EDUCATIONAL ORAGANISATION USING SERVICE NOW

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Team Size : 4

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Problem statement: **Educational Organisation Using ServiceNow**

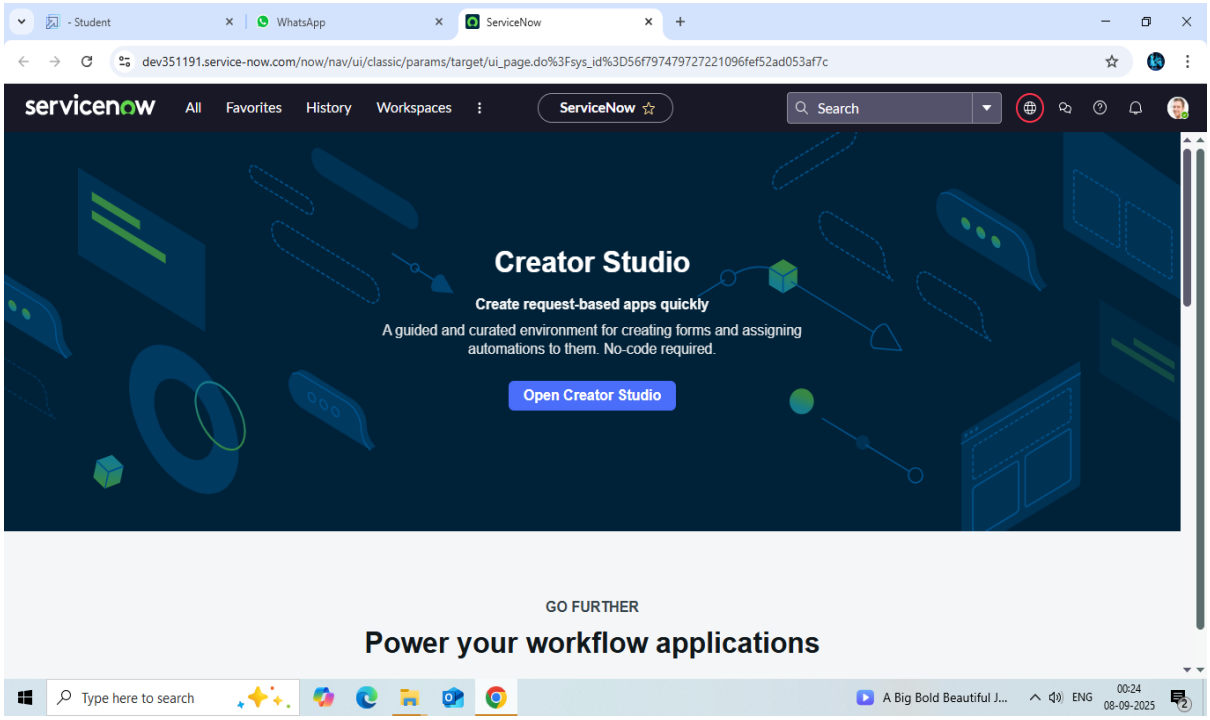
TASK INITIATION

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.



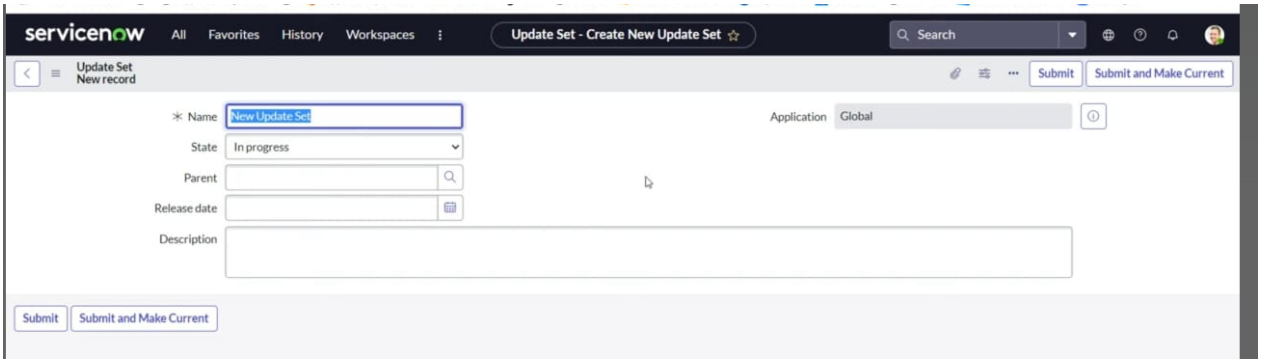
Milestone 2: Creation of New Update Set

Activity 1: Creation of New Update Set

1. Click on All >> Local update sets .

2. Click on new

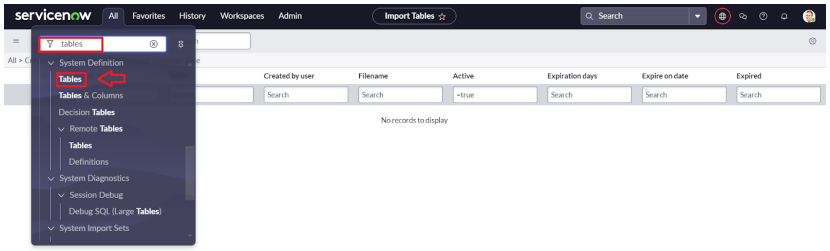
3. Enter the Details Name: Educational Organisation >>
Click on Submit and make Current.



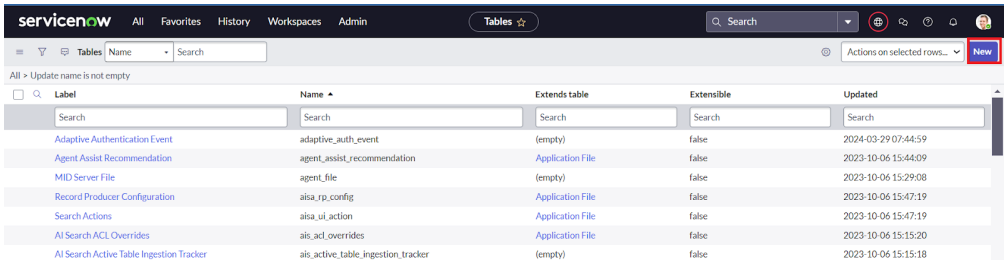
Milestone 3: Creating a Table

Activity 1 : Creating Salesforce Table.

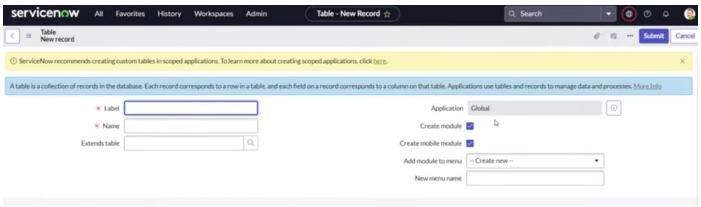
1.All >> Tables.



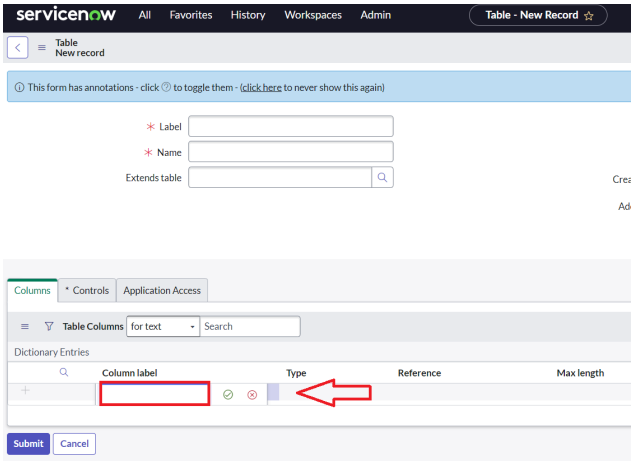
2. Click on new

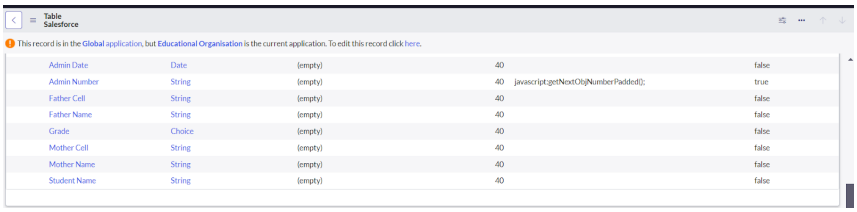


3.Enterthe Label(Anything you want): Salesforce >>Click on Name it will Automatically generate Api name.

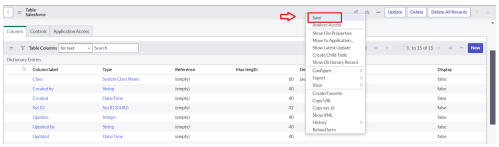


4. Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .



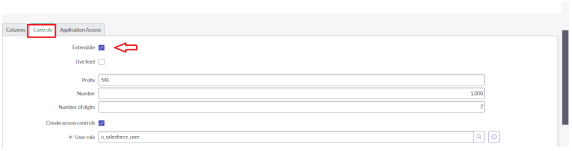


5 . For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.



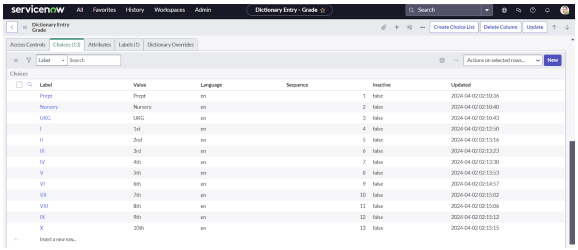
6. Click on controls >> Enable Extensible.

.



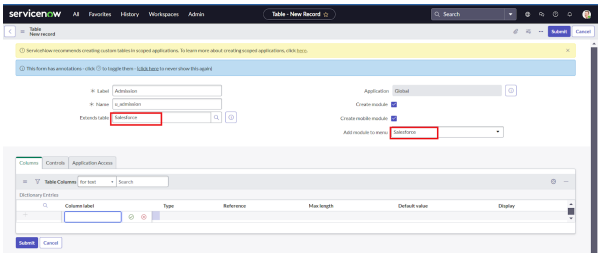
7. Click on "Admin Number" column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

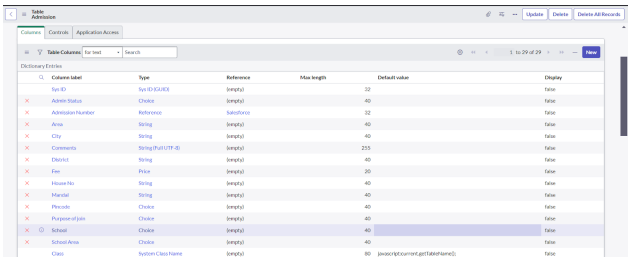
8. Click on "Grade" Column >> Click on Choices and give Label, Value and Sequence as given below.



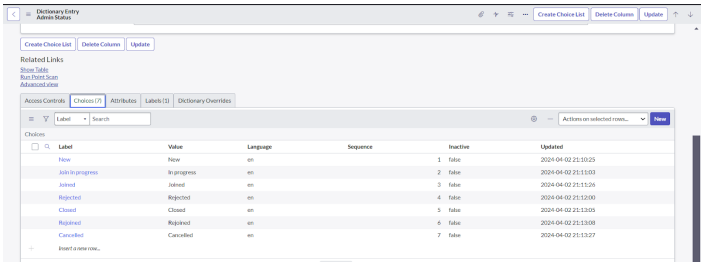
Activity 2 : **Creating Admission Table**

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

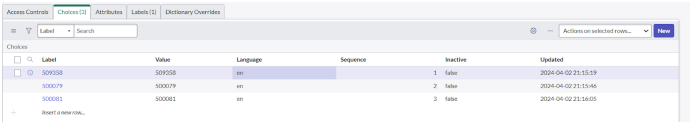




4. Create choice for Admin Status as:



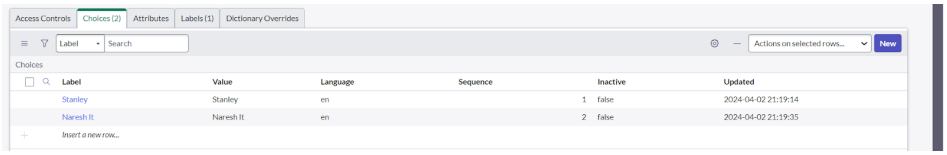
5. Create choice for Pincode as:



6. Create choice for Purpose of Join as:

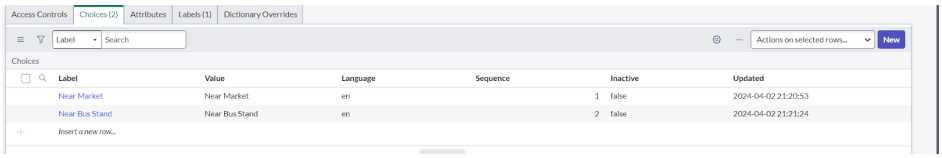
	Label	Value	Language	Sequence	Inactive	Updated
	Tution	Tution	en	1	false	2024-04-02 21:17:09
	Coaching	Coaching	en	2	false	2024-04-02 21:17:31
	Teacher	Teacher	en	3	false	2024-04-02 21:17:53
	Insert a new row...					

7. Create choice for School as:



	Label	Value	Language	Sequence	Inactive	Updated
	Stanley	Stanley	en	1	false	2024-04-02 21:19:14
	Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35
	Insert a new row...					

8. Create choice for School Area as:



	Label	Value	Language	Sequence	Inactive	Updated
	Near Market	Near Market	en	1	false	2024-04-02 21:20:53
	Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24
	Insert a new row...					

Activity 3: Creating Student Progress Table

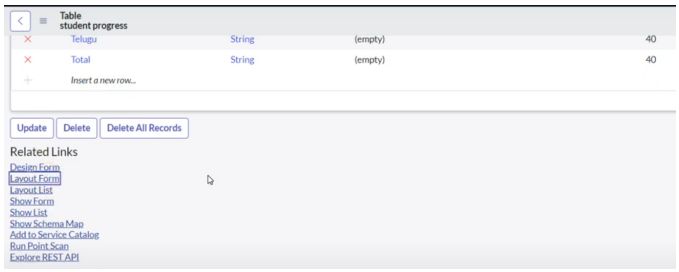
1. Select Add module to menu >> Salesforce.
2. Create a Student Progress Table with Columns given.
3. Create Fields as shown:

	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...				

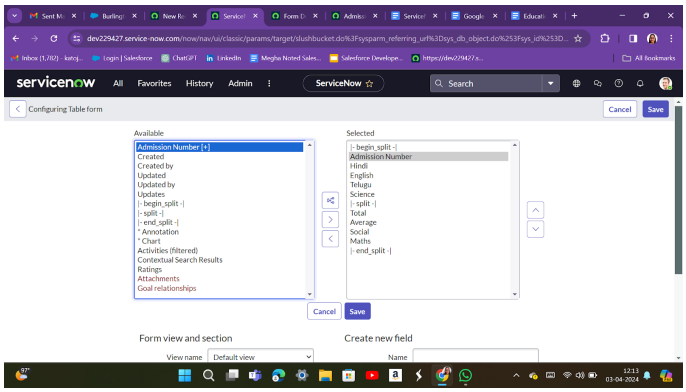
Milestone 5 : Form Layout

Activity 1: Configuring Table form for Student Progress Table

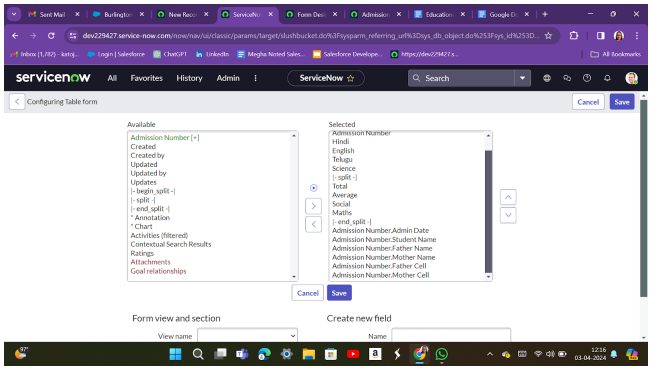
1. In the Student Progress Table Page , Click on Layout form .



2. Click on Admission Number[+] .



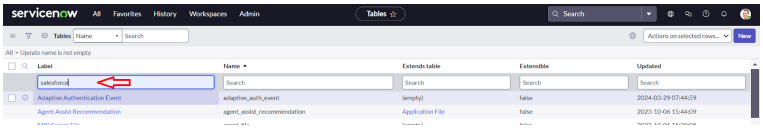
3. Select below Admission Number fields in Available side and send it to selected side as below >> save.



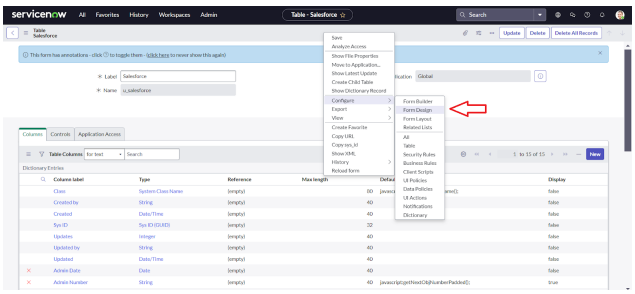
Milestone 5 : Form Design

Activity 1 : Creating Form Design for Salesforce Table

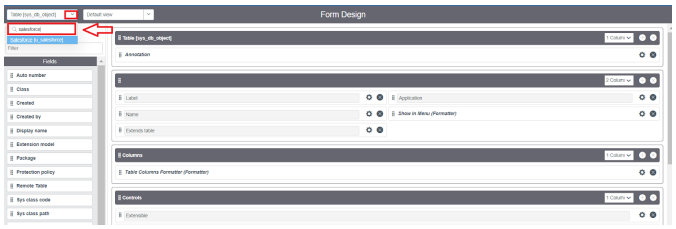
1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



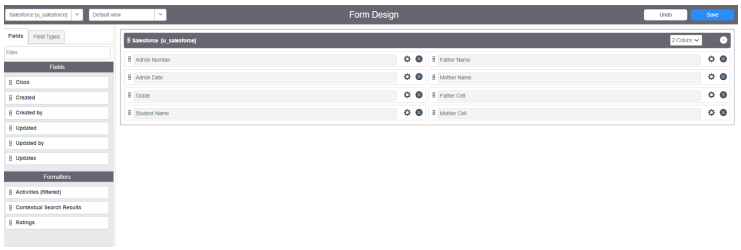
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_salesforce).



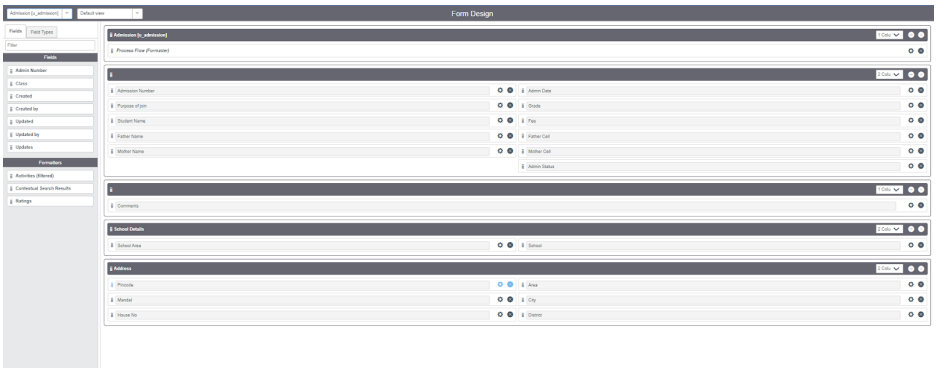
5. Drag and drop the fields to the left side as below



6. Save.

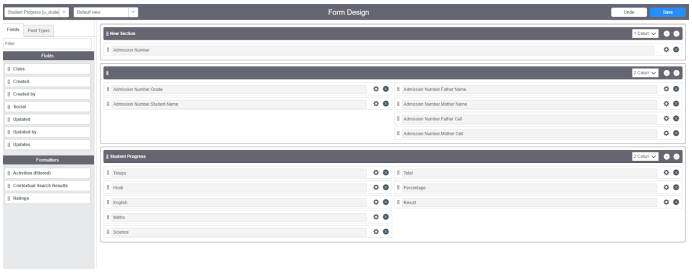
Activity 2: Creating Form Design for Admission Table

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



Activity 3 : Creating Form Design for Student progress Table

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



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 automatedworkflows, 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.

reliable, and user-friendly system.