Project Title

Team ID: NM2025TMID13823

Team Member:

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Team Member 3: LAKSHITHA S

Problem Statement : Educational institutions struggle with manual processes, fragmented systems, and communication gaps, leading to delays, errors, and inefficiencies.A unified solution is needed to streamline admissions, data management, and academic operations.

Objective : To develop a centralized Educational Management System on ServiceNow that automates admissions, unifies student and teacher data, enables real-time progress tracking, and improves communication between administrators, teachers, students, and parents.

Skills:Skills required include ServiceNow development, low-code/no-code application building, and database management.

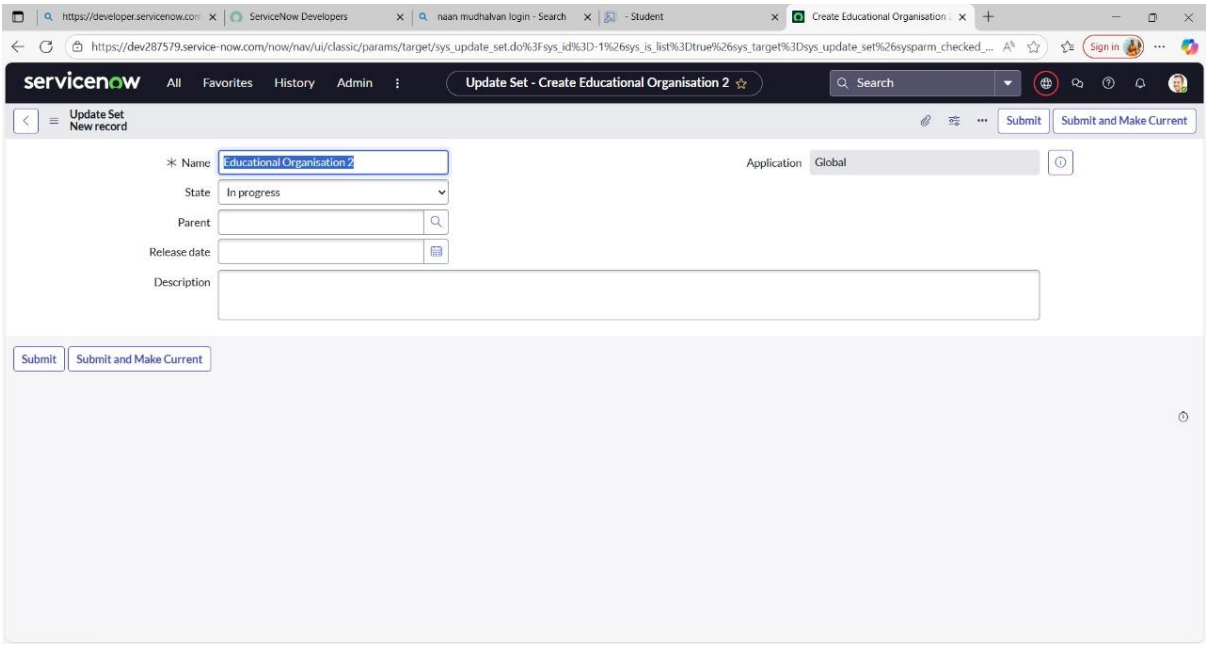
Additionally, expertise in workflow automation, system integration, and reporting dashboards is essential for successful implementation.

TASK INITIATION

Milestone 1: Users

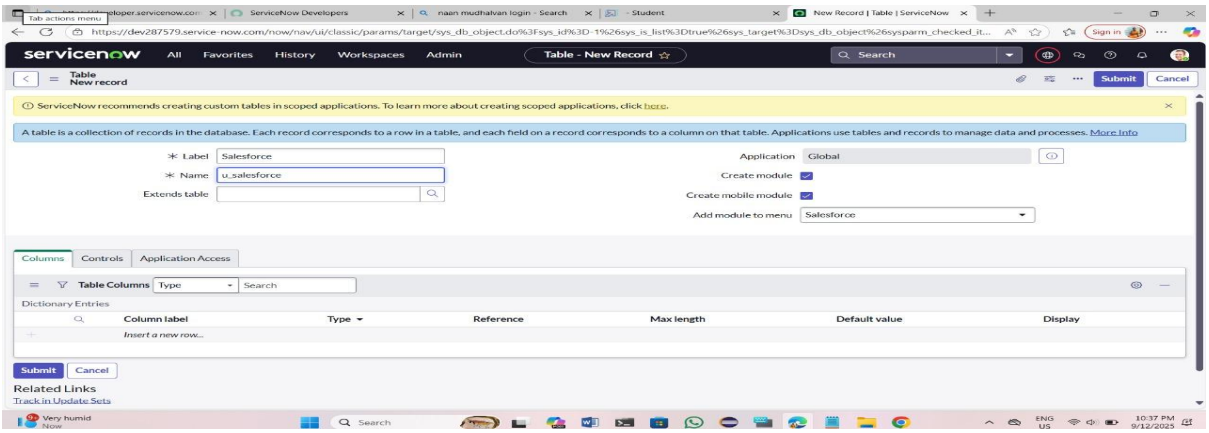
Activity 1: Create Users

1. Open service now
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user
6. Click on submit



Create one more user:

7. Create another user with the following details
8. Click on submit



Milestone 2 : Update Set

Activity 1: Create a Update Set

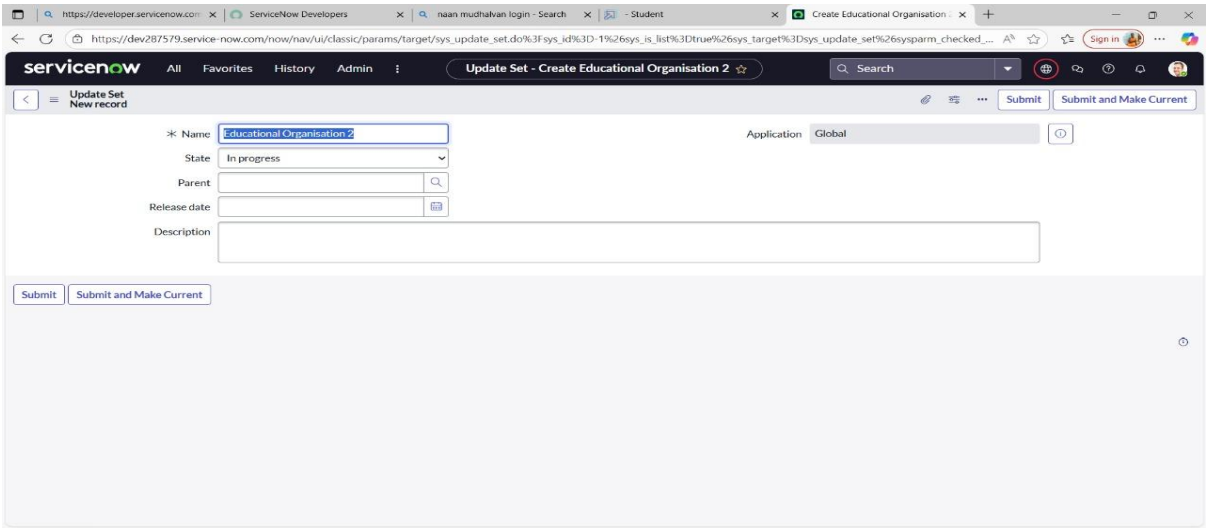
1. Open service now.

2. Click on All >> Local Update sets

3. Click on new

4. Enter the Details Name : Educational Organization

5. Click on submit and make current.



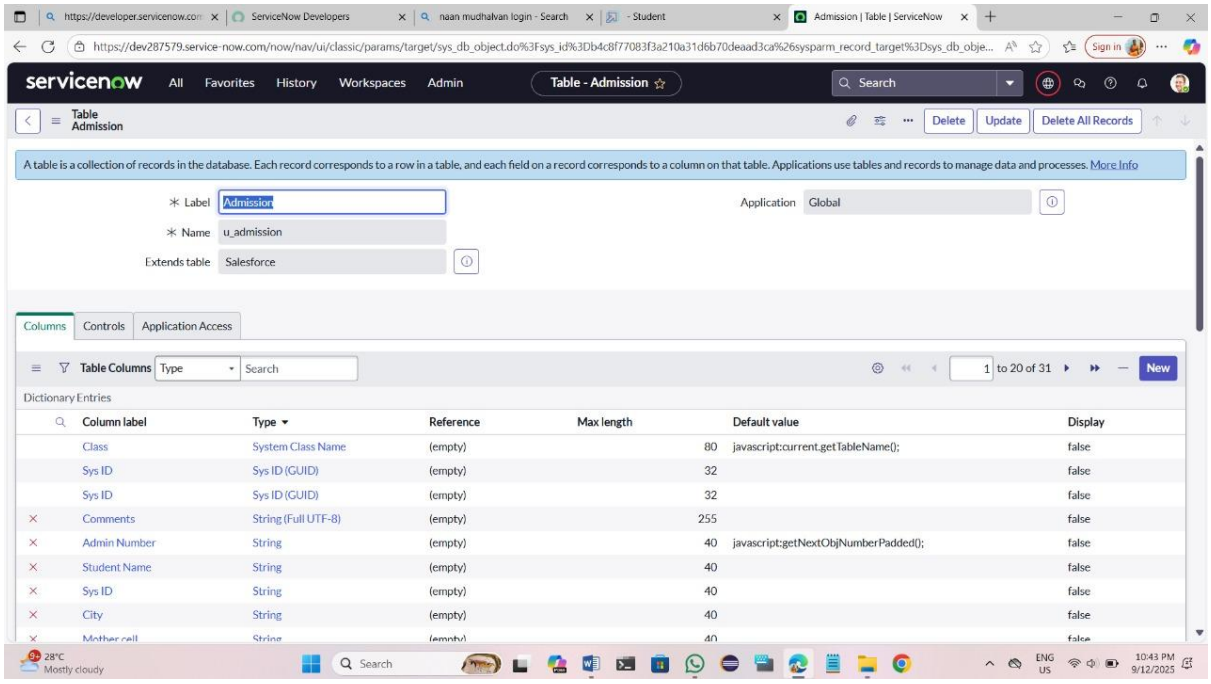
Milestone 3: Creating A Table

Activity 1:Create Salesforce Tables

1. All>> Tables

2. Click on new

3. Enter the Label: Salesforce>>Click on Name it will Automatically generate Api name.



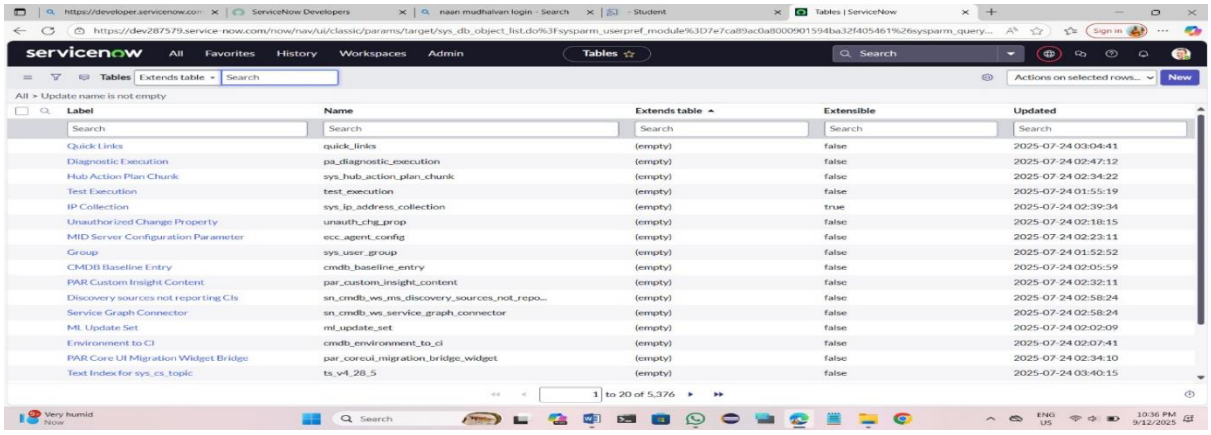
4. Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given

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

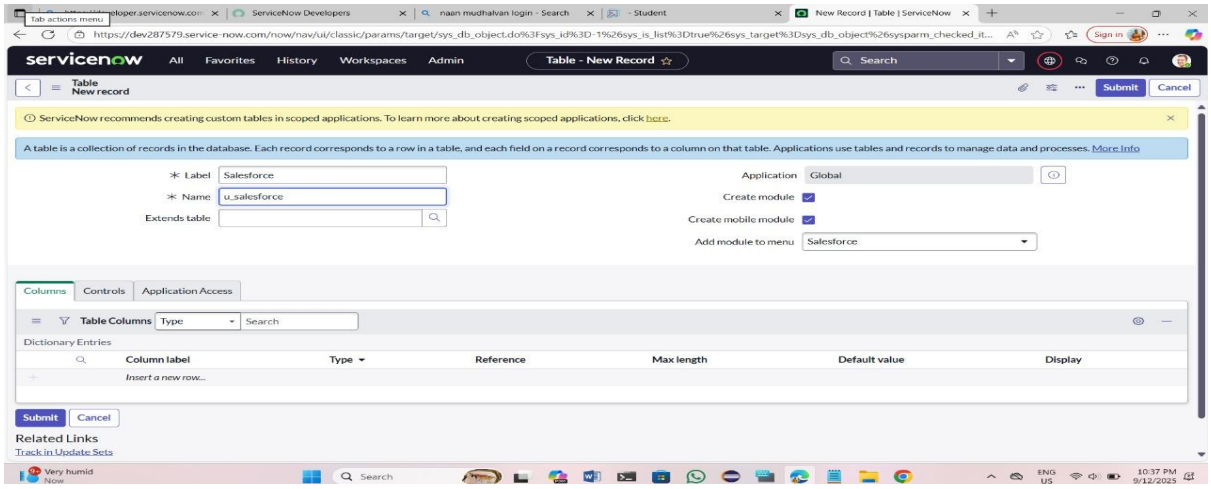


Activity 2 : Creating Admission Table

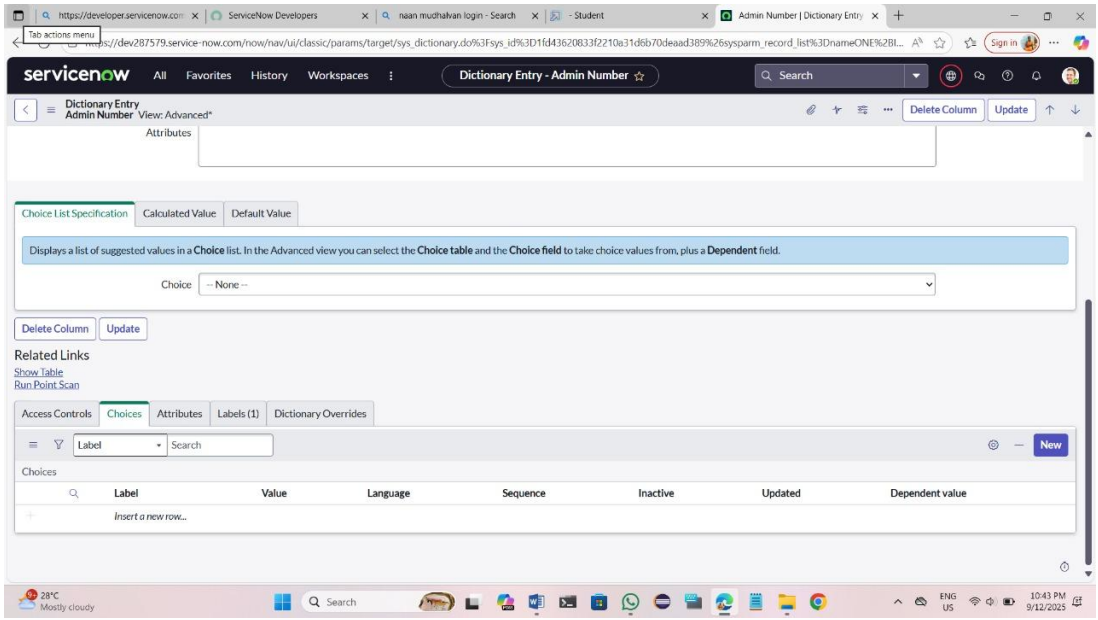
9. Create an Admission Table with Columns given.

10. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce

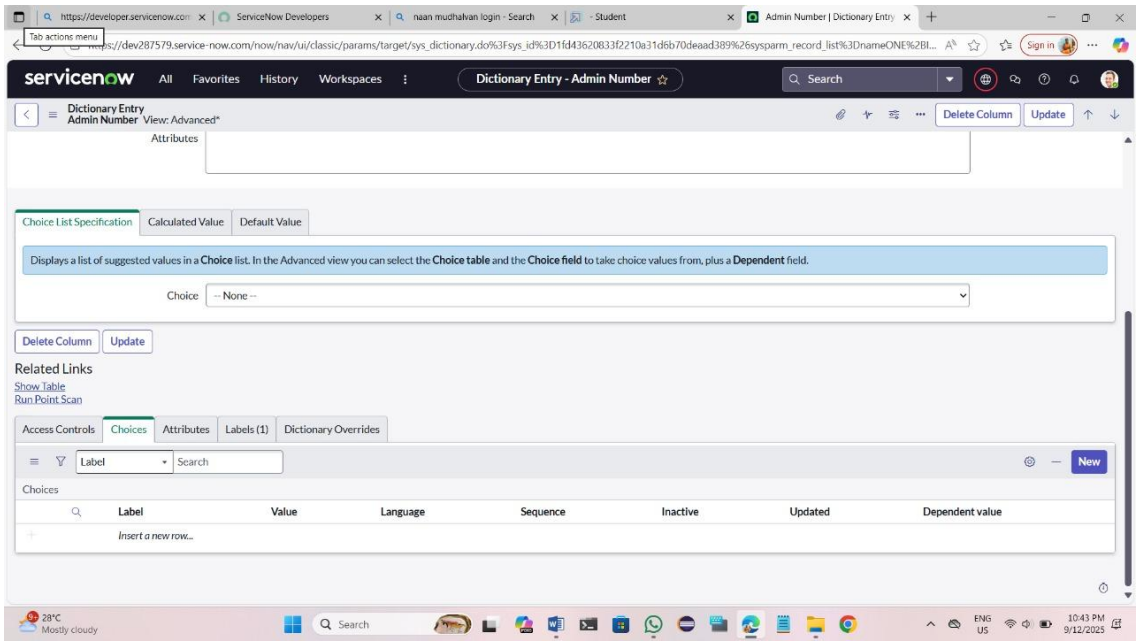
11. Create Fields as shown



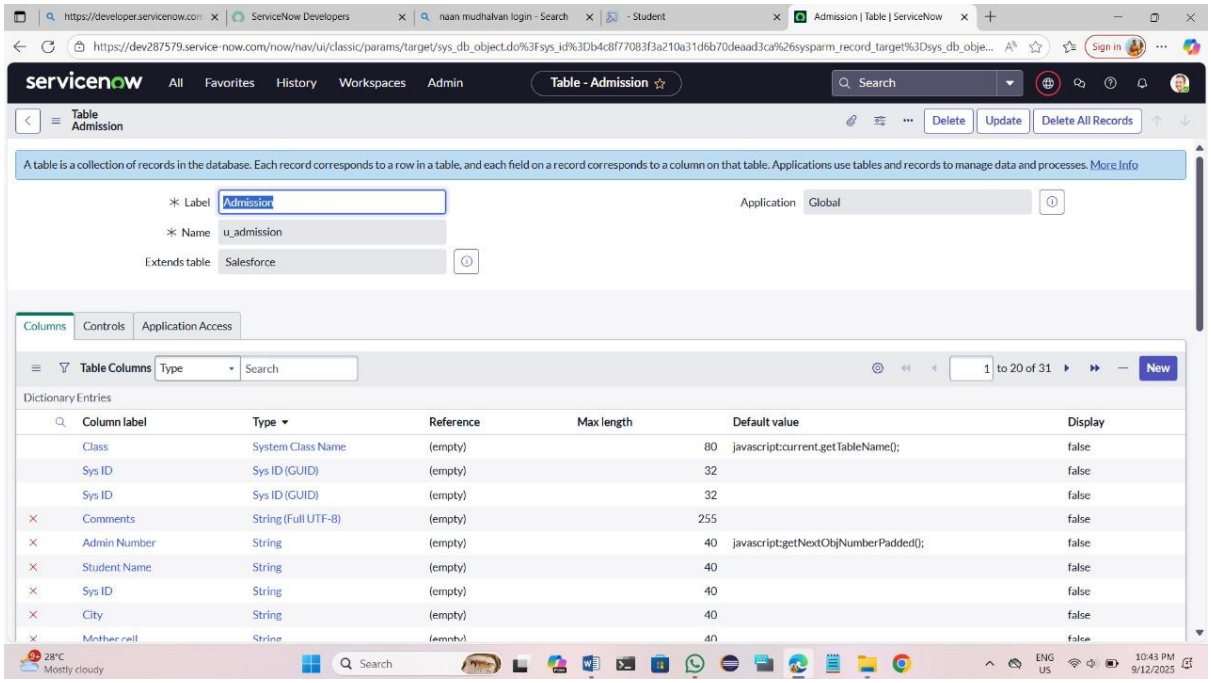
12. Create choice for Admin Status as:



13. Create choice for Pincode as:



14. Create choice for Purpose of Join as:



15. Create choice for school

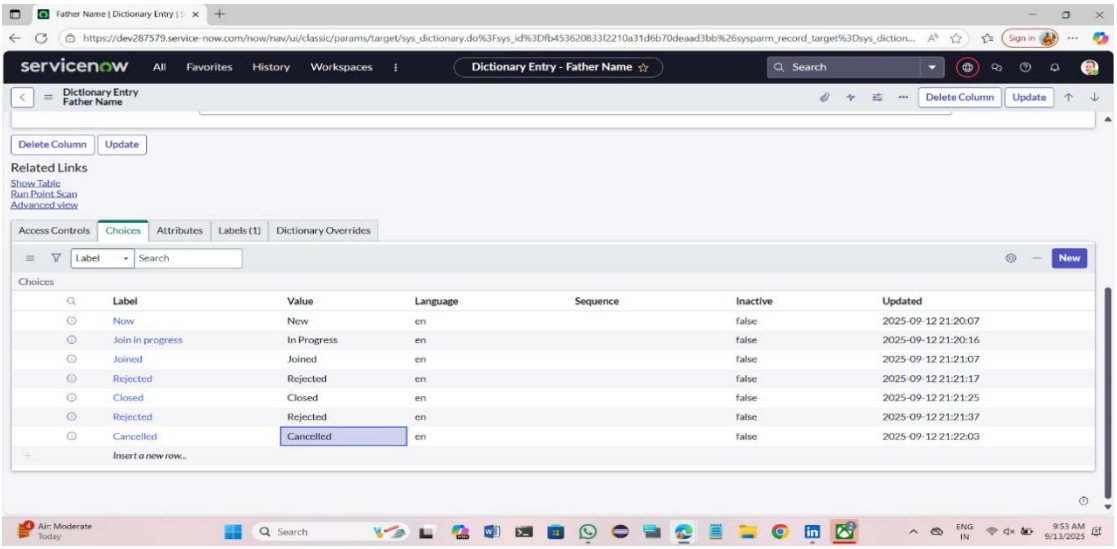
16. Create choice for School Area

Activity 3 : Creating Student Progress Table

17. Create a Students Progress Table with Columns given.

18. Select Add module to menu >> Salesforce

19. Create Fields as shown:



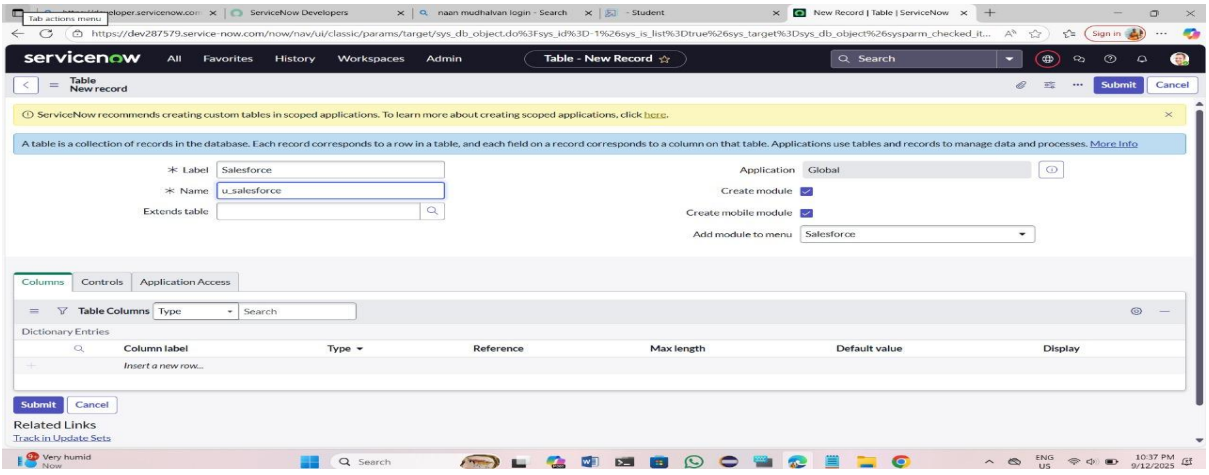
Milestone 4 : Form Layout

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



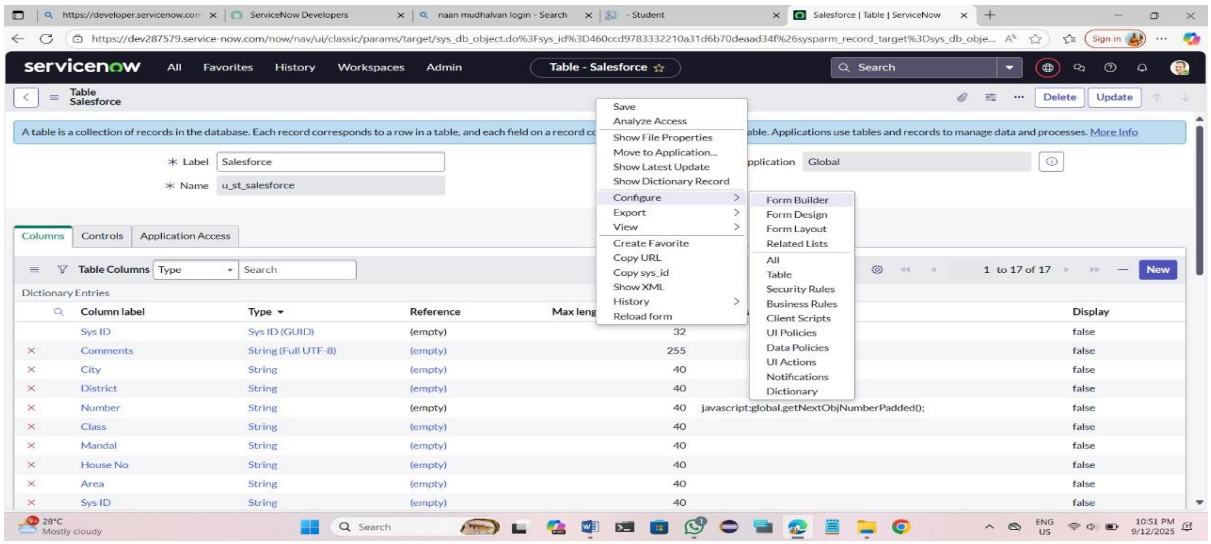
Milestone 5 :Form Design

Activity 1 : Creating Form Design For Salesforce Table

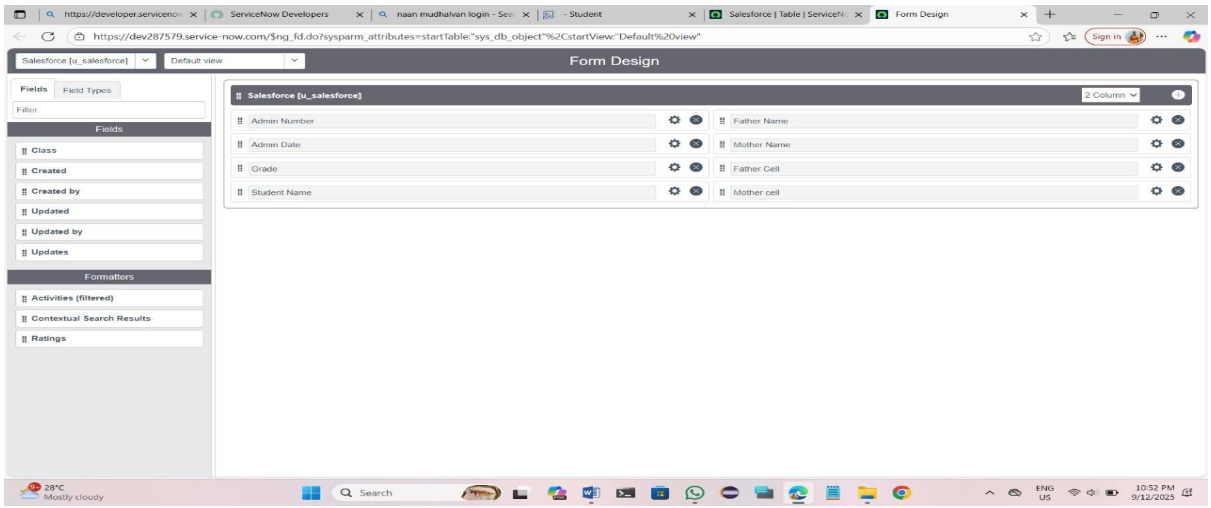
1. All >> System Definition >> Tables.

2. In Label Search for Salesforce and open.

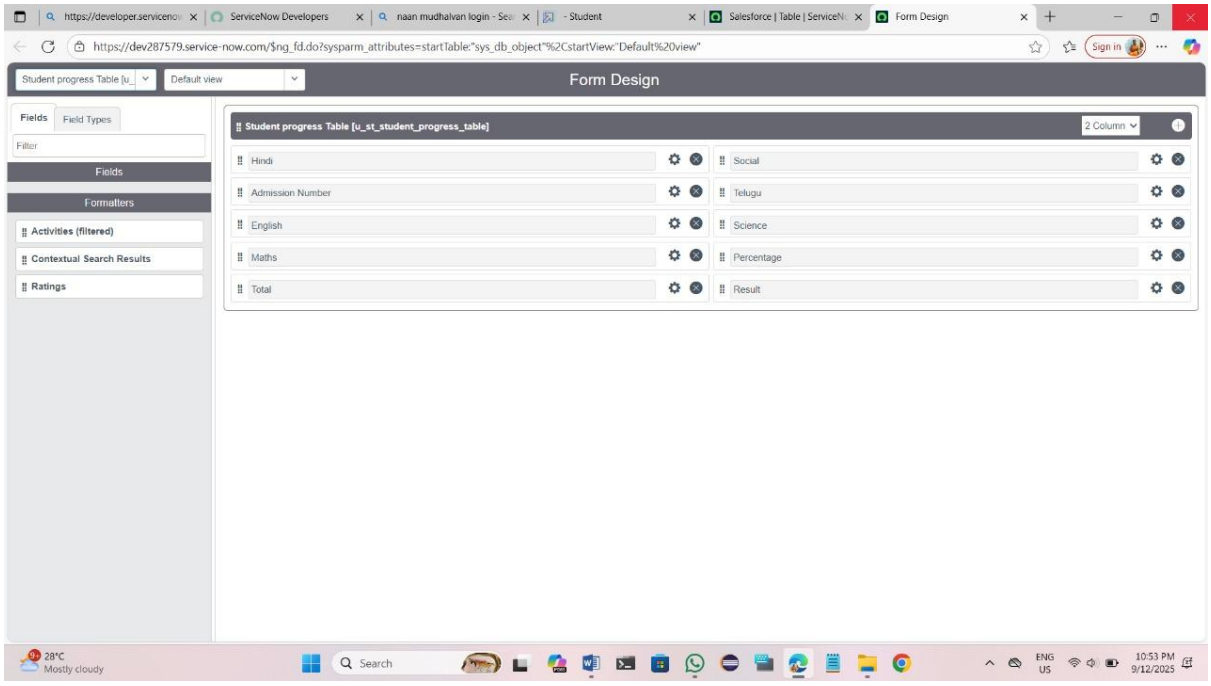
3. Right Click on top Toggle >> Configure >> Form Design.



4. In drop down select Salesforce(u_salesforce)

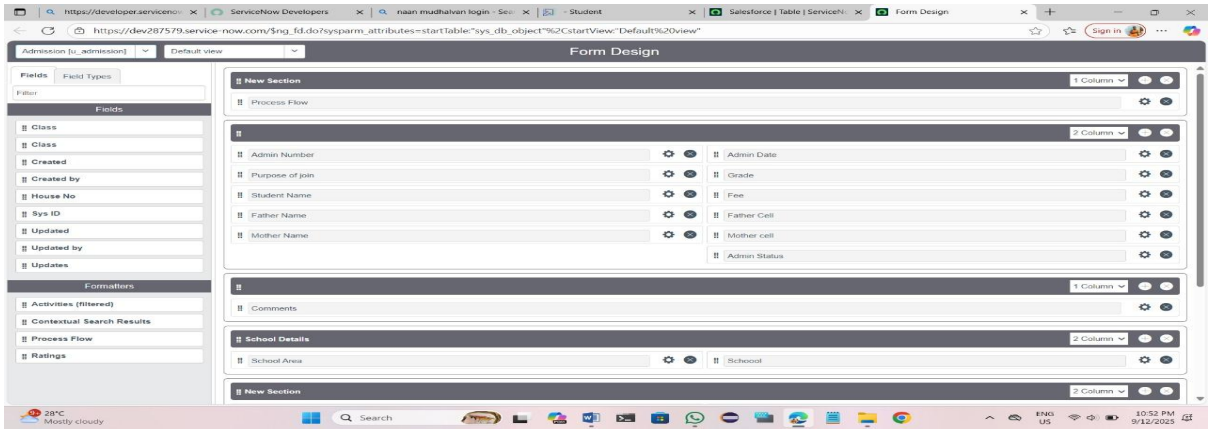


5. Drag and drop the fields to the left side as below.



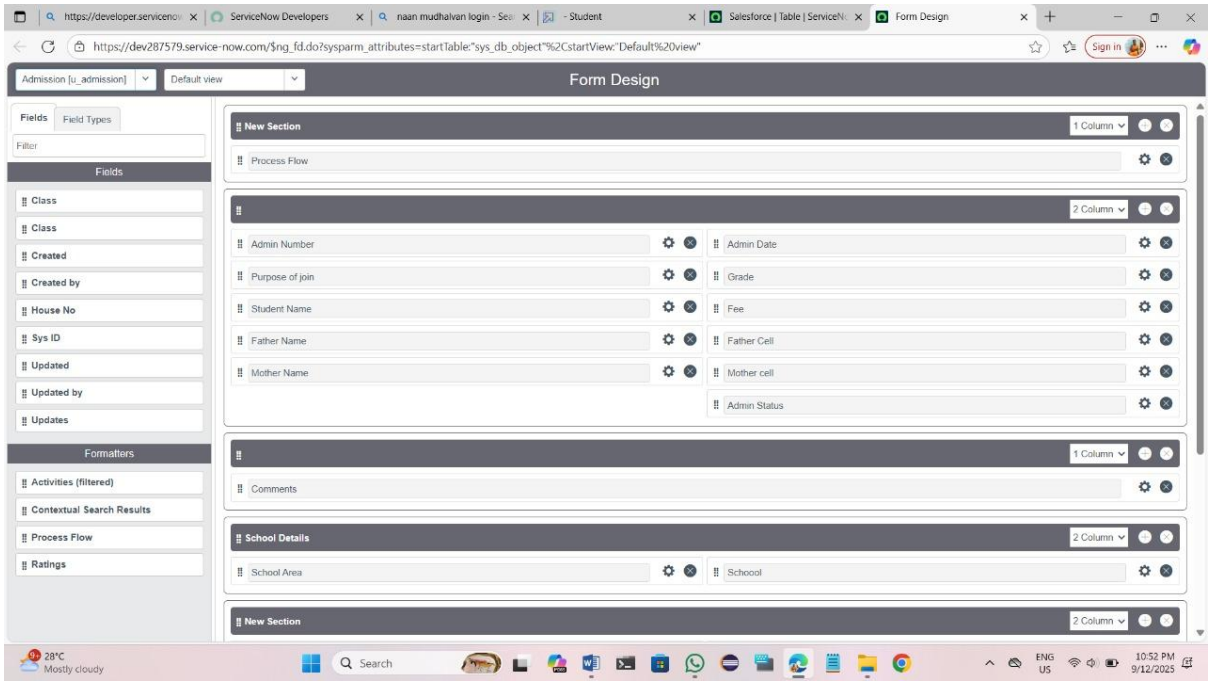
Activity 2 : Creating form Design For Admission Table

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



Activity 3: Creating Form Design For Student Progress Table

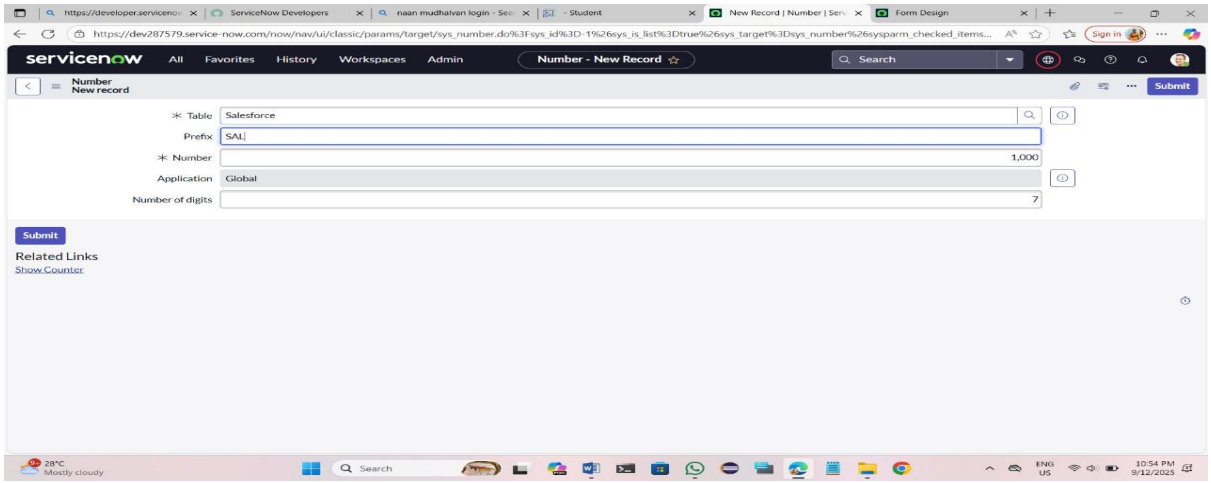
Follow the same steps as Activity1,Configure the fields as below and Save.



Milestone 6 : Number Maintainance

Activity 1: Creating Number Maintainance For Admin Number

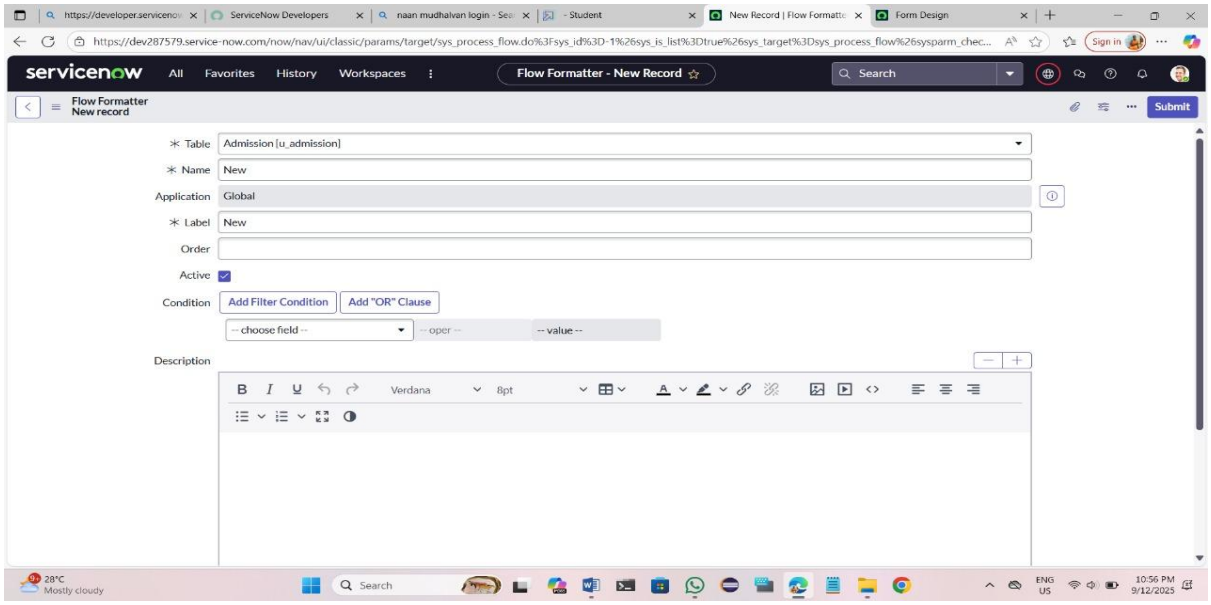
1. **All >> Number Maintainance >> New**
2. **Fill the details >> Submit.**



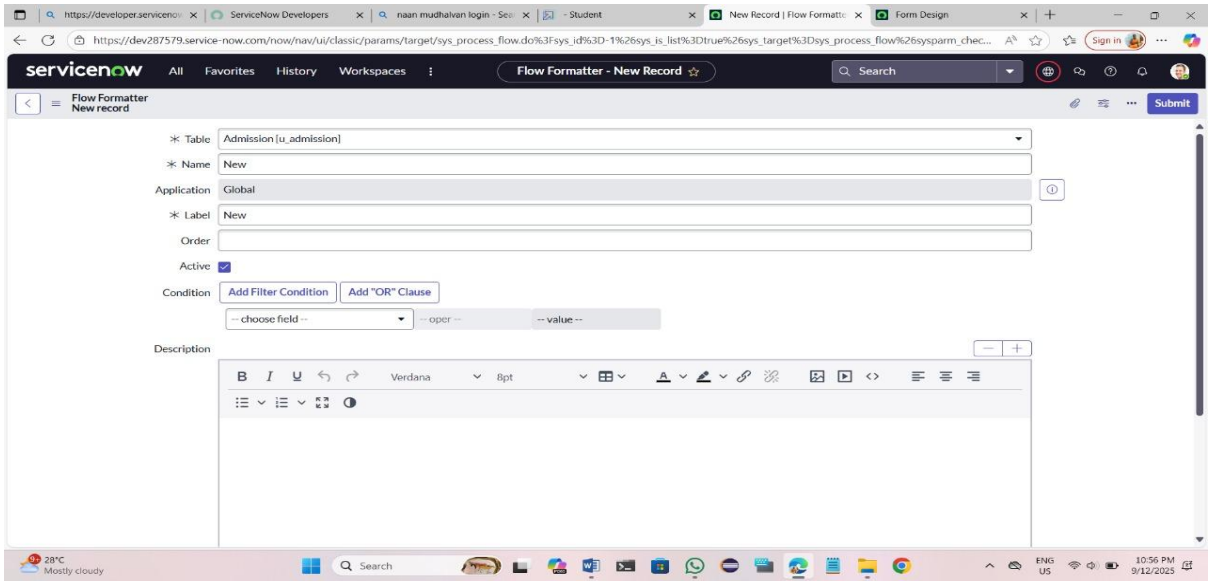
Milestone 7:Progress Flow

Activity 1: Creating Progress 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.

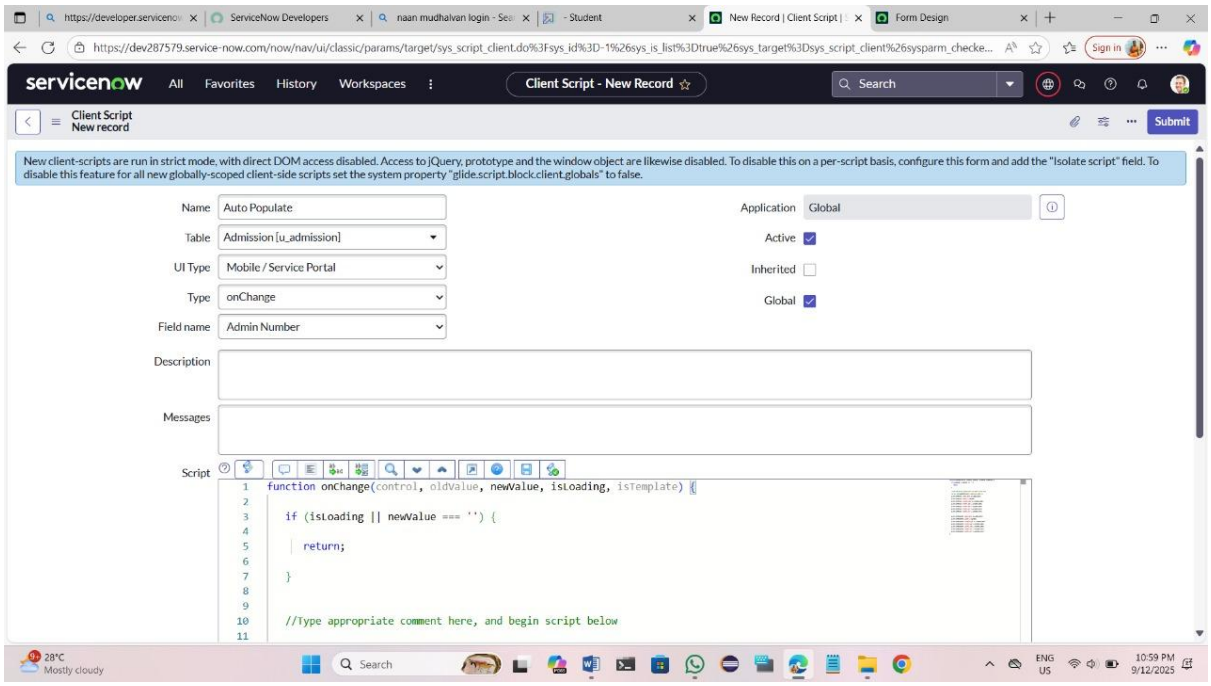
6. Joined >> Rejected >> Rejoined >> Closed >> Canceled.
7. Order should be New >> InProgress >> Joined >>Rejected >>Rejoined >>Closed >> Cancelled.

Milestone 8: Client Script

Activity 1: Creating “Auto Populate” Cilent Scripts For Admission Table

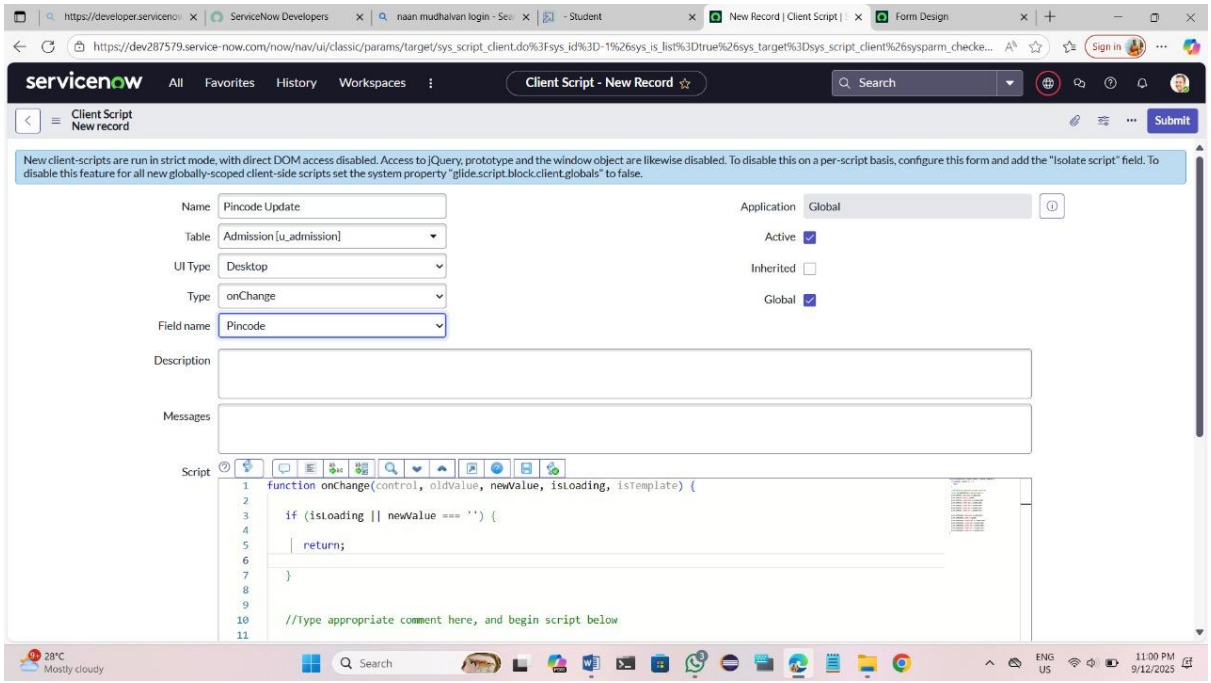
1. All >> Client Scripts >>New.

2. Fill the Details as given.



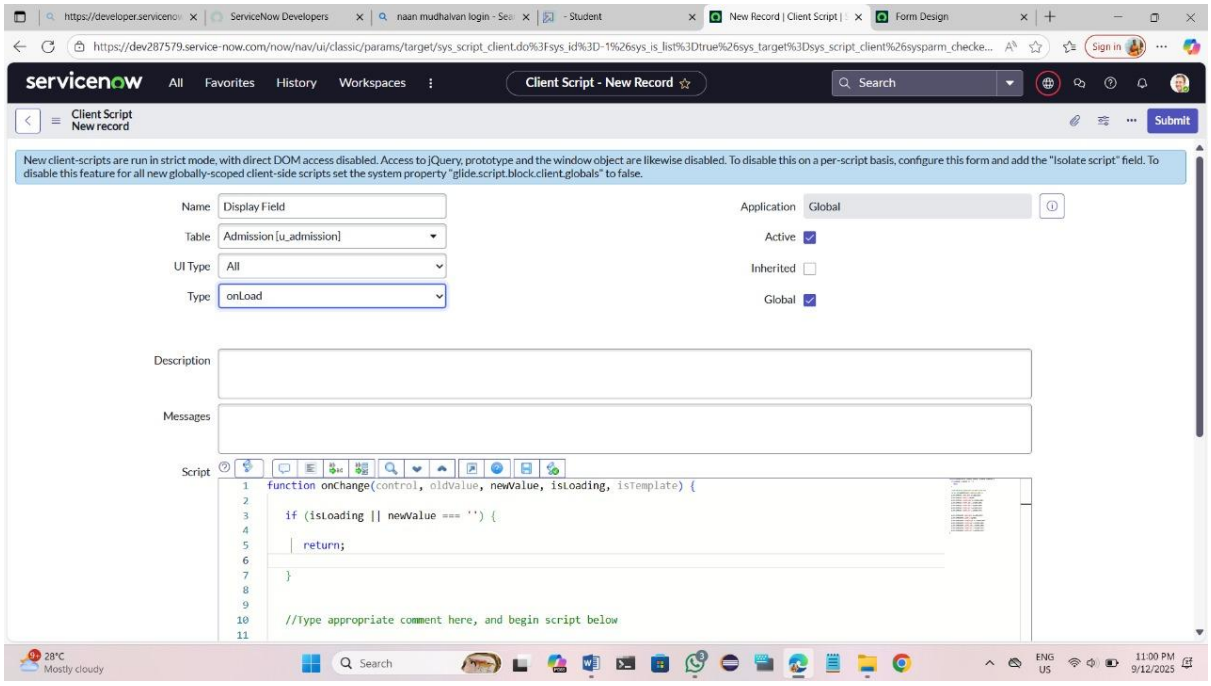
Activity 2: Creating “Pincode Update “ Client Scripts For Admission Table

Fill the Details as given.



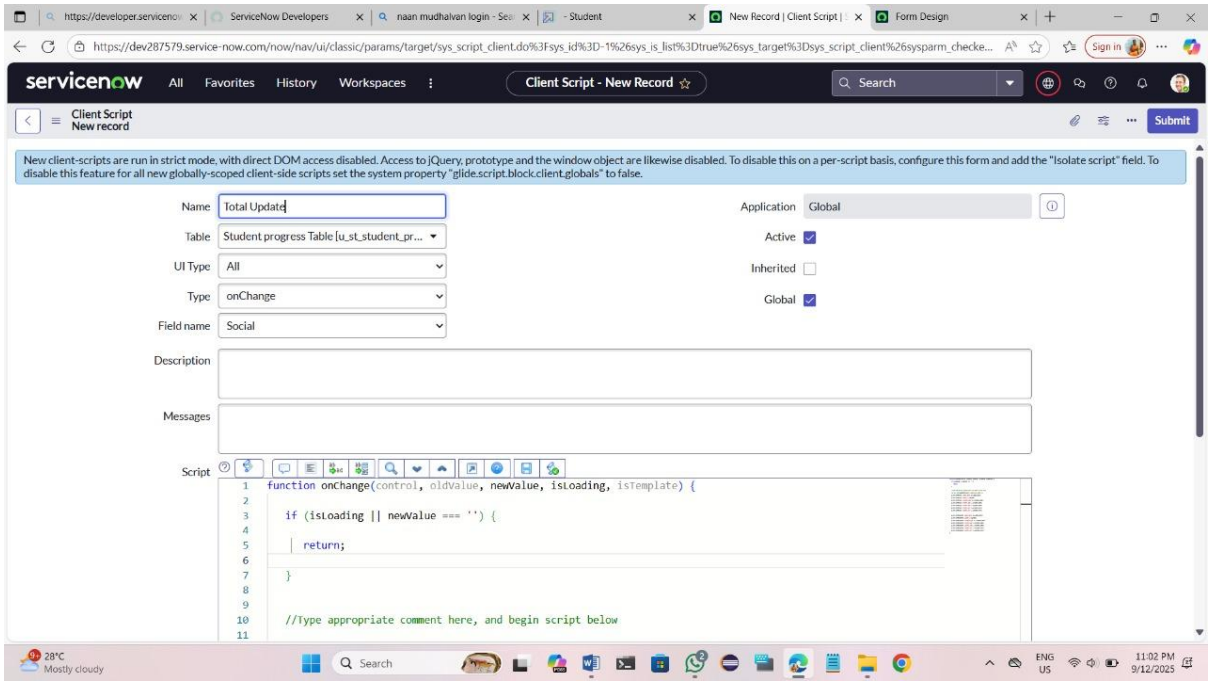
Activity 3: Creating “ Disable Fields ” Client Scripts For Student Progress Tables

Fill the Details as given.



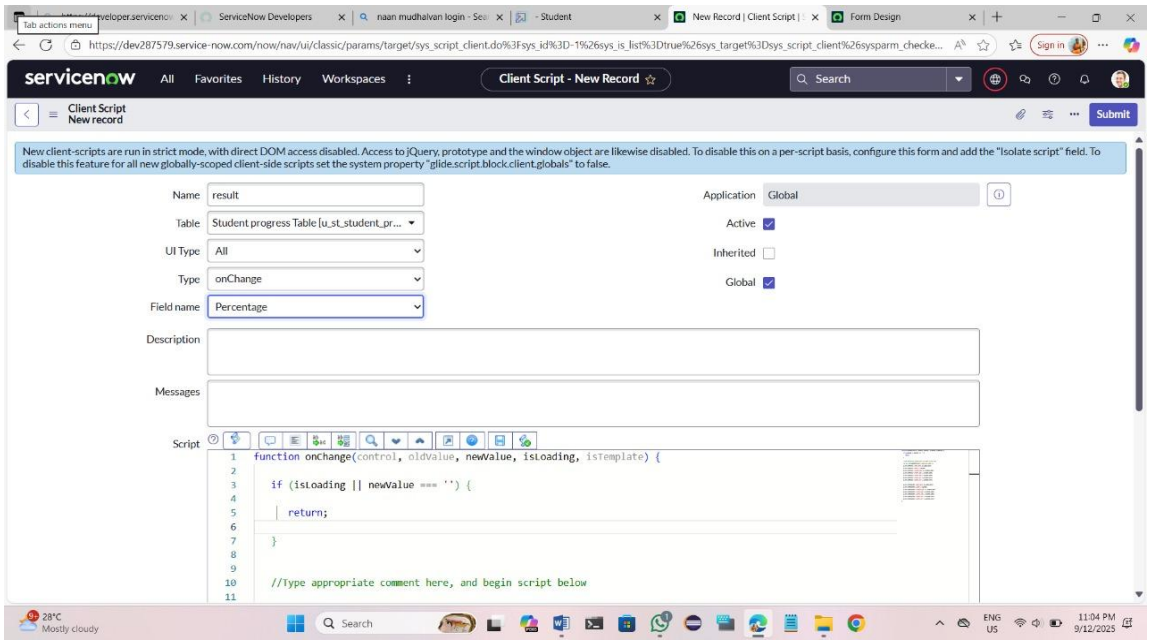
Activity 4: Creating " Total Update " Client Scripts For Student Progress Table

Fill the Details as given.



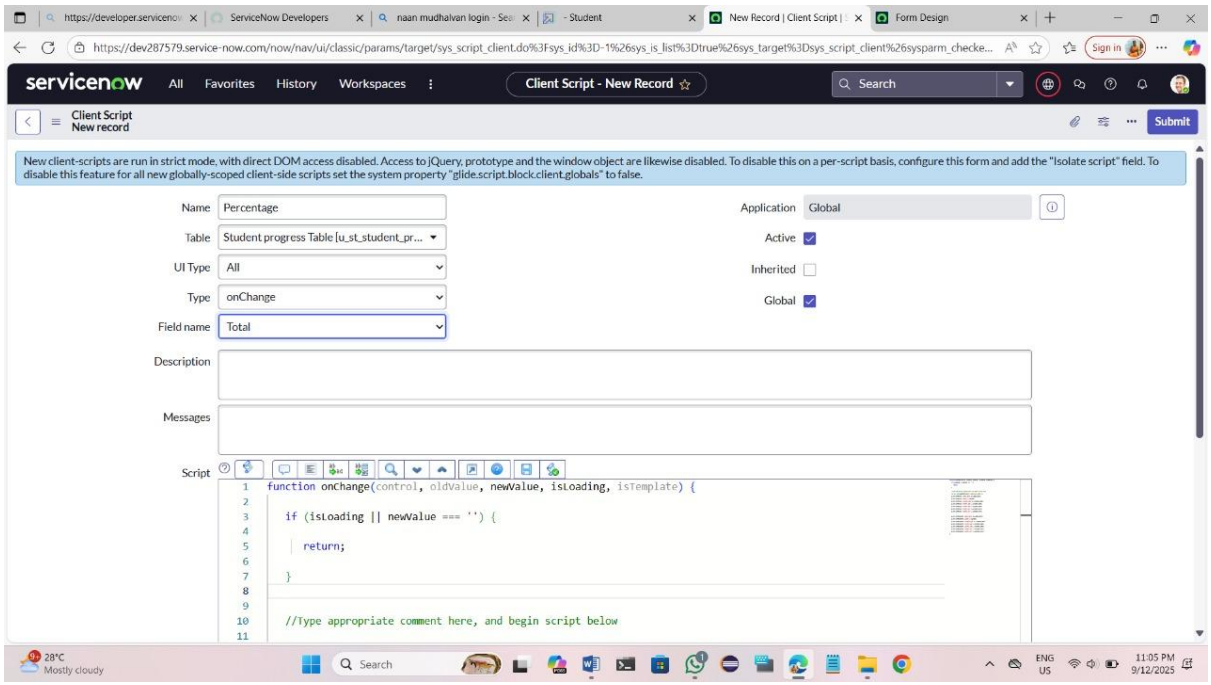
Activity 5: Creating " Result " Client Script For Student Progress Table

Fill the Details as given.



Activity 6: Creating " Percentage " Client Scripts For Student Progress Table

Fill the Details as given .



Milestones 9: Results