



EDUCATIONAL ORGANISATION USING SERVICE NOW

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Team Size : 4

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Problem statement: **Educational Organisation Using ServiceNow**

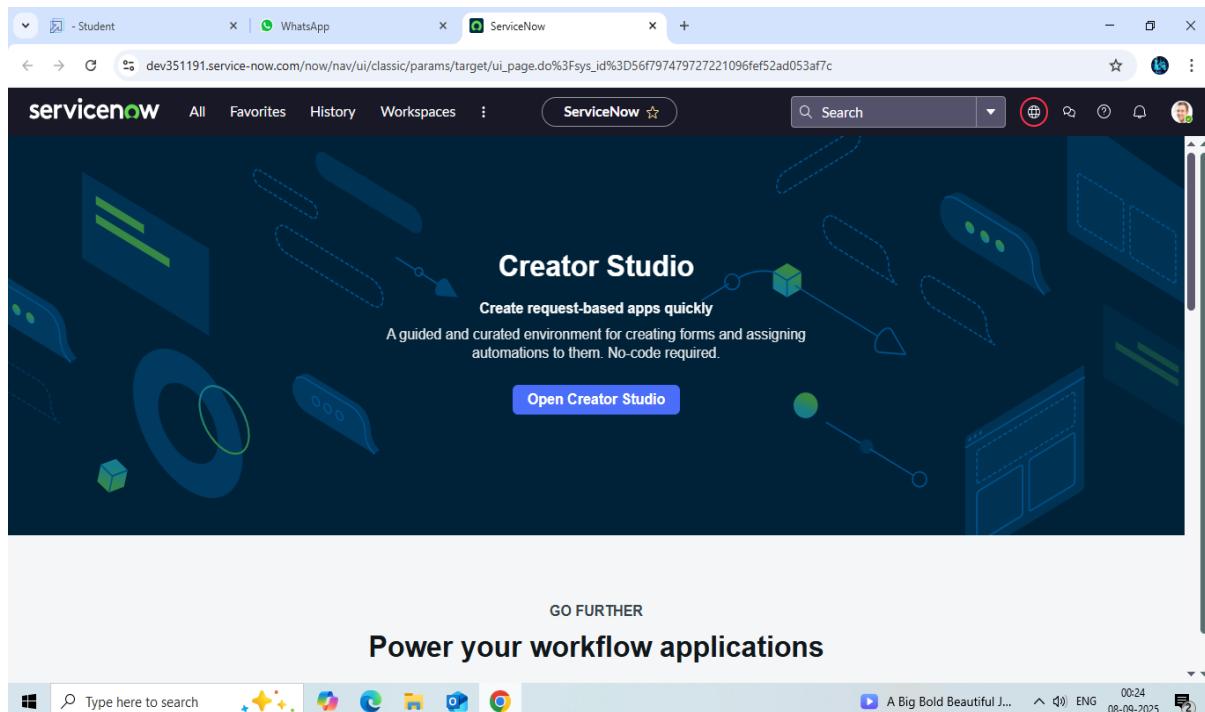
TASK INITIATION

Milestone 1 : create Setting up 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 credentials.

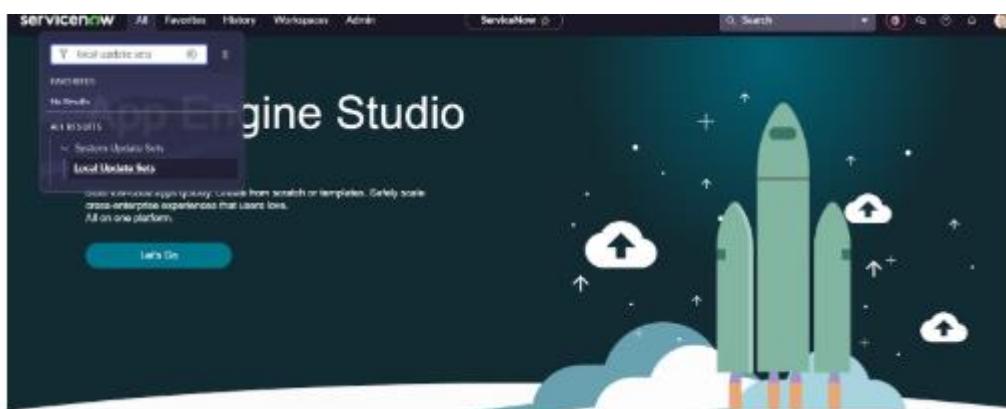
7. Now you will navigate to the ServiceNow.



Milestone 2: Creation of New Update Set

Activity 1: Creation of New 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.

The screenshot shows the 'Update Set - Create New Update Set' interface. The 'Name' field is populated with 'New Update Set'. The 'State' dropdown is set to 'In progress'. There are empty fields for 'Parent', 'Release date', and 'Description'. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

Milestone 3: Creating a Table

Activity 1 :Creating Salesforce Table.

- 1.All >> Tables.

The screenshot shows the 'Tables' page. The sidebar navigation has 'Tables & Columns' selected. The main area displays a table with columns: 'Created by user', 'Filename', 'Active', 'Expiration days', 'Expire on date', and 'Expired'. A message 'No records to display' is shown below the table.

2. Click on new

The screenshot shows the 'Tables - New Record' page. The 'Label' field contains 'Search' and the 'Name' field is empty. The 'New' button in the top right corner is highlighted with a red box.

- 3.Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

The screenshot shows the 'Tables - New Record' page. The 'Label' field is filled with 'Salesforce'. The 'Name' field is populated with 'adaptive_auth_event'. Other fields include 'Extends table' (empty), 'Create module' (checkbox checked), 'Create mobile module' (checkbox checked), and 'Add module to menu' (dropdown set to 'Create new').

4. 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 .

| Column label | Type | Reference | Max length |
|--------------|----------|-----------|------------|
| | for text | | 40 |

| Admin Date | Date | (empty) | 40 | false |
|--------------|--------|---------|----|---|
| Admin Number | String | (empty) | 40 | javascript:pt.getNextObjNumberPadded(); |
| Father Cell | String | (empty) | 40 | true |
| 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 |

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

6. Click on controls >> Enable Extensible.

7. Click on “Admin Number” column, In RelatedLinks Click on AdvancedView >> Default View (Enable Use dynamic default) >> select Get Next PaddedNumber in Dynamic default value >> Update .

8. Click on “Grade” Column >> Click on Choices and give Label,Value and Sequence as given below.

| Label | Value | Language | Sequence | Inactive | Updated |
|-------|-------|----------|----------|----------|---------------------|
| I | 1st | en | 1 | false | 2024-04-02 02:10:34 |
| II | 2nd | en | 2 | false | 2024-04-02 02:10:40 |
| III | 3rd | en | 3 | false | 2024-04-02 02:10:45 |
| IV | 4th | en | 4 | false | 2024-04-02 02:11:00 |
| V | 5th | en | 5 | false | 2024-04-02 02:11:16 |
| VI | 6th | en | 6 | false | 2024-04-02 02:11:23 |
| VII | 7th | en | 7 | false | 2024-04-02 02:11:30 |
| VIII | 8th | en | 8 | false | 2024-04-02 02:11:35 |
| IX | 9th | en | 9 | false | 2024-04-02 02:11:41 |
| X | 10th | en | 10 | false | 2024-04-02 02:11:50 |
| | | | 11 | false | 2024-04-02 02:11:56 |
| | | | 12 | false | 2024-04-02 02:15:12 |
| | | | 13 | false | 2024-04-02 02:15:15 |

Activity 2 : Creating Admission Table

1. Create an Admission Table with Columns given.
2. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
3. Create Fields as shown

4. Create choice for Admin Status as:

| Dictionary Entry | | Actions | | | |
|-------------------------------------|-------------------------------|----------------------------|----------------------------|--------------------------------------|---|
| Active Status | | | | | |
| | | | | | |
| Create Choice List | Delete Column | Update | | Create Choice List | Delete Columns |
| Related Links | | | | | |
| Share | | | | | |
| Run Point Scan | | | | | |
| Advanced Search | | | | | |
| Access Controls | Choices (1) | Attributes | Labels (1) | Dictionary Overviews | |
| = | Y | Label | Search | | Actions on selected rows... |
| New | | | | | |
| New | New | en | | 1 | inactive |
| Job Applications | Unprocessed | en | | 2 | false |
| Jobs | Valid | en | | 3 | false |
| Rejected | Rejected | en | | 4 | false |
| Closed | Closed | en | | 5 | false |
| Reopened | Rejected | en | | 6 | false |
| Cancelled | Cancelled | en | | 7 | false |
| Insert a new row... | | | | | |

5. Create choice for Pincode as:

6. Create choice for Purpose of Join as:

| Access Controls | Choices (3) | Attributes | Labels (1) | Dictionary Overrides | | |
|---|-------------------------------------|------------|------------|----------------------|----------|----------|
| <input type="button" value="Label"/> <input type="text" value="Search"/> Actions on selected rows...  | | | | | | |
| Choices | | | | | | |
| | <input type="checkbox"/> | Label | Value | Language | Sequence | Inactive |
| | | Tuition | Tuition | en | 1 | false |
| | | Coaching | Coaching | en | 2 | false |
| | | Teacher | Teacher | en | 3 | false |
| | Insert a new row... | | | | | |

7. Create choice for School as:

8. Create choice for School Area as:

Activity 3: Creating Student Progress Table

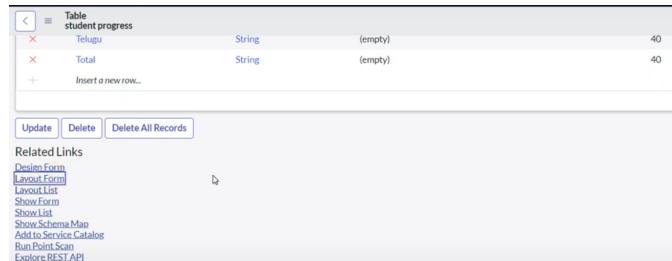
1. Select Add module to menu >> Salesforce.
 2. Create a Student Progress Table with Columns given.
 3. Create Fields as shown:

| | | | | | |
|--------------------------|---------------------|-----------|------------|----|-------|
| <input type="checkbox"/> | Admission Number | Reference | Salesforce | 32 | false |
| <input type="checkbox"/> | English | String | (empty) | 40 | false |
| <input type="checkbox"/> | Hindi | String | (empty) | 40 | false |
| <input type="checkbox"/> | Maths | String | (empty) | 40 | false |
| <input type="checkbox"/> | Percentage | String | (empty) | 40 | false |
| <input type="checkbox"/> | Result | String | (empty) | 40 | false |
| <input type="checkbox"/> | Science | String | (empty) | 40 | false |
| <input type="checkbox"/> | Social | String | (empty) | 40 | false |
| <input type="checkbox"/> | Telugu | String | (empty) | 40 | false |
| <input type="checkbox"/> | Total | String | (empty) | 40 | false |
| <input type="checkbox"/> | Insert a new row... | | | | |

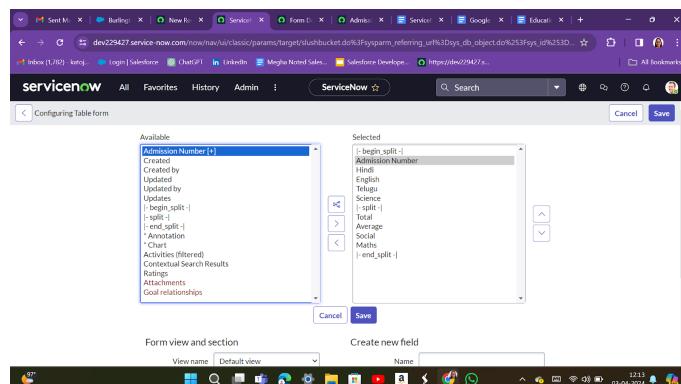
Milestone 5 : Form Layout

Activity 1: Configuring Table form for Student Progress Table

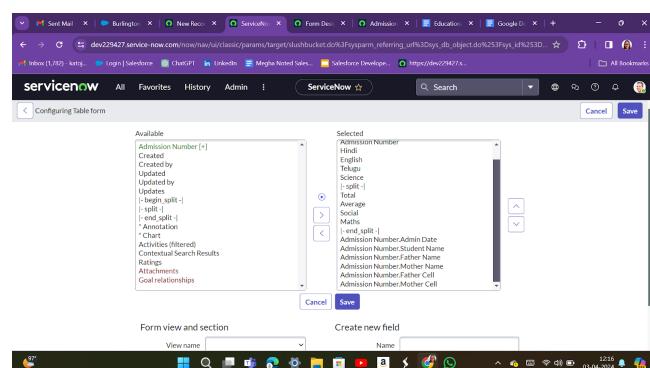
1. In the Student Progress Table Page , Click on Layout form .



2. Click on Admission Number[+].



3. Select below Admission Numberfield 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 .

| Label | Name | Extends table | Extensible | Updated |
|-------------------------------|----------------------------|------------------|------------|---------------------|
| salesforce | adaptive_auth-event | (empty) | false | 2024-09-29 03:44:59 |
| Adaptive Authentication Event | adaptive_auth-event | (empty) | false | 2024-09-29 03:44:59 |
| Agent Audit Recommendation | agent_audit_recommendation | Application File | false | 2023-10-06 15:44:09 |

3. Right Click on top Toggle >> Configure >> Form Design.

The screenshot shows the ServiceNow 'Table - Salesforce' view. At the top, there's a 'Form Design' configuration menu with various options like 'Show This Properties', 'Show Last Update', 'Create New', etc. Below this is a 'Dictionary Entries' table with columns for 'Column Label', 'Type', 'Reference', 'Max Length', 'Default Value', 'Data Policies', and 'Display'. A red arrow highlights the 'Form Design' option in the dropdown menu.

4. In drop down select Salesforce(u_salesforce).

The screenshot shows the 'Form Design' interface for the 'Salesforce (u_salesforce)' object. On the left, there's a sidebar with a dropdown menu showing 'Salesforce (u_salesforce)' selected. The main area displays the form design for this object, which includes sections for 'Annotation', 'Columns', 'Overrides', and 'Extends'.

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

The screenshot shows the 'Form Design' interface for the 'Salesforce (u_salesforce)' object. The left sidebar shows the fields available for dragging. The main area shows the fields 'Admission Number', 'Admission Date', 'Grade', and 'Student Name' listed under the 'Annotations' section, indicating they have been moved from the right side to the left side of the form.

6. Save.

Activity 2: Creating Form Design for Admission Table

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

The screenshot shows the 'Form Design' interface for the 'Admission (admission)' object. The left sidebar lists fields like 'Admission Number', 'Process Flow', 'Student Name', 'Father Name', 'Mother Name', 'Address', 'School Area', 'City', 'State', and 'Country'. The main area shows the fields 'Admission Number', 'Process Flow', 'Student Name', 'Father Name', 'Mother Name', 'Address', 'School Area', 'City', and 'State' listed under the 'Annotations' section, indicating they have been moved from the right side to the left side of the form.

Activity 3 : Creating Form Design for Student progress Table

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

The screenshot shows the 'Form Design' interface for the 'Student Progress' table. On the left, there's a sidebar with sections like 'Fields', 'Field Types', 'Filter', 'Fields' (containing 'Class', 'Created', 'Created by', 'Social', 'Deleted', 'Deleted by', 'Status'), 'Formations' (containing 'Activities (Shared)', 'Contractual Search Results', 'Analytics'), and 'Formulas'. The main area is titled 'Form Design' and contains three sections: 'New Lecture', 'Admission Number', and 'Student Progress'. The 'Admission Number' section has fields for 'Admission Number', 'Admission Number Grade', 'Admission Number Student Name', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', 'Admission Number Mother Cell'. The 'Student Progress' section has fields for 'Tamil', 'Hindi', 'English', 'Maths', and 'Science'. Each field has a 'Label' and a 'Type' dropdown menu. Buttons for 'Update' and 'Save' are at the top right.

Milestone 6 : Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

1. All >> Number Maintenance >> New
2. Fill the details >> Submit.

Milestone 7 : Process Flow

Activity 1: Creating Process Flow for Admission Table

1. All >> Process Flow>> New.
2. Fill the Details as given Below
3. Right Click on toggle and click on the save .
4. Replace the Name and Label as below and click on Insert on stay.
5. Replace the Name and Label in order and click on Insert on stay.
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
6. Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 8 : Client Script

Activity 1: Creating “Auto populate” Client Scripts for Admission Table

1. All >> Client Scripts >> New.
2. Fill the Details as given.
3. 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);

}

```

Note: Make sure the Field names should be the same as you created .

Activity 1: Creating “Pincode Update” Client Scripts for Admission Table

1. 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 2: Creating “Disable Fields” Client Scripts for Student progress Table

1. 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 3: Creating “Total Update” Client Scripts for Student progress Table

1. 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 3: Creating “Result” Client Scripts for Student progress Table

1. 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 4: Creating “Percentage” Client Scripts for Student progress Table

1. 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+'%');
}

```

Conclusion: Calculating family expenses using ServiceNow provides a structured and efficient way to manage household finances. By leveraging its automated workflows, customizable dashboards, and reporting features, families can easily record income, track expenses, categorize spending, and generate insights into financial patterns. This approach not only minimizes manual effort and errors but also promotes transparency, better budgeting, and informed decision-making for future financial planning. Ultimately, ServiceNow acts as a smart tool to transform traditional expense tracking into a digital, reliable, and user-friendly system.

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