload
 - Auto-route to the Admissions table
 - Use `Record Producer`
-



Summary of What You Get

Feature	Implemented
Table	✓ <code>u_admission_request</code>
Numbering	✓ <code>admin_number</code> via Business Rule
Automation	✓ Flow Designer logic
UI Behavior	✓ Client Script

Feature	Implemented
Email	<input checked="" type="checkbox"/> Notification
Visualization	<input checked="" type="checkbox"/> Process Flow Formatter
Access	<input checked="" type="checkbox"/> ACLs
Portal	<input checked="" type="checkbox"/> Record Producer (optional)

1.