

## Project Title

Team ID: NM2025TMID13823

### Team Member:

Team Leader: PRIYADHARSHINI S

Team Member 1: SANTHOSH A

Team Member 2: SANTHOSH K

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.

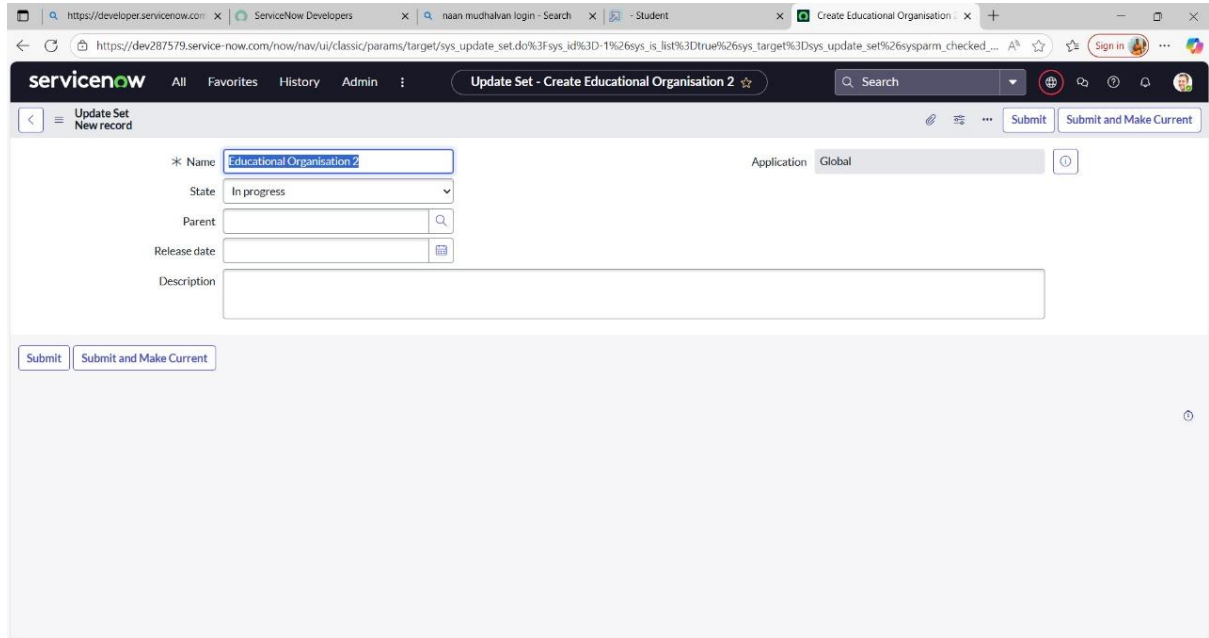
Additionally, expertise in workflow automation, system integration, and reporting dashboards is essential for successful implementation.

## 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



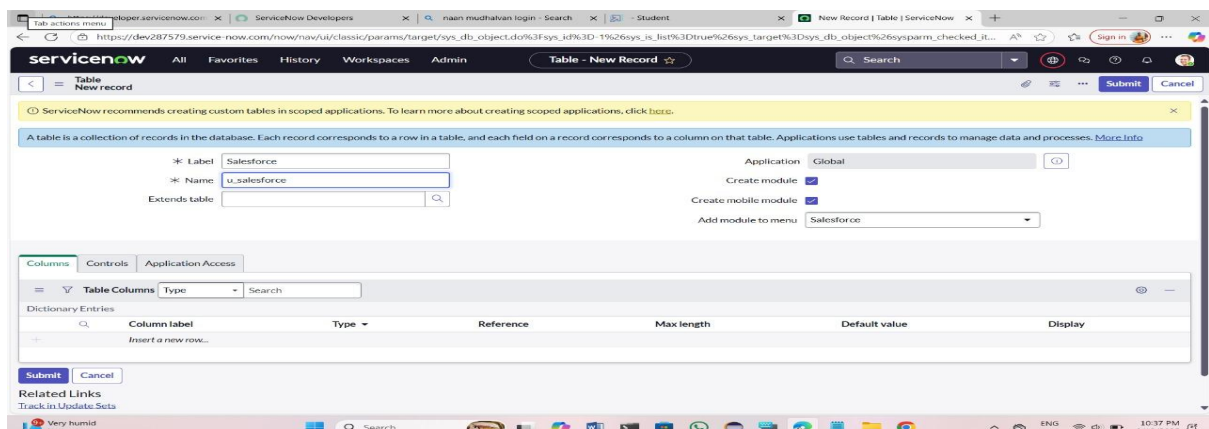
The screenshot shows the ServiceNow 'Update Set - Create Educational Organisation 2' form. The form is titled 'Update Set - Create Educational Organisation 2' and has a 'Submit' button. The form fields are as follows:

- Name:** Educational Organisation 2
- State:** In progress
- Parent:** (empty field with a search icon)
- Release date:** (empty field with a calendar icon)
- Description:** (empty text area)
- Application:** Global

At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current'.

## Create one more user:

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



The screenshot shows the ServiceNow 'Table - New Record' form. The form is titled 'Table - New Record' and has a 'Submit' button. The form fields are as follows:

- Label:** Salesforce
- Name:** u.salesforce
- Extends table:** (empty field with a search icon)
- Application:** Global
- Create module:** ☒
- Create mobile module:** ☒
- Add module to menu:** Salesforce

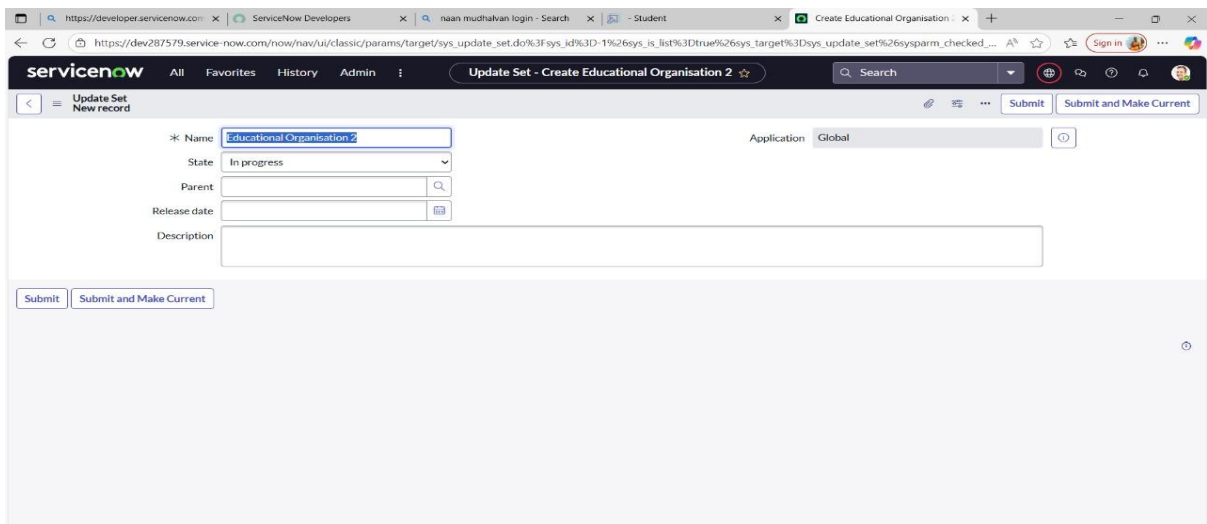
Below the form fields, there is a 'Columns' tab and a 'Table Columns' section. The 'Table Columns' section has a 'Type' dropdown set to 'Dictionary Entries' and a 'Search' field. Below this is a table with the following columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The table is currently empty, with a message 'Insert a new row...' below it.

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

## Milestone 2 : Update Set

### Activity 1: Create a Update Set

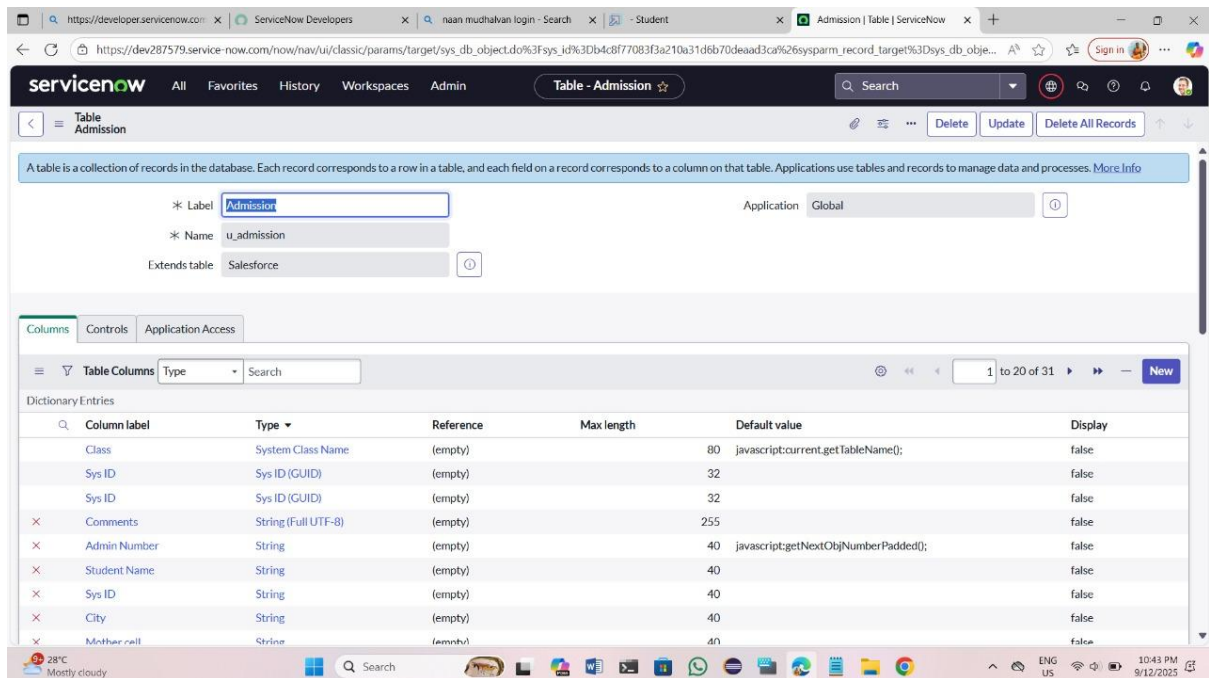
1. Open service now.
2. Click on All >> Local Update sets
3. Click on new
4. Enter the Details Name : Educational Organization
5. Click on submit and make current.



## 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.



The screenshot shows the ServiceNow 'Table - Admission' configuration page. The 'Label' is 'Admission' and the 'Name' is 'u\_admission'. The 'Extends table' is 'Salesforce'. The 'Columns' tab is active, showing a list of columns with their labels, types, references, max lengths, default values, and display status.

Column label	Type	Reference	Max length	Default value	Display
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Comments	String (Full UTF-8)	(empty)	255		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Student Name	String	(empty)	40		false
Sys ID	String	(empty)	40		false
City	String	(empty)	40		false
Mother roll	String	(empty)	40		false

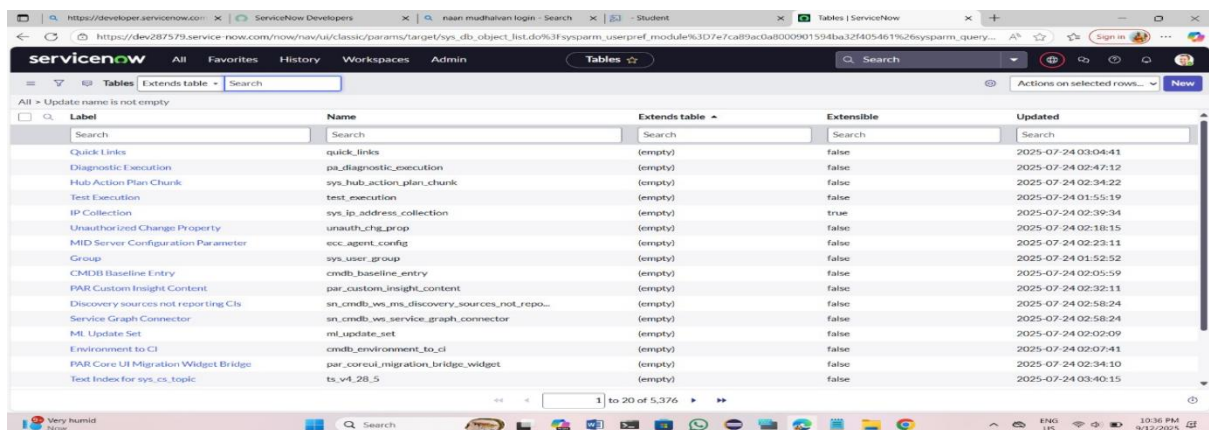
4. Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given

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



The screenshot shows the ServiceNow 'Tables' configuration page. The 'Extends table' is 'Search'. The table lists various tables with their labels, names, references, max lengths, default values, and display status.

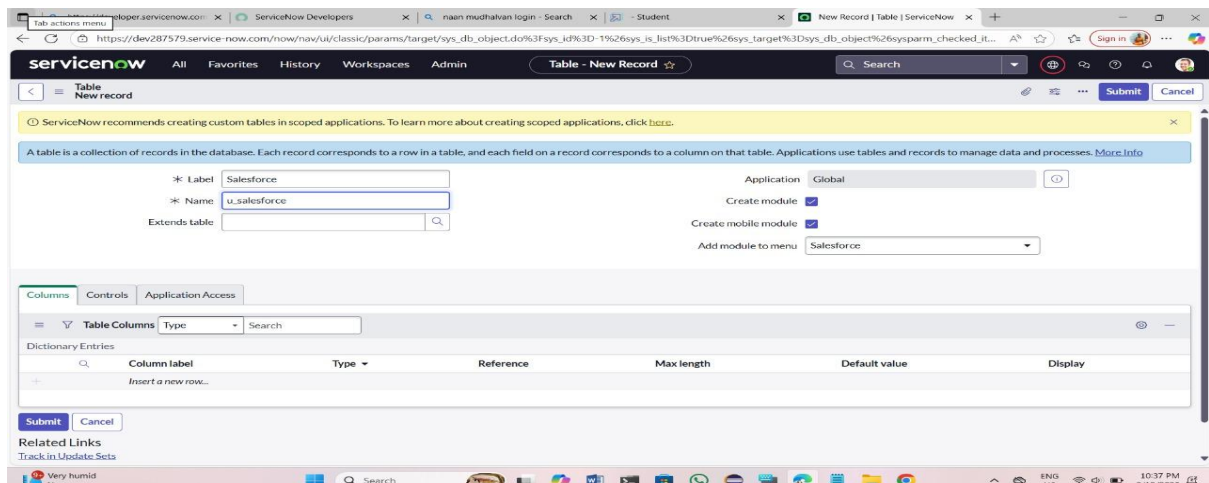
Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Quick Links	quick_links	(empty)	false	2025-07-24 03:04:41
Diagnostic Execution	pa_diagnostic_execution	(empty)	false	2025-07-24 02:47:12
Hub Action Plan Chunk	sys_hub_action_plan_chunk	(empty)	false	2025-07-24 02:34:22
Test Execution	test_execution	(empty)	false	2025-07-24 01:55:19
IP Collection	sys_ip_address_collection	(empty)	true	2025-07-24 02:39:34
Unauthorized Change Property	unauth_chg_prop	(empty)	false	2025-07-24 02:18:15
MID Server Configuration Parameter	ecc_agent_config	(empty)	false	2025-07-24 02:23:11
Group	sys_user_group	(empty)	false	2025-07-24 01:52:52
CMDB Baseline Entry	cmdb_baseline_entry	(empty)	false	2025-07-24 02:05:59
PAR Custom Insight Content	par_custom_insight_content	(empty)	false	2025-07-24 02:32:11
Discovery sources not reporting CIs	sn_cmdb_ws_discovery_sources_not_repo...	(empty)	false	2025-07-24 02:58:24
Service Graph Connector	sn_cmdb_ws_service_graph_connector	(empty)	false	2025-07-24 02:58:24
ML Update Set	ml_update_set	(empty)	false	2025-07-24 02:02:09
Environment to CI	cmdb_environment_to_ci	(empty)	false	2025-07-24 02:07:41
PAR Core UI Migration Widget Bridge	par_coreui_migration_widget_bridge	(empty)	false	2025-07-24 02:34:10
Text Index for sys_cs_topic	ts_v4_28_5	(empty)	false	2025-07-24 03:40:15

## Activity 2 : Creating Admission Table

9. Create an Admission Table with Columns given.

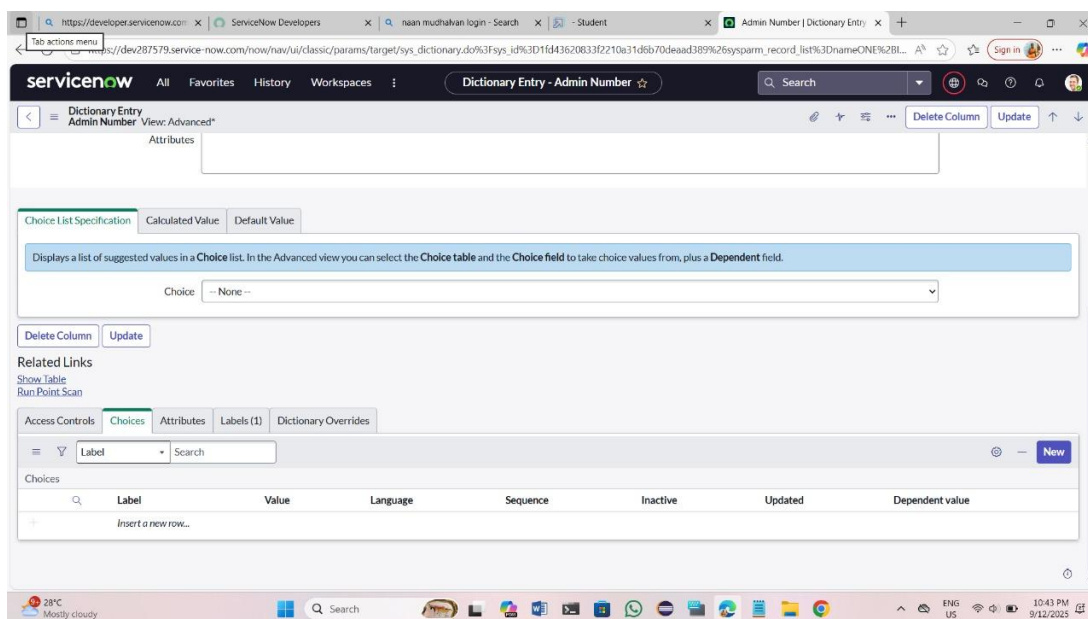
10. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce

11. Create Fields as shown



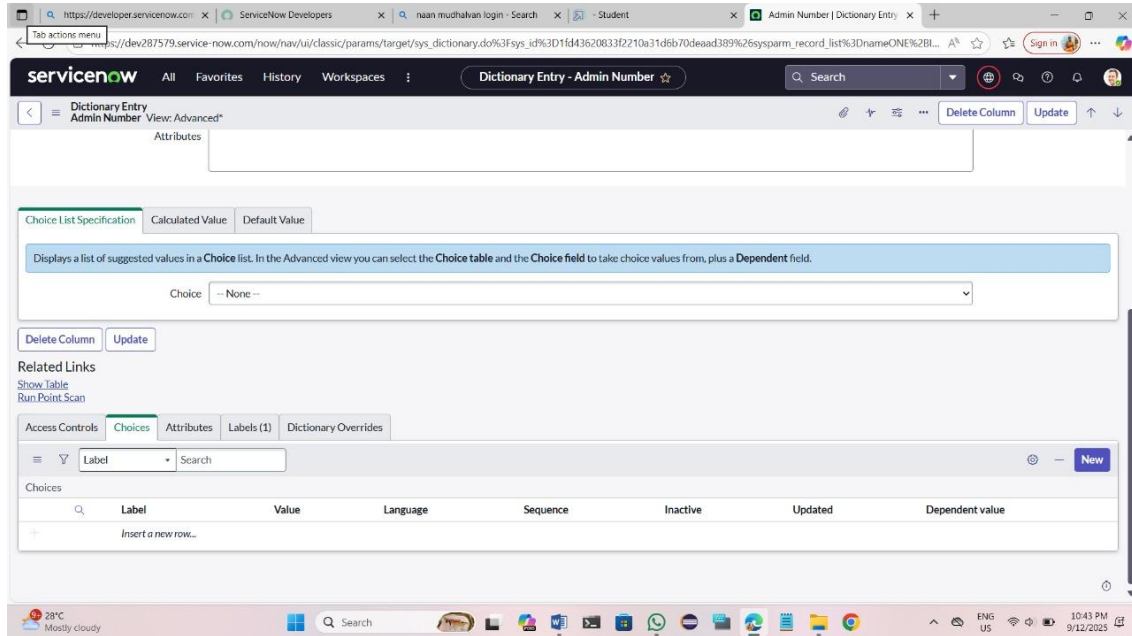
The screenshot shows the 'Table - New Record' form in ServiceNow. The form is for creating a new table. The 'Label' is set to 'Salesforce' and the 'Name' is 'u.salesforce'. The 'Extends table' is set to 'Salesforce'. The 'Application' is 'Global'. The 'Create module' checkbox is checked, and the 'Add module to menu' is set to 'Salesforce'. The 'Columns' tab is selected, showing a table with columns: Column label, Type, Reference, Max length, Default value, and Display. The 'Dictionary Entries' section is empty. The 'Submit' button is visible at the bottom left.

12. Create choice for Admin Status as:



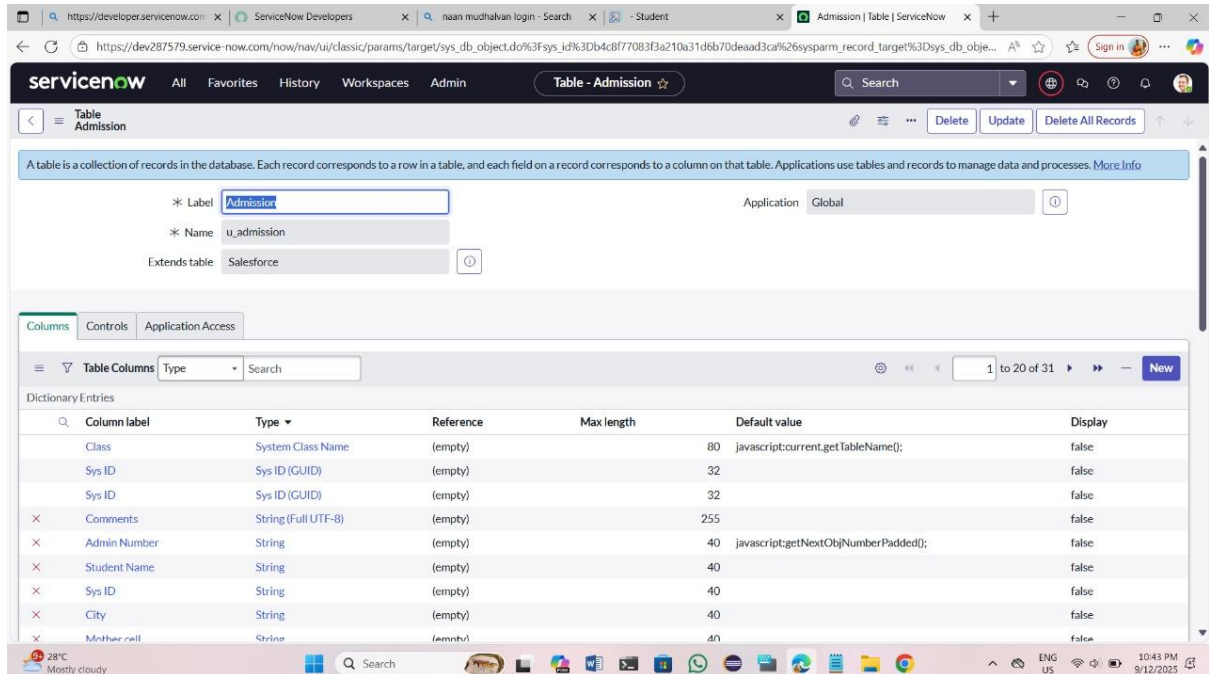
The screenshot shows the 'Dictionary Entry - Admin Number' form in ServiceNow. The form is for creating a new choice list. The 'Choice' is set to 'None'. The 'Choice list Specification' tab is selected, showing a table with columns: Label, Value, Language, Sequence, Inactive, Updated, and Dependent value. The 'Choices' section is empty. The 'Update' button is visible at the bottom left.

### 13. Create choice for Pincode as:



The screenshot shows the ServiceNow Dictionary Entry page for 'Admin Number'. The 'Choice List Specification' tab is active, displaying a text box for 'Choice' with the value '-- None --'. Below this, there are tabs for 'Access Controls', 'Choices', 'Attributes', 'Labels (1)', and 'Dictionary Overrides'. The 'Choices' tab is selected, showing a table with columns: Label, Value, Language, Sequence, Inactive, Updated, and Dependent value. The table is currently empty, with a 'New' button in the top right corner.

### 14. Create choice for Purpose of Join as:



The screenshot shows the ServiceNow Table - Admission page. The 'Columns' tab is active, displaying a table with columns: Column label, Type, Reference, Max length, Default value, and Display. The table contains several rows of data, including 'Class', 'Sys ID', 'Comments', 'Admin Number', 'Student Name', 'Sys ID', 'City', and 'Mother call'.

Column label	Type	Reference	Max length	Default value	Display
Class	System Class Name	(empty)	80	javascript:current.getTabletName();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Comments	String (Full UTF-8)	(empty)	255		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Student Name	String	(empty)	40		false
Sys ID	String	(empty)	40		false
City	String	(empty)	40		false
Mother call	String	(empty)	40		false

### 15. Create choice for school

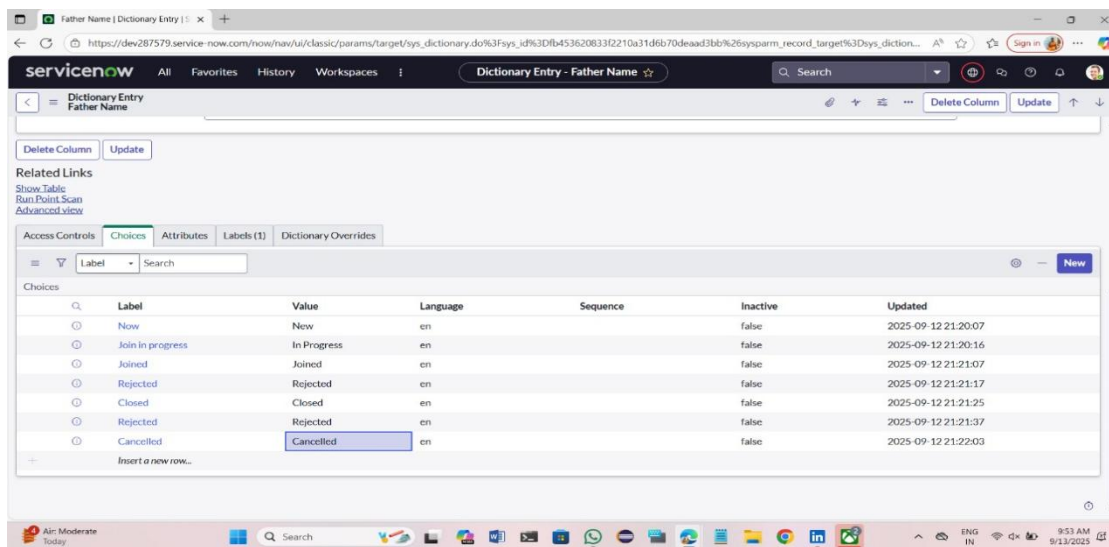
### 16. Create choice for School Area

## 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:



The screenshot shows the 'Dictionary Entry - Father Name' form in ServiceNow. The 'Choices' tab is selected, displaying a table of choices. The table has columns: Label, Value, Language, Sequence, Inactive, and Updated. The 'Cancelled' choice is highlighted.

Label	Value	Language	Sequence	Inactive	Updated
Now	New	en		false	2025-09-12 21:20:07
Join in progress	In Progress	en		false	2025-09-12 21:20:16
Joined	Joined	en		false	2025-09-12 21:21:07
Rejected	Rejected	en		false	2025-09-12 21:21:17
Closed	Closed	en		false	2025-09-12 21:21:25
Rejected	Rejected	en		false	2025-09-12 21:21:37
Cancelled	Cancelled	en		false	2025-09-12 21:22:03

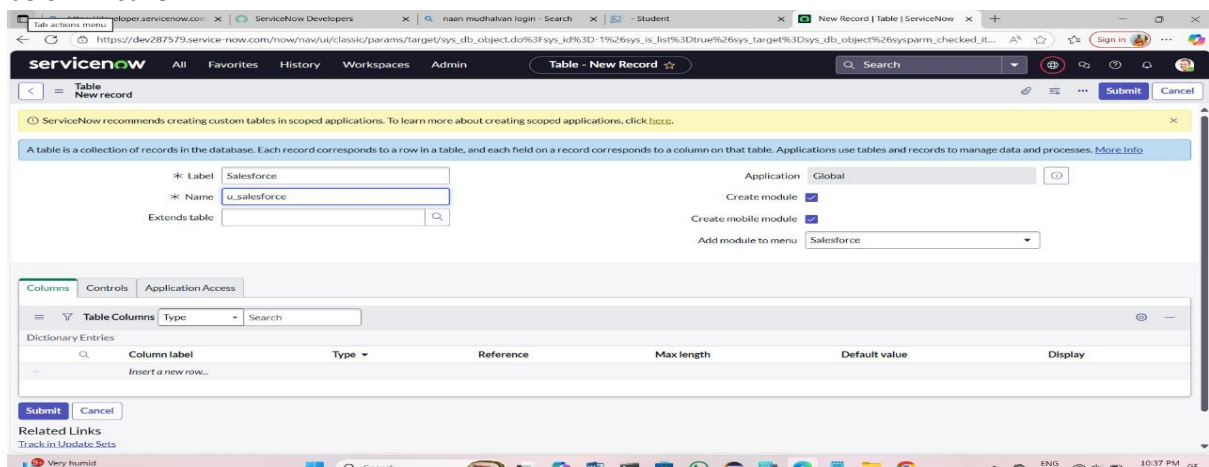
## Milestone 4 : Form Layout

### 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



The screenshot shows the 'Table - New Record' form in ServiceNow. The 'Columns' tab is selected, displaying a table of columns. The 'Salesforce' column is highlighted.

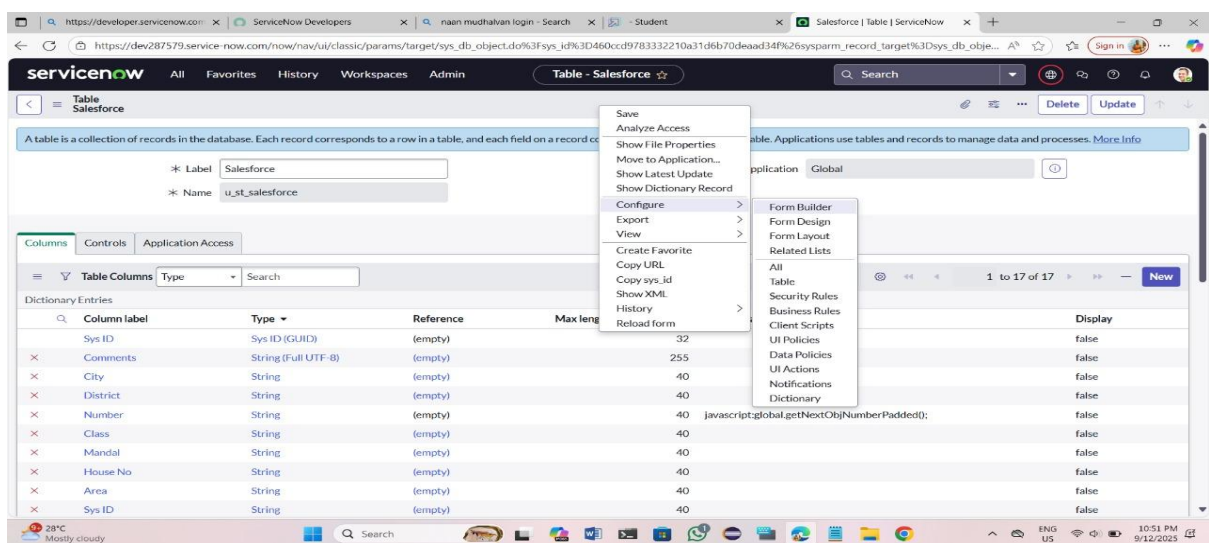
Label	Value	Language	Sequence	Inactive	Updated
Now	New	en		false	2025-09-12 21:20:07
Join in progress	In Progress	en		false	2025-09-12 21:20:16
Joined	Joined	en		false	2025-09-12 21:21:07
Rejected	Rejected	en		false	2025-09-12 21:21:17
Closed	Closed	en		false	2025-09-12 21:21:25
Rejected	Rejected	en		false	2025-09-12 21:21:37
Cancelled	Cancelled	en		false	2025-09-12 21:22:03



## Milestone 5 :Form Design

### Activity 1 : Creating Form Design For Salesforce Table

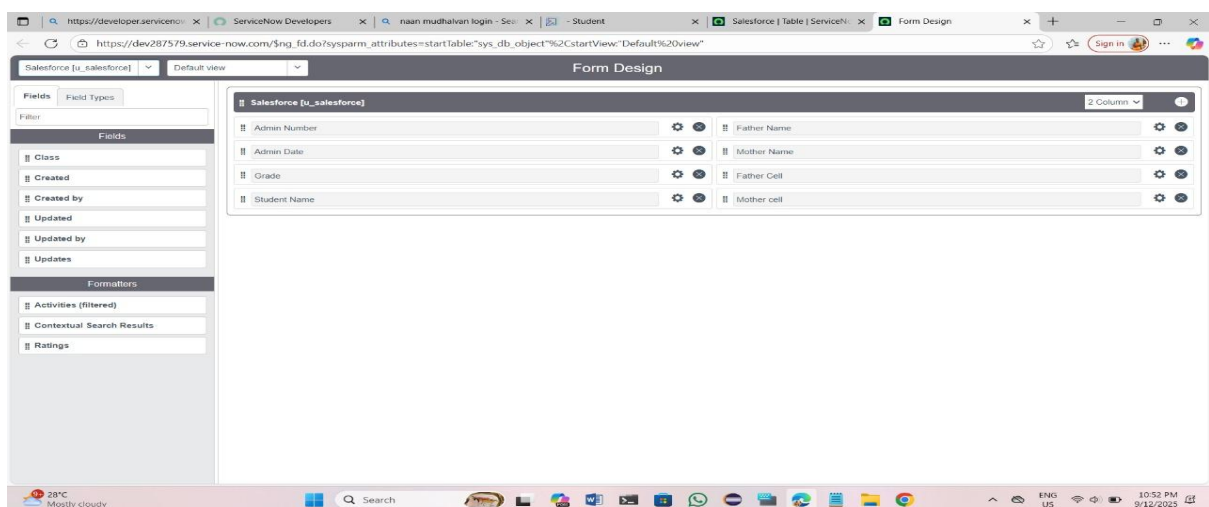
1. All >> System Definition >> Tables.
2. In Label Search for Salesforce and open.
3. Right Click on top Toggle >> Configure >> Form Design.



The screenshot shows the ServiceNow interface for configuring a table named 'Salesforce'. The 'Columns' tab is selected, displaying a list of columns with their labels, types, references, and maximum lengths. A context menu is open over the 'Table Columns' header, showing options like 'Save', 'Analyze Access', 'Export', and 'Configure'. The 'Configure' option is selected, leading to the 'Form Design' option in the sub-menu.

Column label	Type	Reference	Max length
Sys ID	Sys ID (GUID)	(empty)	32
Comments	String (Full UTF-8)	(empty)	255
City	String	(empty)	40
District	String	(empty)	40
Number	String	(empty)	40
Class	String	(empty)	40
Mandal	String	(empty)	40
House No	String	(empty)	40
Area	String	(empty)	40
Sys ID	String	(empty)	40

4. In drop down select Salesforce(u\_salesforce)

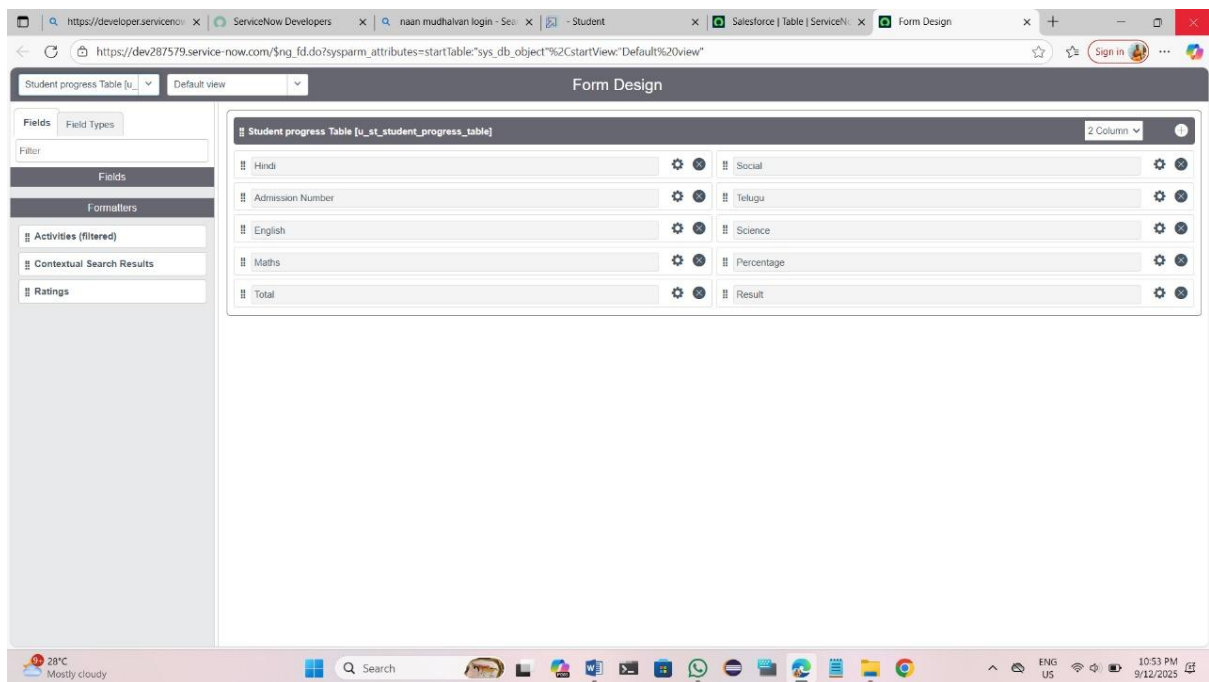


The screenshot shows the ServiceNow Form Design page for the 'Salesforce' table. The 'Salesforce [u\_salesforce]' form is displayed, showing a list of fields and their corresponding values. The fields are arranged in a grid, and the form is titled 'Salesforce [u\_salesforce]'.

Field	Value
Admin Number	
Admin Date	
Grade	
Student Name	
Father Name	
Mother Name	
Father Cell	
Mother cell	



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

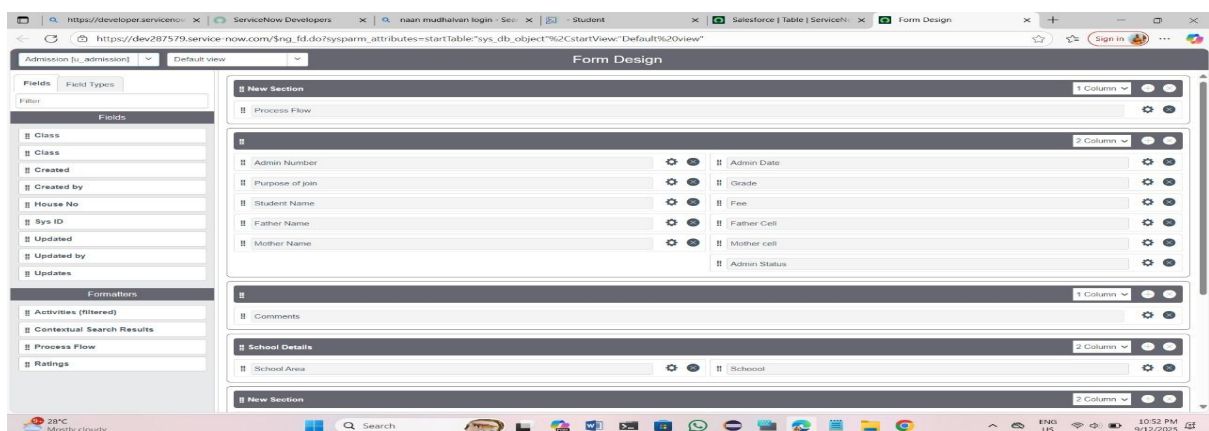


The screenshot shows the ServiceNow Form Design interface for the 'Student progress Table [u\_st\_student\_progress\_table]'. The left sidebar contains a 'Fields' list with 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'. The main area displays a table with 2 columns. The fields are arranged as follows:

Student progress Table [u_st_student_progress_table]	
Hindi	Social
Admission Number	Telugu
English	Science
Maths	Percentage
Total	Result

## Activity 2 : Creating form Design For Admission Table

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

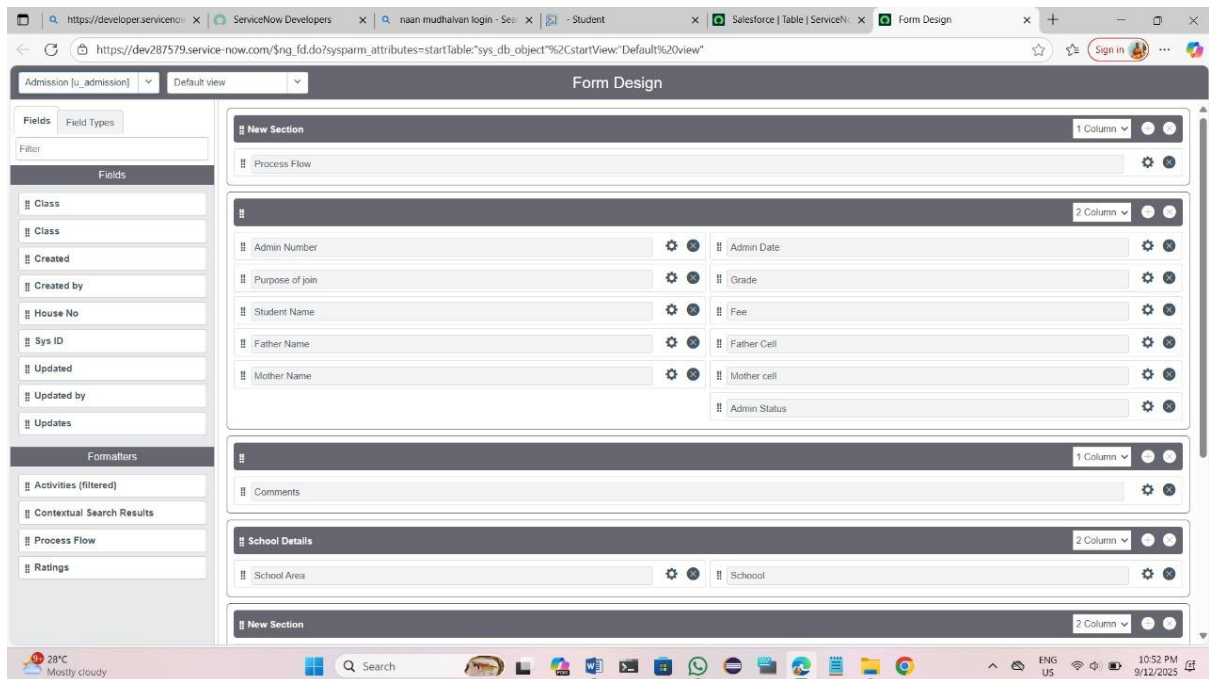


The screenshot shows the ServiceNow Form Design interface for the 'Admission Table [u\_admission]'. The left sidebar contains a 'Fields' list with 'Class', 'Created', 'Created by', 'House No', 'Sys ID', 'Updated', 'Updated by', and 'Updates'. The main area displays a form with multiple sections:

- New Section** (1 Column):
  - Process Flow
- 2 Columns**:
  - Admin Number
  - Purpose of join
  - Student Name
  - Father Name
  - Mother Name
  - Admin Date
  - Grade
  - Fee
  - Father Cell
  - Mother cell
  - Admin Status
- 1 Column**:
  - Comments
- School Details** (2 Columns):
  - School Area
  - School
- New Section** (2 Columns):

### Activity 3: Creating Form Design For Student Progress Table

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



The screenshot shows the ServiceNow Form Design interface for the 'Admission [u\_admission]' form. The form is configured with the following sections and fields:

- New Section:** 1 Column
  - Process Flow
- 2 Column:**
  - Admin Number
  - Admin Date
  - Purpose of join
  - Grade
  - Student Name
  - Fee
  - Father Name
  - Father Cell
  - Mother Name
  - Mother cell
  - Admin Status
- 1 Column:**
  - Comments
- School Details:** 2 Column
  - School Area
  - School
- New Section:** 2 Column

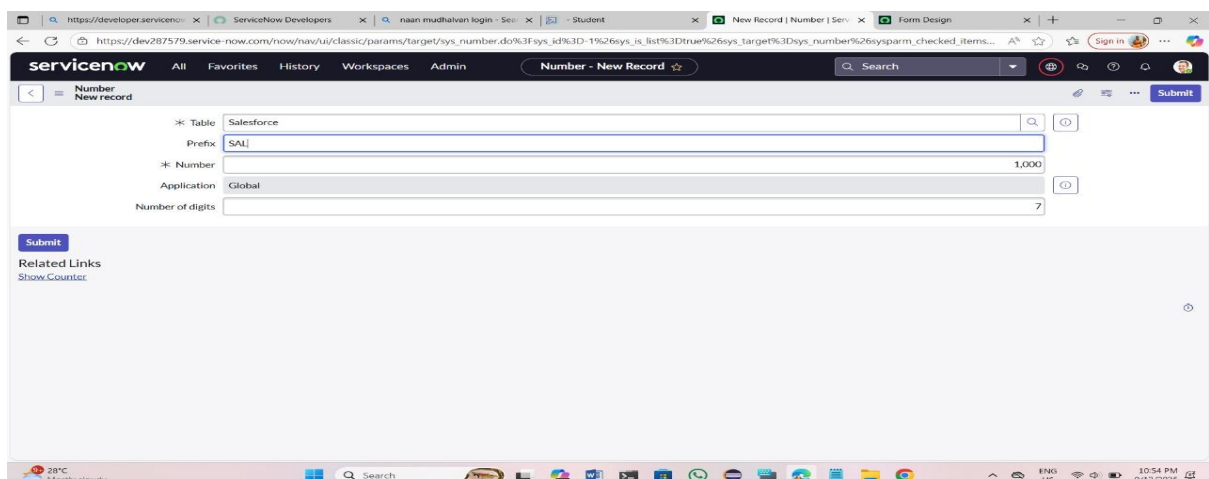
The left sidebar shows the 'Fields' list with various fields like Class, Created, Created by, House No, Sys ID, Updated, Updated by, and Updates. The 'Formatters' section includes Activities (filtered), Contextual Search Results, Process Flow, and Ratings.

### Milestone 6 : Number Maintenance

#### Activity 1: Creating Number Maintenance For Admin Number

1. All >> Number Maintenance >> New

2. Fill the details >> Submit.



The screenshot shows the ServiceNow Number Maintenance 'New Record' form. The form is configured with the following fields:

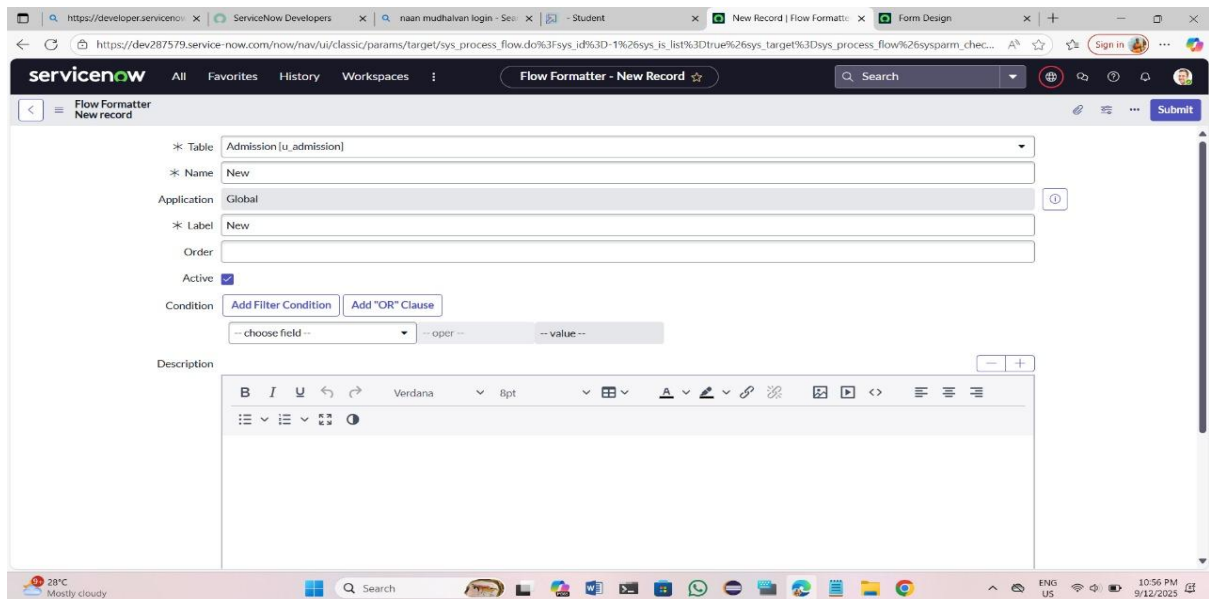
- Table:** Salesforce
- Prefix:** SAL
- Number:** 1,000
- Application:** Global
- Number of digits:** 7

The form includes a 'Submit' button and a 'Related Links' section with a 'Show Counter' link.

## Milestone 7: Progress Flow

### Activity 1: Creating Progress Flow For Admission Table

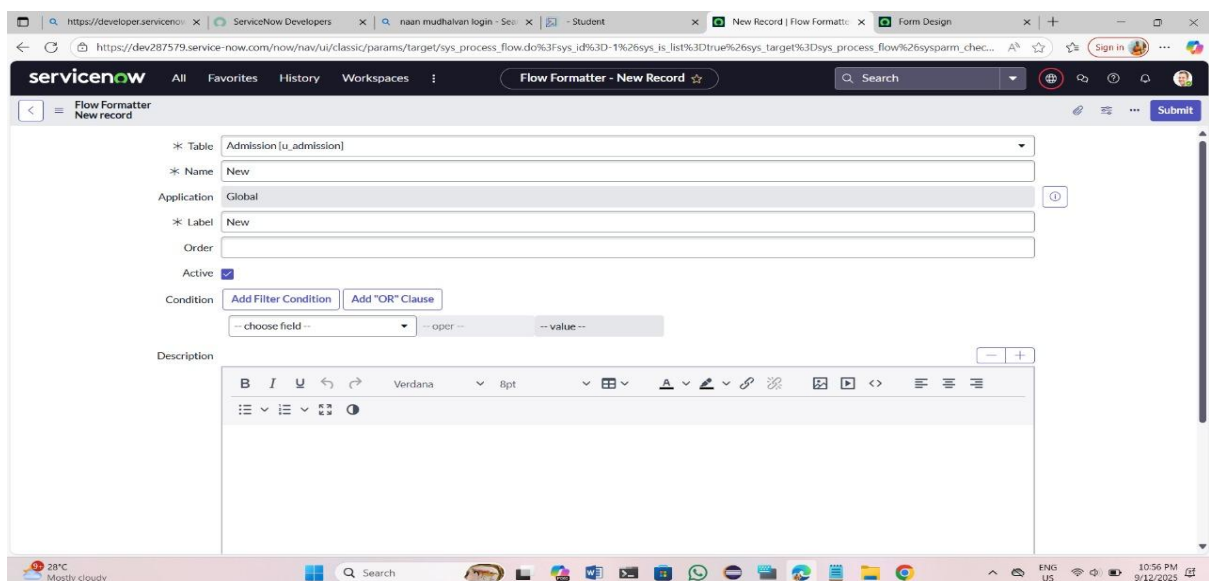
1. All >> Process Flow >> New
2. Fill the Details as given Below



The screenshot shows the ServiceNow Flow Formatter - New Record form. The form fields are as follows:

- Table:** Admission [u\_admission]
- Name:** New
- Application:** Global
- Label:** New
- Order:** (empty)
- Active:** ☒
- Condition:** Add Filter Condition | Add "OR" Clause
- Description:** (Rich text editor with Verdana font, 8pt size)

3. Right Click on toggle and click on the save.
4. Replace the Name and Label as below and Click on insert on stay.



The screenshot shows the ServiceNow Flow Formatter - New Record form. The form fields are as follows:

- Table:** Admission [u\_admission]
- Name:** New
- Application:** Global
- Label:** New
- Order:** (empty)
- Active:** ☒
- Condition:** Add Filter Condition | Add "OR" Clause
- Description:** (Rich text editor with Verdana font, 8pt size)

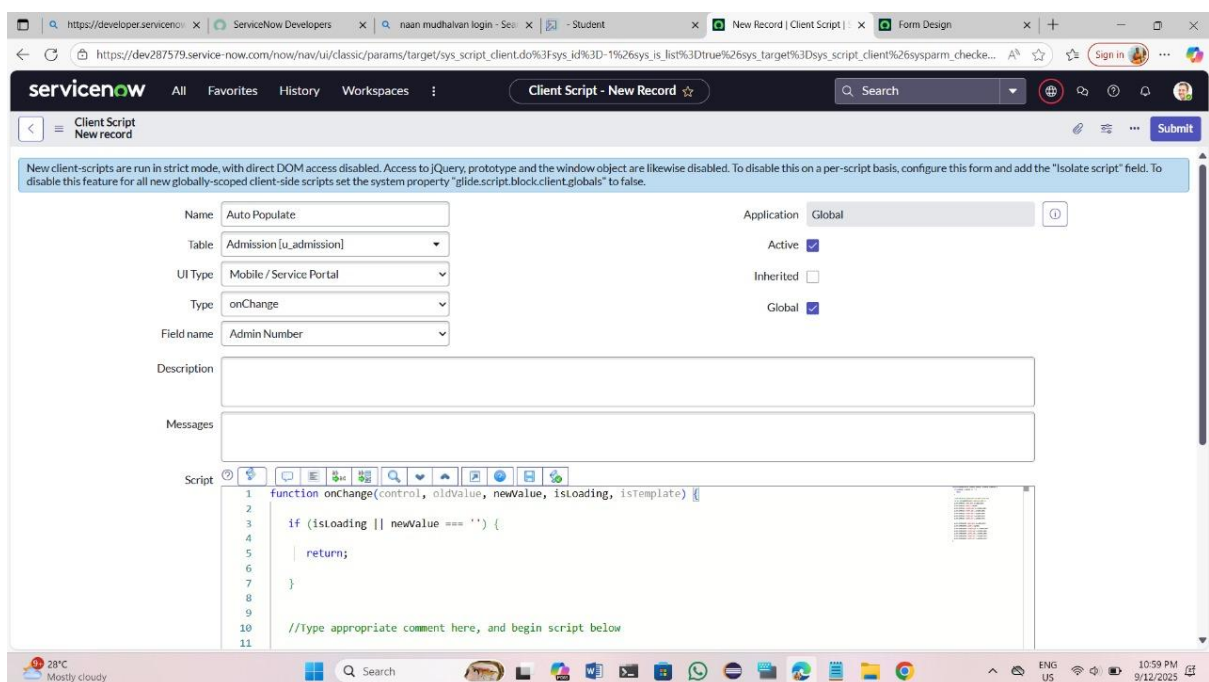
5. Replace the Name and Label in order and click on insert on stay.

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” Client Scripts For Admission Table

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



The screenshot shows the ServiceNow 'Client Script - New Record' form. The form is titled 'Client Script - New Record' and includes a 'Submit' button. A warning message at the top states: 'New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.'

The form fields are as follows:

- Name:** Auto Populate
- Table:** Admission [u\_admission]
- UI Type:** Mobile / Service Portal
- Type:** onChange
- Field name:** Admin Number
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

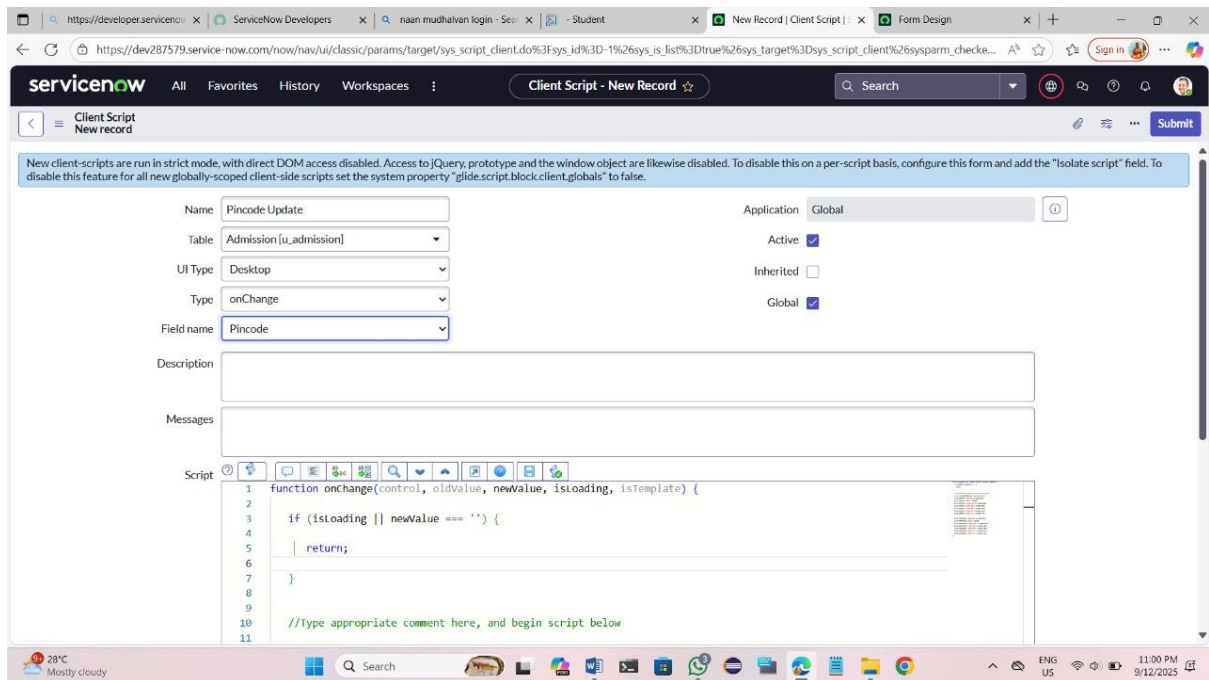
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7
8
9
10 //Type appropriate comment here, and begin script below
11

```

The bottom of the screenshot shows the Windows taskbar with the date and time as 10:59 PM on 9/12/2023.

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

Fill the Details as given.



The screenshot shows the ServiceNow 'Client Script - New Record' form. The form is for a 'Pincode Update' client script. The 'Table' is set to 'Admission [u\_admission]'. The 'UI Type' is 'Desktop'. The 'Type' is 'onChange'. The 'Field name' is 'Pincode'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Inherited' checkbox is unchecked. The 'Global' checkbox is checked. The 'Description' and 'Messages' fields are empty. The 'Script' field contains the following code:

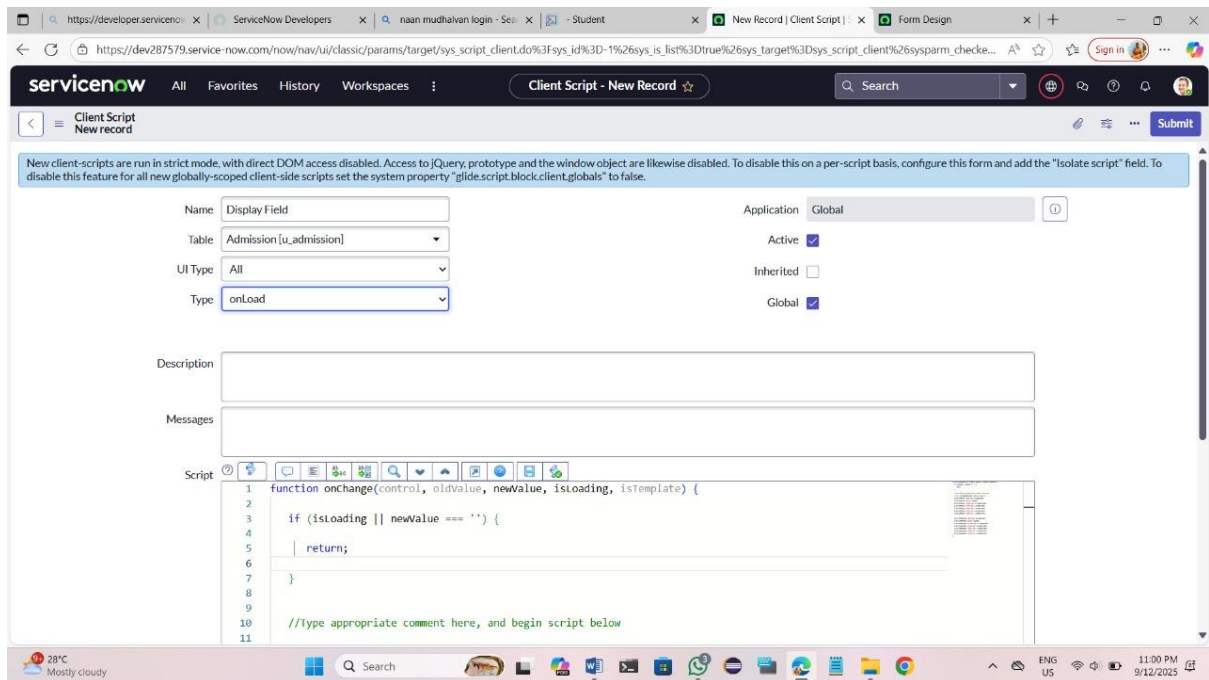
```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7
8
9
10 //Type appropriate comment here, and begin script below
11

```

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

Fill the Details as given.



The screenshot shows the ServiceNow 'Client Script - New Record' form. The form is titled 'Client Script - New Record' and has a 'Submit' button. The form contains the following fields and values:

- Name:** Display Field
- Table:** Admission [u\_admission]
- UI Type:** All
- Type:** onLoad
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7
8
9
10 //Type appropriate comment here, and begin script below
11

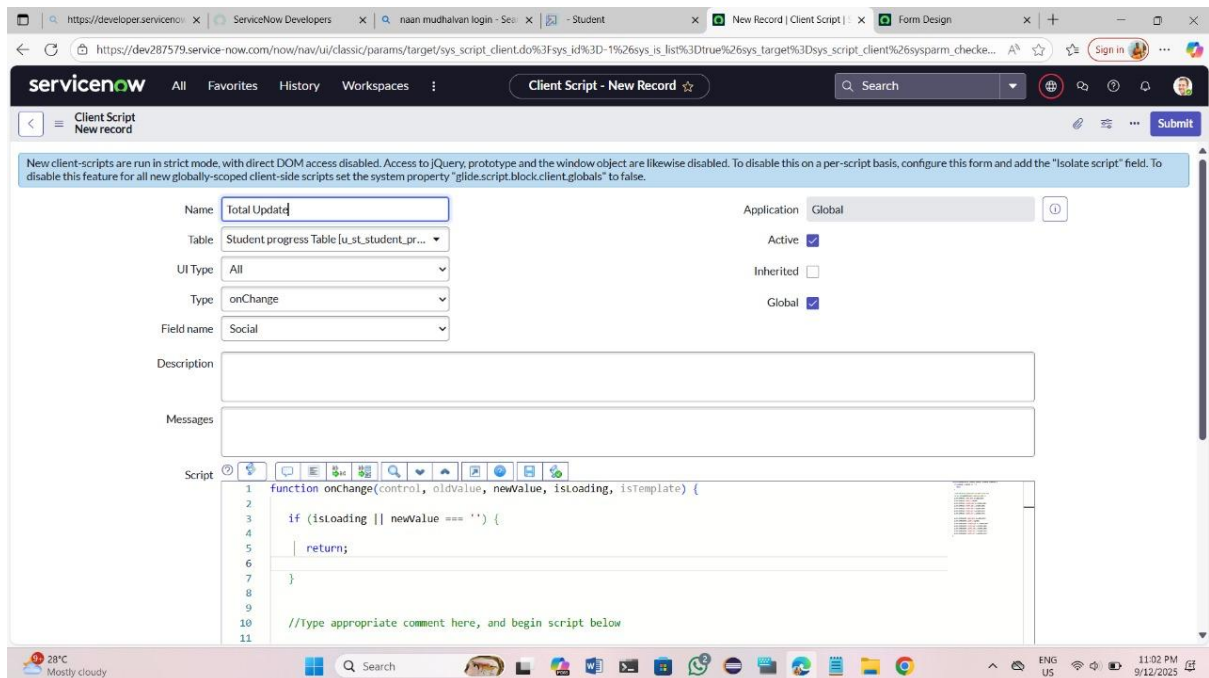
```

The form also includes a 'Submit' button and a 'Cancel' button. The 'Script' field is a code editor with a toolbar and line numbers.



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

Fill the Details as given.



The screenshot shows the ServiceNow 'Client Script - New Record' form. The form is titled 'Client Script - New Record' and has a 'Submit' button. A blue banner at the top states: 'New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.'

The form fields are as follows:

- Name:** Total Update
- Table:** Student progress Table [u\_st\_student\_pr...]
- UI Type:** All
- Type:** onChange
- Field name:** Social
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

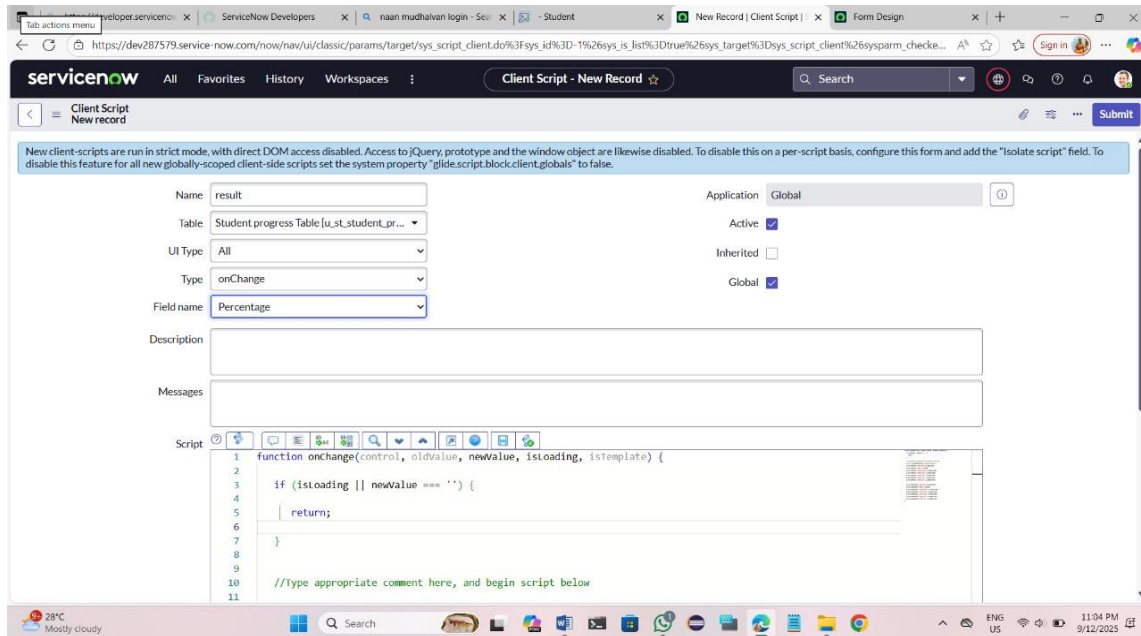
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (!isLoading || newValue === '') {
4
5     return;
6
7   }
8
9
10  //Type appropriate comment here, and begin script below
11

```

The bottom of the screen shows a Windows taskbar with the date 9/12/2023 and time 11:02 PM.

## Activity 5: Creating “ Result “ Client Script For Student Progress Table

Fill the Details as given.



The screenshot shows the ServiceNow 'Client Script - New Record' form. The form is for a client script named 'result' associated with the 'Student progress Table [u\_st\_student\_pr...'. The script is configured to run on the 'onChange' event for the 'Percentage' field. The script is set to be 'Active' and 'Global'. The script content is as follows:

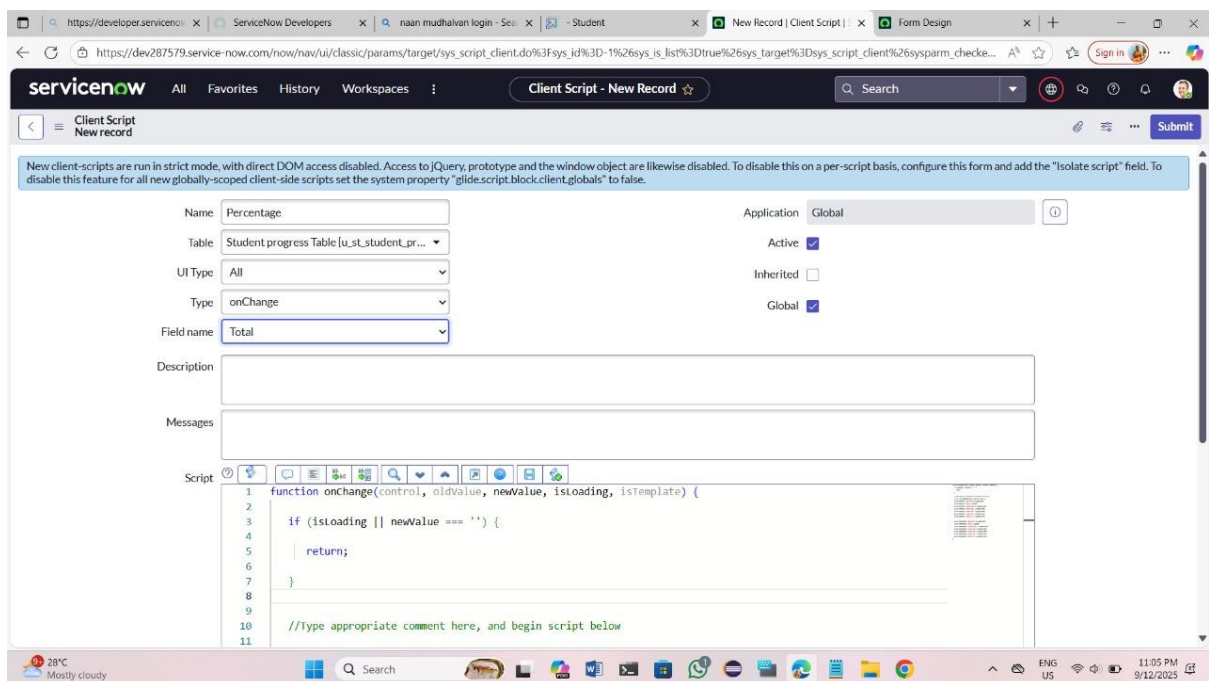
```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7 }
8
9
10 //Type appropriate comment here, and begin script below
11

```

## Activity 6: Creating “ Percentage “ Client Scripts For Student Progress Table

Fill the Details as given .



The screenshot shows the ServiceNow 'Client Script - New Record' form. The form is titled 'Client Script - New Record' and includes a 'Submit' button. The form fields are as follows:

- Name:** Percentage
- Table:** Student progress Table [u\_st\_student\_pr...
- UI Type:** All
- Type:** onChange
- Field name:** Total
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7
8
9
10 //Type appropriate comment here, and begin script below
11

```

## Milestones 9: Results

