

PROJECT REPORT -03 SETTING UP SERVICENOW INSTANCE

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

✓ 1. Navigate to Table Creation

- Go to the **Application Navigator**.
- Search for and click:
System Definition > Tables
- Click **New**.

📋 2. Fill in Table Details

Field	Example Value	Notes
Label	Student Record	This will auto-generate the table name like u_student_record

Field	Example Value	Notes
Name	u_student_record	Auto-filled; u_ prefix indicates custom
Application	(Choose your app)	Default is "Global", or choose your scoped app
Extends Table	Task (optional)	Use if you want task-like features (optional)
Create Module	<input checked="" type="checkbox"/> Checked	This creates a link in the left nav menu
Auto-number	<input checked="" type="checkbox"/> Checked	Useful for unique Student IDs

Click **Submit**.

3. Add Custom Fields

After submitting, click into the table and go to the **Columns** tab.

Add fields like:

Column Label	Column Name	Type	Example
Full Name	full_name	String	"John Doe"
Student ID	student_id	String	"S123456"
Email	email	Email	"john@university.edu"
Enrollment Date	enrollment_date	Date	"2025-08-15"
Program	program	Choice	"BSc, MSc, PhD"
Department	department	Reference	Reference to cmn_department
Status	status	Choice	"Active, Graduated, Dropped"

Click **Update** when done.



4. (Optional) Create a Form Layout

- Go to the **Form Layout** section of your table.
 - Customize the layout: add sections like “Student Info”, “Enrollment Details”.
 - Rearrange fields using drag-and-drop.
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5. Create List and Form Modules (if not auto-created)

If you didn't check **Create module**, you can:

- Go to **System Definition > Modules**
 - Create new module under the application with:
 - **Name:** `Student Records`
 - **Link Type:** `List of Records`
 - **Table:** `u_student_record`
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6. Set Access Controls (ACLs)

Define who can:

- Read student data (e.g., advisors)
- Write student data (e.g., registrar)
- Delete records (e.g., admin only)

Navigate to **System Security > Access Control (ACL)** and create rules for your table.

7. Use the Table in Workflows, Catalogs, and Reports

You can now:

- Create a **catalog item** that adds a record to this table (e.g., “Request Enrollment”)
 - Use the table in **Flow Designer** workflows
 - Build **reports and dashboards** using student data
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Example Use Cases for Tables in Educational Context

Table Name	Purpose
u_student_record	Store student profiles
u_course	List of courses offered
u_enrollment	Mapping between students and courses
u_advising_request	Track academic advising requests
u_faculty_member	Store faculty/staff data
u_dorm_maintenance	Track student dorm service issues