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## **EDUCATIONAL ORGANAIZATION USING SERVICE NOW**

### **Problem statement**

In an educational institution, managing academic and administrative tasks efficiently is a major challenge. Faculty members often face difficulties in assigning tasks to students, while students are confused about their responsibilities due to the lack of structured workflows and proper access control.

Currently, there is no clear distinction between faculty and student roles in the system, which leads to unauthorized edits, task duplication, and poor accountability. Without automation, monitoring student progress and generating timely reports is also difficult, creating delays in academic activities.

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### **Objectives**

#### **1. Define User Roles Clearly**

- Faculty (Academic Coordinator) → Can create, assign, edit, and monitor tasks.
- Student → Can only view and update assigned tasks.

#### **2. Implement Access Control Mechanisms**

- Use Access Control List (ACL) to restrict student access while giving full privileges to faculty.

### **3. for transparency and accountability Workflow Designer**

### **Processes using ServiceNow Flow**

- Faculty creates and assigns tasks.
- O Students receive notifications, update task progress, and mark completion.      ○ Faculty monitors progress, approves completion, and closes the task.
- O Reports are generated

#### **Skills:**

Users, Groups, Roles, Tables, Access Control List (ACL), Flow Designer, Notifications, Reporting & Dashboards.

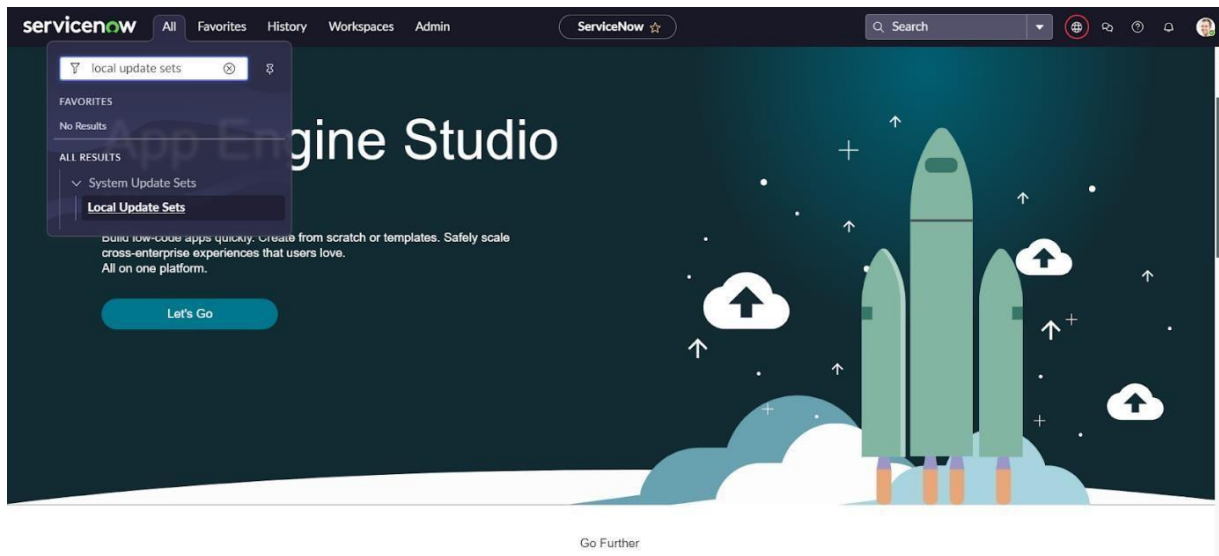
## **TASK INITIATION**

### **Milestone 1 Users:**

#### **Activity 1: setting up service now instance**

**Go to the ServiceNow Developer site: <https://developer.servicenow.com>**

1. Create a developer account (sign up / log in).
2. Open the Personal Developer Instance section.
3. Click Request Instance to get your own ServiceNow instance.
4. Fill in the required details and submit.
5. You will receive an email with your instance link and login details.
6. Use those credentials to log in and start using ServiceNow.



1. click on new table
2. enter a details and name is Educational organization in progress 3. submit button

Update Set - educational organization

Name: educational organization

State: In progress

Application: Global

Created: 2025-06-04 08:18:15

Created by: system

Merged to:

Description: Automatically created by the system

Update

Related Links

Take This My Current Set

Merge With Another Update Set

Can Update Set

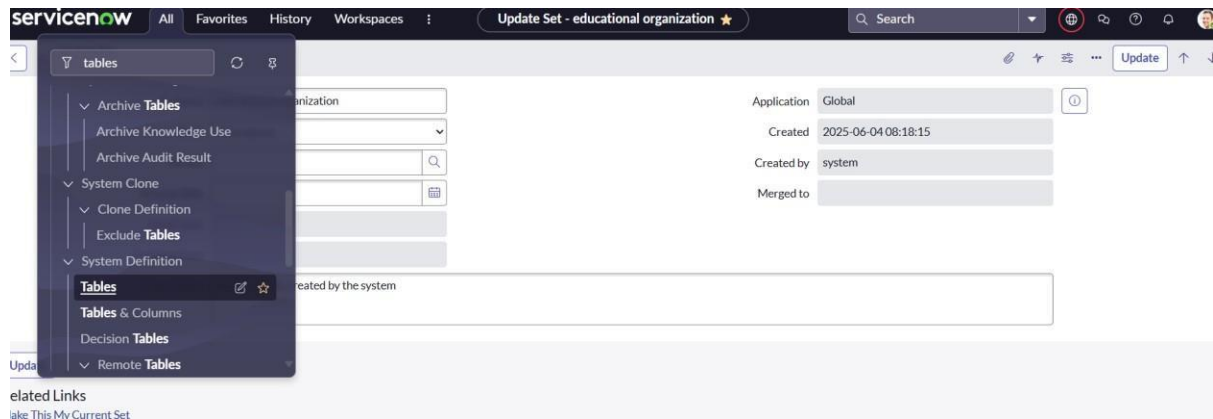
Customer Updates (224) Update Set Logs Child Update Sets

Created Search

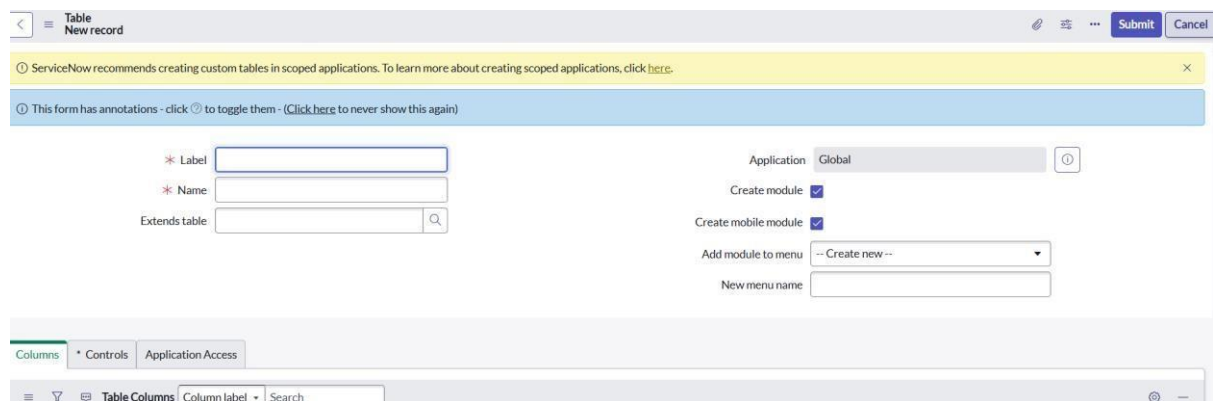
Actions on selected rows...

## Milestone 2:

### Create a tables :



### Click on new table



### Creating a column

\* Name   
 Extends table

Create module ☒  
 Create mobile module ☒  
 Add module to menu -- Create new --  
 New menu name

Columns \* Controls Application Access

Table Columns Column label Search

Dictionary Entries

| Column label         | Type | Reference | Max length | Default value | Display |
|----------------------|------|-----------|------------|---------------|---------|
| <input type="text"/> |      |           |            |               |         |

Submit Cancel



**To give a label name for sales force and display the screen & given display to create admin number**

servicenow All Favorites History Workspaces Admin Table - Sale\_force

Table Sale\_force

\* Name u\_sale\_force

Columns Controls Application Access

Table Columns Column label Search

Dictionary Entries

| Column label | Type              | Reference | Max length | Default value                      | Display |
|--------------|-------------------|-----------|------------|------------------------------------|---------|
| Admin Date   | Date              | (empty)   | 40         |                                    | false   |
| Admin Number | String            | (empty)   | 40         |                                    | true    |
| Class        | System Class Name | (empty)   | 80         | javascript:current.getTableName(); | false   |
| Created      | Date/Time         | (empty)   | 40         |                                    | false   |
| Created by   | String            | (empty)   | 40         |                                    | false   |
| grade        | Choice            | (empty)   | 40         |                                    | false   |
| Sys ID       | Sys ID (GUID)     | (empty)   | 32         |                                    | false   |
| Updated      | Date/Time         | (empty)   | 40         |                                    | false   |
| Updated by   | String            | (empty)   | 40         |                                    | false   |
| Updates      | Integer           | (empty)   | 40         |                                    | false   |

**The last step is click on grade column and <<choice>>column to give a grade I,II,III to we want**

CHOICE | Dropdown with 11 items

Create Choice List Delete Column Update

Related Links  
[Show Table](#)  
[On Point Scan](#)  
[Advanced view](#)

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides

Label Search

Choices

| Label | Value | Language | Sequence | Inactive | Updated             |
|-------|-------|----------|----------|----------|---------------------|
| ii    | 2     | en       |          | false    | 2025-09-05 07:36:54 |
| i     | 1     | en       |          | false    | 2025-09-05 07:36:48 |
| iii   | 3     | en       |          | false    | 2025-09-05 07:37:11 |

Insert a new row...

## Creating a admission table for sales force

1. Go to Tables module and click Create Table.
2. Enter Table Label as Admission.
3. In Extends Table, select Salesforce.
4. Tick Add module to menu and select Salesforce.
5. Add the required Fields/Columns
6. Save the table and check the new module under Salesforce.

Table admission

Form has annotations - click ⓘ to toggle them - (Click here to never show this again)

\* Label admission

\* Name u\_admission

Extends table Sale\_force ⓘ

Application Global ⓘ

Controls Application Access

Table Columns Column label Search

1 to 17 of 17

New

| Column label | Type              | Reference | Max length | Default value                      | Display |
|--------------|-------------------|-----------|------------|------------------------------------|---------|
| Admin Date   | Date              | (empty)   | 40         |                                    | false   |
| Admin Number | String            | (empty)   | 40         |                                    | true    |
| admin status | String            | (empty)   | 40         | 7                                  | false   |
| Class        | System Class Name | (empty)   | 80         | javascript:current.getTableName(); | false   |
| Created      | Date/Time         | (empty)   | 40         |                                    | false   |
| Created by   | String            | (empty)   | 40         |                                    | false   |

Table Columns

Column label

Search

1 to 17 of 17

Dictionary Entries

| Column label    | Type              | Reference | Max length | Default value                                  | Display |
|-----------------|-------------------|-----------|------------|--|---------|
| Admin Date      | Date              | (empty)   |            | 40   | false   |
| Admin Number    | String            | (empty)   |            | 40   | true    |
| admin status    | String            | (empty)   |            | 40 7   | false   |
| Class           | System Class Name | (empty)   |            | 80 javascript:current.getTableName();          | false   |
| Created         | Date/Time         | (empty)   |            | 40   | false   |
| Created by      | String            | (empty)   |            | 40   | false   |
| grade           | Choice            | (empty)   |            | 40   | false   |
| Number          | String            | (empty)   |            | 40 javascript:global.getNextObjNumberPadded(); | false   |
| pincode         | String            | (empty)   |            | 40   | false   |
| purpose of join | String            | (empty)   |            | 40   | false   |
| school          | String            | (empty)   |            | 40   | false   |
| school area     | String            | (empty)   |            | 40   | false   |
| Sys ID          | Sys ID (GUID)     | (empty)   |            | 32   | false   |
| Sys ID          | Sys ID (GUID)     | (empty)   |            | 32   | false   |

related are available

Create A New One?

## Create student progress table:

- Create a Student Progress Table with Columns given.
- Select Add module to menu Salesforce.
- Create Fields as shown



This form has annotations - click ⓘ to toggle them - [Click here to never show this again](#)

\* Label:  Application:  ⓘ

\* Name:

Extends table:  ⓘ

Columns Controls Application Access

Table Columns Column label Search ⓘ 1 to 20 of 21 ⓘ ⓘ New

Dictionary Entries

| Column label     | Type              | Reference   | Max length | Default value                      | Display |
|------------------|-------------------|-------------|------------|------------------------------------|---------|
| Admin Data       | Date              | (empty)     | 40         |                                    | false   |
| Admin Number     | String            | (empty)     | 40         |                                    | true    |
| Admission number | Reference         | sales force | 32         |                                    | false   |
| Class            | System Class Name | (empty)     | 80         | javascript:current.getTableName(); | false   |
| Created          | Date/Time         | (empty)     | 40         |                                    | false   |
| Created by       | String            | (empty)     | 40         |                                    | false   |
| english          | String            | (empty)     | 40         |                                    | false   |
| grade            | Choice            | (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   |
| Sys ID           | Sys ID (GUID)     | (empty)     | 32         |                                    | false   |
| Sys ID           | Sys ID (GUID)     | (empty)     | 32         |                                    | false   |
| telugu           | String            | (empty)     | 40         |                                    | false   |
| total            | String            | (empty)     | 40         |                                    | false   |
| Updated          | Date/Time         | (empty)     | 40         |                                    | false   |
| Updated by       | String            | (empty)     | 40         |                                    | false   |

Insert a new row...

## Milestone 3

### Form layout

4. Open the Admission Table.
5. Click on Configure → Form Layout.
6. In Form Layout, you can add, remove, or reorder fields for the form.
7. Use the \*\*toggle button



Configuring Dictionary Entry form

Available

- Application [+]
- Array
- Array denormalized
- Attributes
- Calculated
- Calculation
- Calculation Type
- Choice
- Choice field
- Choice table
- Class
- Comments
- Create roles
- Created
- Created by
- Default value

Selected

- \* Annotation (Section Details)
- begin\_split -
- Table
- Type
- Column label
- Column name
- Max length
- split -
- Application
- Active
- Function field
- Read only
- Mandatory
- Display
- Text Index
- Audit

Cancel Save

Form view and section

View name: Default view

Section: Dictionary Entry

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

## Milestone 4

### Activity: Create form design

1. Go to Setup → Object Manager → Create → Custom Object.
2. Enter Object Name (e.g., Admission) and save.
3. Add Fields (Student Name, Course, Admission Date).
4. Arrange fields in Page Layout and save

servicenow All Favorites History Workspaces Admin Table - sales force

Save Analyze Access Show File Properties Move to Application... Show Latest Update Show Dictionary Record Configure Export View Create Favorite Copy URL Copy sys\_id Show XML History Reload form Sys ID Insert a new row... Delete Update

Form Builder Form Design Form Layout Related Lists All Table Security Rules Business Rules Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary

Form Builder Design Form Layout List Show Form Show List Show Schema Map Add to Service Catalog

| Type          | Reference | Max length | Default value | Display |
|---------------|-----------|------------|---------------|---------|
| Sys ID (GUID) | (empty)   |            | 32            | false   |

Form Design

sales force [u\_sales\_force] Default view

Fields Field Types

Filter

Formatters

Activities (filtered)

Contextual Search Results

Ratings

student details 1 Column

Drag content, drop it here

address 2 Column

Drag content, drop it here

Drag content, drop it here

To drag

Form Design

Annotation

Activities (filtered)

Application

Name

Extends table

Show In Menu (Formatter)

Columns 1 Column

Table Columns Formatter (Formatter)

Controls 1 Column

Extensible

Live feed

Annotation

Show Number Maintenance (Formatter)

Auto number Prefix

Auto number Number

Auto number Number of digits

Annotation

Fields

Auto number

Class

Created

Created by

Display name

Extension model

Package

Protection policy

Remote Table

Sys class code

Sys class path

Update name

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Annotation

Application

Name

Extends table

Show In Menu (Formatter)

Columns 1 Column

Table Columns Formatter (Formatter)

Controls 1 Column

Extensible

Live feed

Annotation

Show Number Maintenance (Formatter)

Auto number Prefix

Auto number Number

Auto number Number of digits

Annotation

Form Design

Sale\_force [u\_sale\_force] Default view

Fields Field Types

Filter

Fields

Class

Created

Created by

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Sale\_force [u\_sale\_force] 2 Column

Admin Number

Admin Date

grade

**Then last step save**

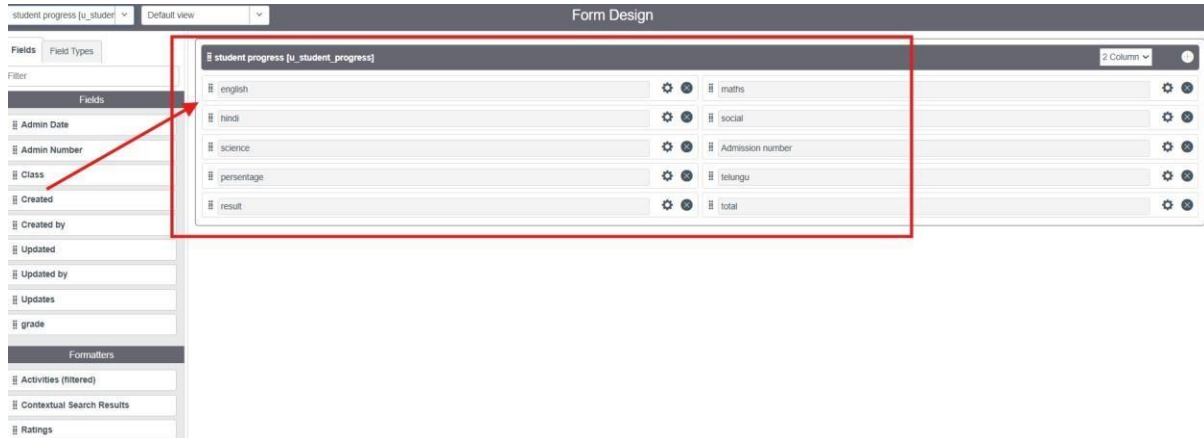


## **create admission table for form design**

1. Open the Admission Table.
2. Click Configure → Form Layout (or Page Layout in Salesforce).
3. In Form Layout, you will see Available Fields and Selected Fields.
4. Drag fields from Available to Selected to include them in the form.
5. Reorder fields by dragging up or down to set the display sequence.
6. Click Save to apply the form layout.
7. Open the Admission form to verify the design.

The screenshot displays the Salesforce Form Design interface for the 'admission [u\_admission]' table. The interface is divided into two main sections: 'Fields' on the left and 'Form Design' on the right. The 'Fields' section lists various fields available for selection, including Admin Date, Admin Number, Class, Created, Created by, Updated, Updated by, Updates, and grade. The 'Form Design' section shows the current form layout for the 'admission [u\_admission]' table. The table is configured with a '2 Column' layout. The fields included in the form are: Number, admin status, pincode, purpose of join, school, and school area. The 'Process Flow (Formatter)' is highlighted in the 'Fields' list. Below the table, there are sections for 'school details' and 'address', each with a '2 Column' layout and a 'Drag content, drop it here' prompt.

## Creating a student progress in form design



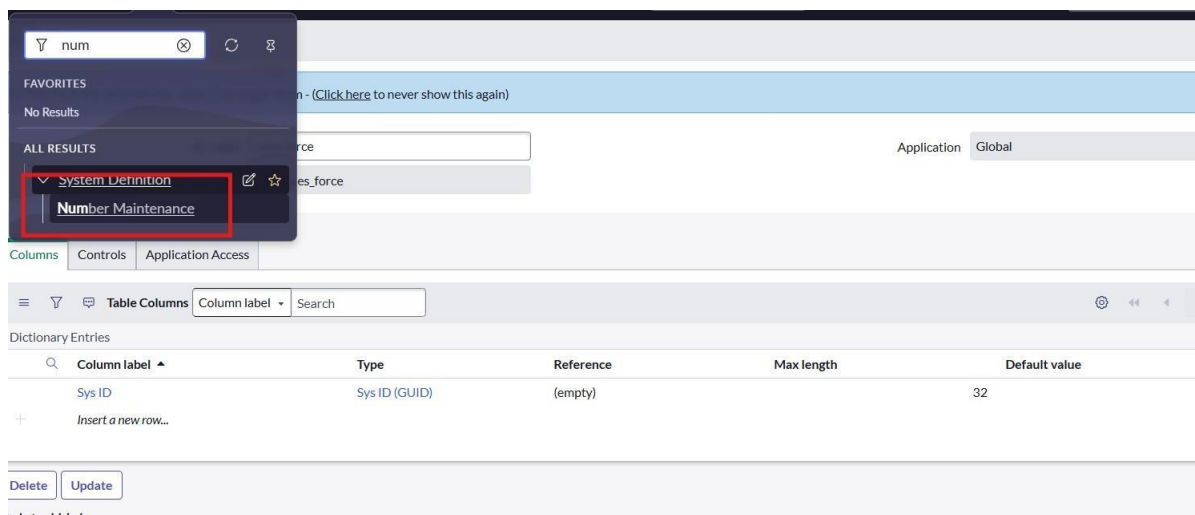
The screenshot shows the 'Form Design' interface for a form titled 'student progress [u\_student\_progress]'. The form is displayed in a 2-column layout. The fields are organized into two columns:

| Field Name | Field Type | Field Name       | Field Type |
|------------|------------|------------------|------------|
| english    | Text       | maths            | Text       |
| hindi      | Text       | social           | Text       |
| science    | Text       | Admission number | Text       |
| percentage | Text       | telugu           | Text       |
| result     | Text       | total            | Text       |

The left sidebar contains a 'Fields' section with a list of fields including 'Admin Date', 'Admin Number', 'Class', 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', 'grade', 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. A red arrow points to the 'Class' field in this list.

## Milestone 5

### Activity to create a number maintenance



The screenshot shows the 'Number Maintenance' interface. The left sidebar has a search bar with 'num' entered. Below the search bar, there are two sections: 'FAVORITES' (No Results) and 'ALL RESULTS'. The 'ALL RESULTS' section shows two items: 'System Definition' and 'Number Maintenance'. A red box highlights these two items. The main area of the interface shows a table with columns: 'Column label', 'Type', 'Reference', 'Max length', and 'Default value'. The table has one row with the following data:

| Column label | Type          | Reference | Max length | Default value |
|--------------|---------------|-----------|------------|---------------|
| Sys ID       | Sys ID (GUID) | (empty)   |            | 32            |

At the bottom of the table, there is a button labeled 'Insert a new row...'. Below the table, there are buttons for 'Delete' and 'Update'.

### To give a salesforce for label name

servicenow All Favorites History Workspaces Admin Number - SAL

Number SAL

\* Table Salesforce

Prefix SAL

Number 1,000

Application Global

Number of digits

Update Delete

Related Links  
[Show Counter](#)

## Milestone 6

### Activity: create processes flow for admission table

1. Create Admission Table – Make a new table for storing admission details.
2. Add Fields – Include Student Name, Age, Course, Admission Date.
3. Design Form Layout – Arrange fields using drag & drop.
4. Save & Use – Save the table and start entering admission records

Table New record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

This form has annotations - click [here](#) to toggle them - (Click [here](#) to never show this again)

\* Label

\* Name

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name

Columns Controls Application Access

Table Columns Column label Search

Table admission

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

\* Label: admission Application: Global ⓘ

\* Name: u\_admission

Extends table: Sale\_force ⓘ

Columns Controls Application Access

Table Columns Column label Search 1 to 17 of 17 New

| Column label | Type              | Reference | Max length | Default value                               | Display |
|--------------|-------------------|-----------|------------|---|---------|
| Admin Date   | Date              | (empty)   | 40         |   | false   |
| Admin Number | String            | (empty)   | 40         |   | true    |
| admin status | String            | (empty)   | 40         | 7   | false   |
| Class        | System Class Name | (empty)   | 80         | javascript:current.getTableNames();         | false   |
| Created      | Date/Time         | (empty)   | 40         |   | false   |
| Created by   | String            | (empty)   | 40         |   | false   |
| grade        | Choice            | (empty)   | 40         |   | false   |
| Number       | String            | (empty)   | 40         | javascript:global.getNextObjNumberPadded(); | false   |
| pincode      | String            | (empty)   | 40         |   | false   |



Flow Formatter In progress

\* Table: Admission [u\_admission]

\* Name: In progress

Application: Global

\* Label: In progress

Order: 2

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is Join in progress

AND OR

Description: B I U ↶ ↷ Verdana 8pt

Save Insert Insert and Stay Analyze Access Show File Properties Move to Application... Show Latest Update Configure Export View Create Favorite Copy URL Copy sys\_id Show XML History Reload form

## Milestone 7

### Activity1: Creating “Auto populate” Client Scripts for Admission Table

#### Activity: 2 To create clint script

servicenow

cli

Actions on selected rows... New

| Name  | Extends table          | Extensible | Updated             |
|---|------------------------|------------|---------------------|
| Search                                      | Search                 | Search     | Search              |
| u_cmdb_qb_result_1859dc7fe9d74abd984408a... | Query Builder Results  | false      | 2025-06-04 08:50:36 |
| u_cmdb_qb_result_d3bda2a94c2c358b33baadf... | Query Builder Results  | false      | 2025-06-04 08:50:40 |
| u_cmdb_qb_result_9a270798bac9295a427ea2f... | Query Builder Results  | false      | 2025-06-04 08:50:41 |
| u_cmdb_qb_result_b00622494898682e88f2afc... | Query Builder Results  | false      | 2025-06-04 08:50:36 |
| u_cmdb_qb_result_917e91fecba01ca08f922d...  | Query Builder Results  | false      | 2025-06-04 08:50:39 |
| sys_installation_exit                       | Application File       | false      | 2025-06-04 07:58:18 |
| cmdb_ci_installed_bundles                   | Virtual Machine Object | false      | 2025-06-04 08:08:42 |
| sp_instance                                 | Application File       | true       | 2025-06-04 08:24:31 |
| clone_instance                              | Database Clone         | false      | 2025-06-04 08:00:15 |
| sys_sync_preview                            | (empty)                | false      | 2025-06-04 08:02:41 |
| sn_vsc_instance_hardening_settings          | (empty)                | false      | 2025-06-04 08:53:35 |
| sp_instance_carousel                        | Instance               | false      | 2025-06-04 08:24:38 |
| sp_instance_vlist                           | Instance with Table    | false      | 2025-06-04 08:24:32 |
| cmdb_instance_run_history                   | (empty)                | false      | 2025-06-04 08:09:29 |
| sys_instance_state                          | (empty)                | false      | 2025-06-04 07:59:13 |
| sp_instance_link                            | Instance               | false      | 2025-06-04 08:24:32 |

Click on new:

Client Script  
New record

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

Name

Table

UI Type

Type

Application

Active ☒

Inherited ☐

Global ☒

Description

Messages

Script ⓘ

1

Activity: 3Display the given details:

Client Script  
New record

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

Name

Table

UI Type

Type

Field name

Description

Messages

Script ⓘ

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6
7
8 }

```

## To given the copy code in display

```
//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);
```



## Activity: 4 Creating a pin code:

The screenshot shows the 'Client Script' editor for a field named 'Pincode Update'. The field is associated with the 'Admission [u\_admission]' table and has a 'Desktop' UI type. The script is set to trigger on 'onChange'. The script content is as follows:

```
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');
10    }
```

## Activity: 5 Creating “Disable Fields” Client Scripts for Student progress Table



Client Script  
Disable Fields

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

Name: Disable Fields

Table: Student Progress [u\_student\_progress]

UI Type: All

Type: onLoad

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onLoad() {
2   //Type appropriate comment here, and begin script below
3   g_form.setDisabled('u_total',true);
4   g_form.setDisabled('u_percentage',true);
5   g_form.setDisabled('u_result',true);
6 }

```

## Activity: 6 Creating “Total Update” Client Scripts for Student progress Table

Client Script  
Total Update

You are editing a record in the Global application (cancel)

Name: Total Update

Table: Student Progress [u\_student\_progress]

UI Type: All

Type: onChange

Field name: Social

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if (newValue){
8     var a = parseInt(g_form.getValue('u_telugu'));
9     var b = parseInt(g_form.getValue('u_hindi'));
10    var c = parseInt(g_form.getValue('u_english'));
11    var d = parseInt(g_form.getValue('u_maths'));
12    var e = parseInt(g_form.getValue('u_science'));
13    var f = parseInt(g_form.getValue('u_social'));
14    var Total = parseInt(a+b+c+d+e+f);
15    g_form.setValue('u_total', Total);

```

## Activity: 7 Creating “Result” Client Scripts for Student progress Table

You are editing a record in the Global application (cancel)

|             |                                       |             |                                     |
|-------------|---------------------------------------|-------------|-------------------------------------|
| Name        | Result                                | Application | Global                              |
| Table       | Student Progress [u_student_progress] | Active      | <input checked="" type="checkbox"/> |
| UI Type     | All                                   | Inherited   | <input type="checkbox"/>            |
| Type        | onChange                              | Global      | <input checked="" type="checkbox"/> |
| Field name  | Percentage                            |             |                                     |
| Description |                                       |             |                                     |
| Messages    |                                       |             |                                     |

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if(newValue) {
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
9     if(a >= 0 && a <= 100){
10      g_form.setValue('u_result','Pass');
11    } else if(a >= 60 && a <= 100) {
12      g_form.setValue('u_result','Pass');
13    } else {

```

## Activity: 8 Creating “Percentage” Client Scripts for Student progress Table



You are editing a record in the Global application (cancel)

|             |                                       |             |                                     |
|-------------|---------------------------------------|-------------|-------------------------------------|
| Name        | Percentage                            | Application | Global                              |
| Table       | Student Progress [u_student_progress] | Active      | <input checked="" type="checkbox"/> |
| UI Type     | All                                   | Inherited   | <input type="checkbox"/>            |
| Type        | onChange                              | Global      | <input checked="" type="checkbox"/> |
| Field name  | Total                                 |             |                                     |
| Description |                                       |             |                                     |
| Messages    |                                       |             |                                     |

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   var total = g_form.getValue('u_total');
8   var Percentage = (total/600)*100;
9   g_form.setValue('u_percentage',Percentage+'%');
10 }

```

## Result

Sale\_force  
New record

|              |                      |       |            |
|--------------|----------------------|-------|------------|
| Admin Number | <input type="text"/> | grade | -- None -- |
| Admin Date   | <input type="text"/> |       |            |

Submit

student progress

New record

english

maths

hind

social

science

Admission number

percentage

telugu

result

total

Submit



admission

New record

new

join in progress

purpose of join

school

school area

Number

ADM0001005

admin status

7

pincode

school details

address

Submit



## Conclusion

By creating tables, adding fields, designing form layouts, and applying workflows in ServiceNow / Salesforce, educational organizations can manage admissions and tasks more efficiently. Using Users, Roles, ACL, Flow Designer, and Reporting, the system ensures clear responsibilities, secure access, structured workflows, and smooth data management. This improves transparency, accountability, and productivity in the institution.