Educational Organisation Using ServiceNow

1. Introduction

- Project Title: Educational Organisation Using ServiceNow
- Team Members: 1. Satish Kadagala (Leader)

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  3. Gubbala Madhuri
  4. Karumuri Surya Prakash

2. Project Overview

- Purpose: This project focuses on transforming academic and administrative request handling using ServiceNow. The aim is to automate service request routing, reduce administrative delays, and provide students, faculty, and staff with a seamless and transparent support system.
- Features: Rule-based and workload-aware request routing,SLA tracking and escalations,Role-based access control,Dashboards for student services analytics.

3. Architecture

- Platform: ServiceNow cloud platform
- Components: Users, Roles, Groups, Tables, Flows, ACLs

4. Implementation Steps

Step 1: Create Local Update Set

1. Navigate to **All → Local Update Sets**
2. Click **New**

3. Enter **Name**: Educational Organisation
4. Click **Submit**
5. Click **Make Current**

Step 2: Create Salesforce Table

1. Navigate to **All → Tables**
2. Click **New**
3. Enter a **Label**: Salesforce → API Name will auto-generate
4. Click **Submit**
5. Open the newly created table

Step 3: Add Columns to Salesforce Table

1. Add columns like Admin Number, Grade, Student Name, etc.
2. Double-click column label to edit
3. Choose appropriate type for each field
4. For **Admin Number**:
    - Enable **Display**
    - Right-click the top toggle bar → Click **Save**
    - Go to **Advanced View**
    - Enable **Use dynamic default**
    - Select **Get Next Padded Number**
    - Click **Update**
5. Go to **Controls**
    - Enable **Extensible**

Step 4: Create Admission Table

1. Go to **All → Tables → New**
2. Enter **Label**: Admission
3. Select **Extends Table** → Salesforce
4. Check **Add Module to Menu**
5. Add required columns

6. Create **Choices** for fields like:
    - Admin Status
    - Pincode
    - Purpose of Join
    - School
    - School Area

Step 5: Create Student Progress Table

1. Go to **All → Tables → New**
2. Enter **Label**: Student Progress
3. Check **Add Module to Menu**
4. Add required columns

Step 6: Configure Form Layout

For each table:

1. Go to **All → System Definition → Tables**
2. Search and open the table
3. Right-click top toggle → Click **Configure → Form Design**
4. Select your table from dropdown (e.g., u_salesforce)
5. Drag and drop fields to left section
6. Click **Save**

Step 7: Create Number Maintenance

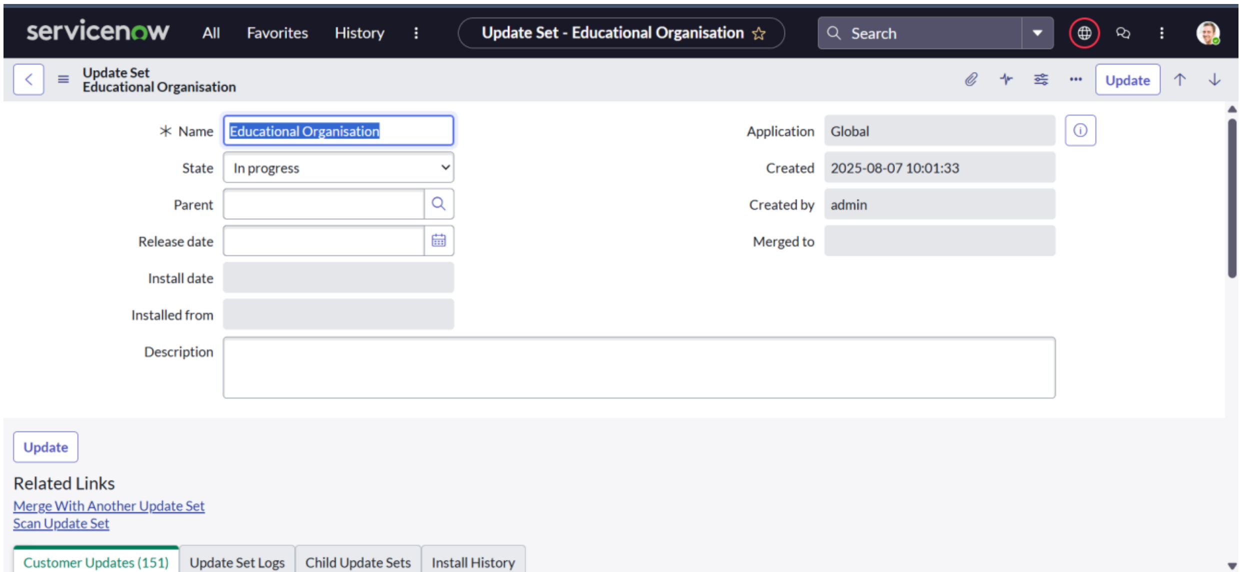
1. Go to **All → Number Maintenance → New**
2. Fill in the required details

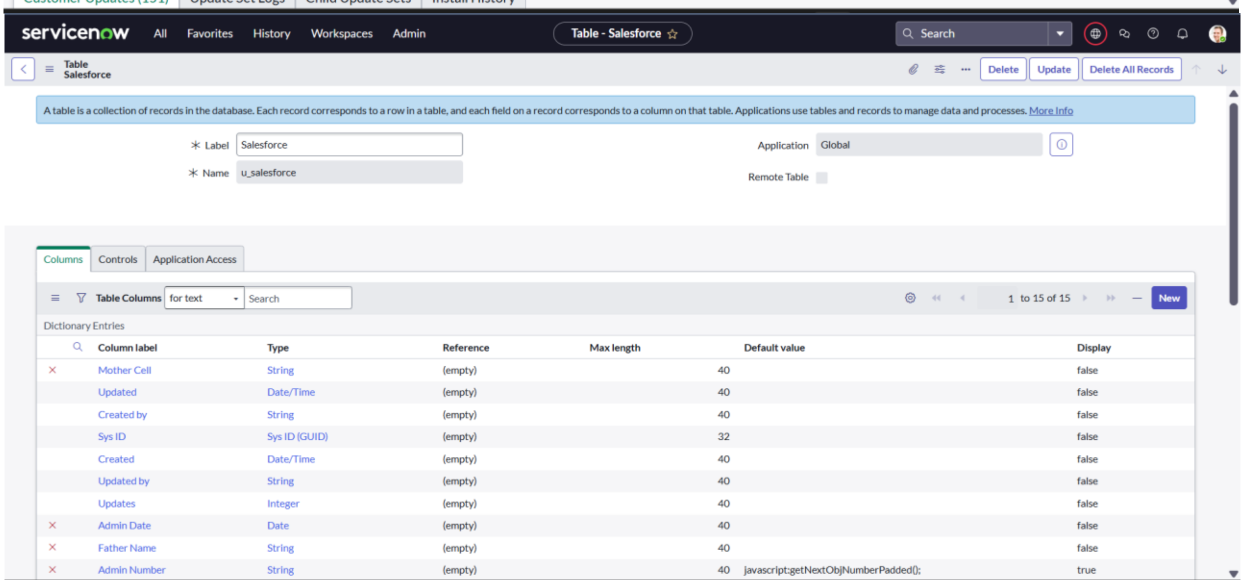
Step 8: Create Process Flow

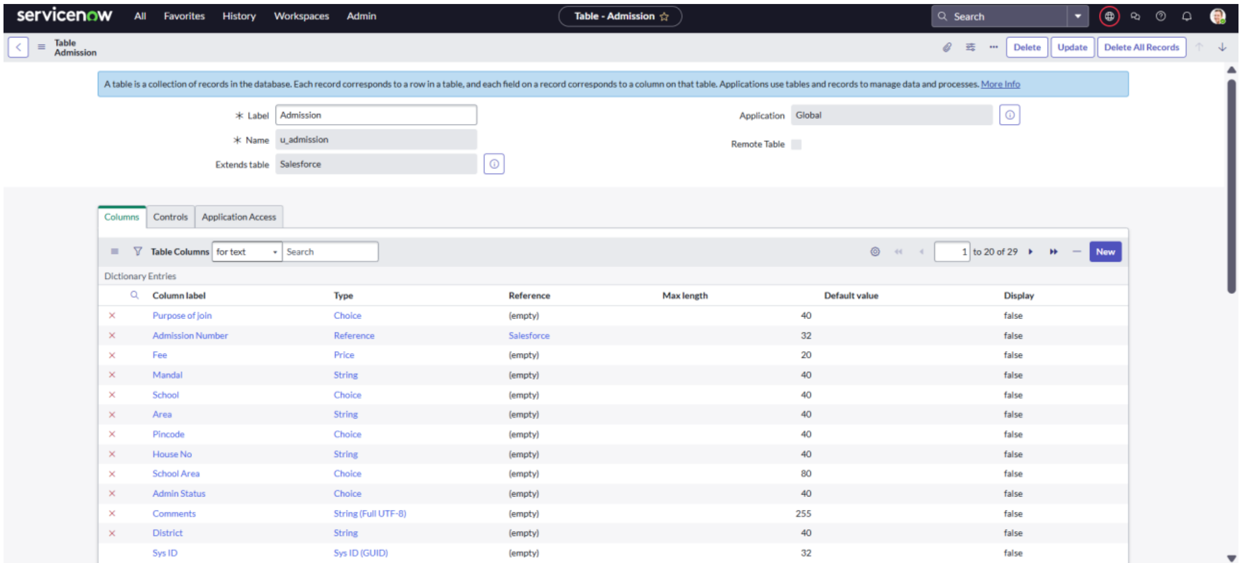
1. Go to **All → Process Flow → New**
2. Fill in the required details
3. Right-click the toggle bar → Click **Save**
4. Use **Insert and Stay**
5. Add flow states in the following order:
    - New
    - InProgress
    - Joined
    - Rejected
    - Rejoined
    - Closed
    - Cancelled

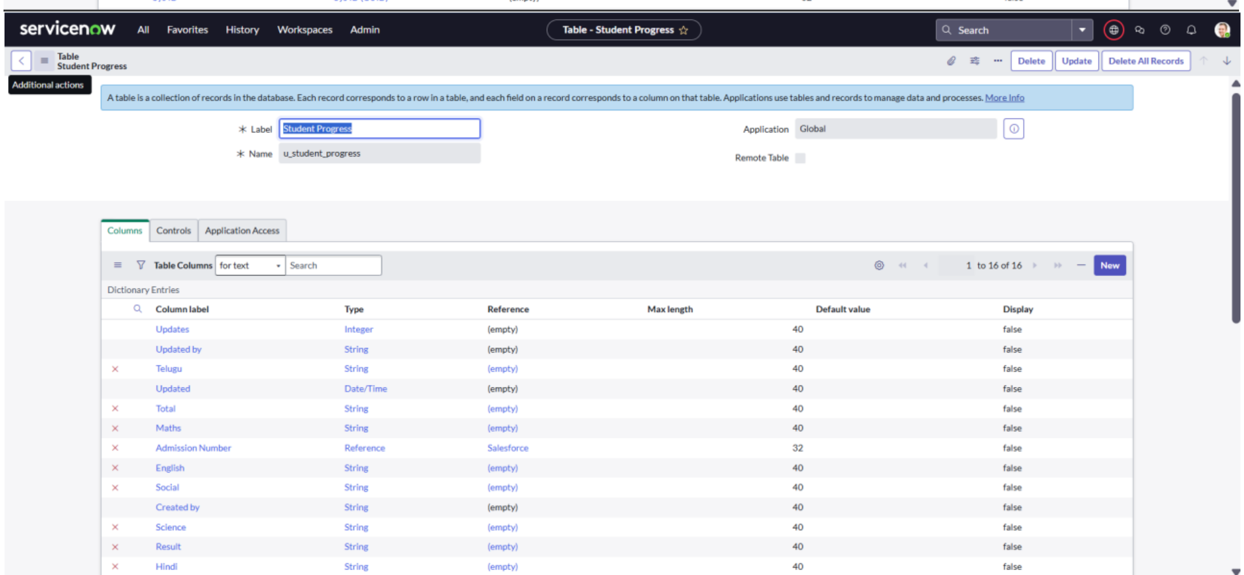
Step 9: Create Client Script

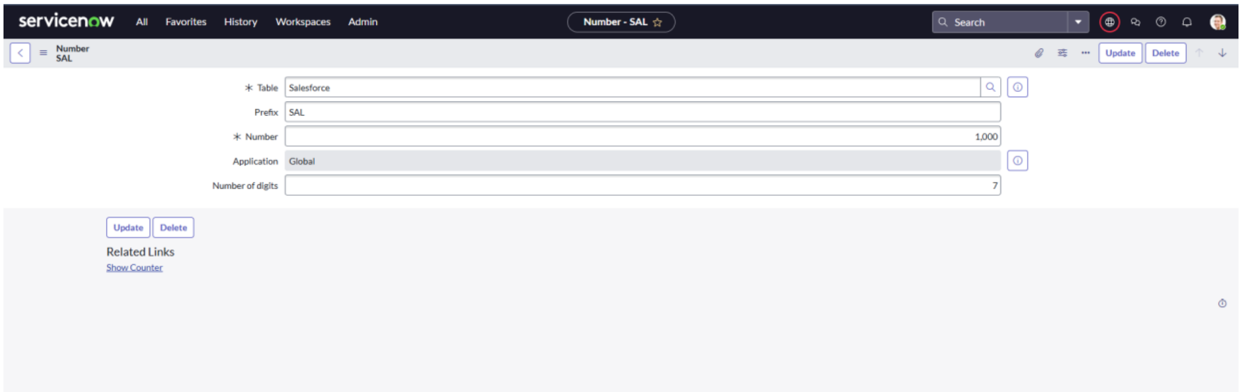
1. Go to **All → Client Scripts → New**
2. Set the script type to **onChange**
3. Set the field to **Admission Number**
4. Enable **Isolate Script**

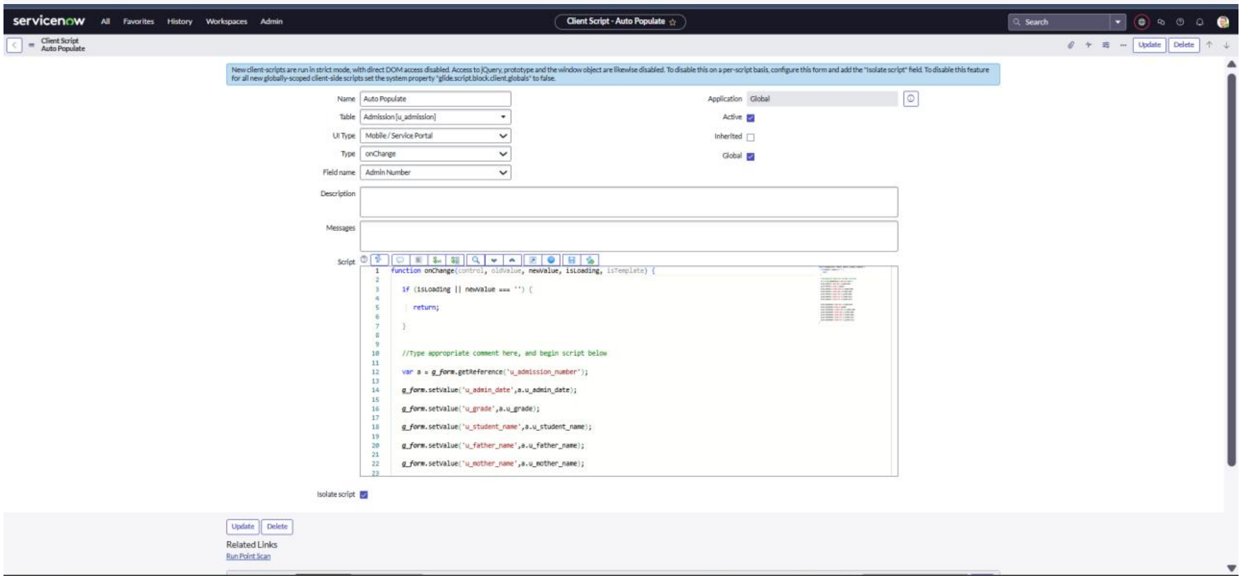

servicenow
All
Favorites
History
Update Set - Educational Organisation
Search
Update Set
Educational Organisation
Update
Name
Educational Organisation
State
In progress
Parent
Release date
Install date
Installed from
Description
Application
Global
Created
2025-08-07 10:01:33
Created by
admin
Merged to
Update
Related Links
Merge With Another Update Set
Scan Update Set
Customer Updates (151)
Update Set Logs
Child Update Sets
Install History

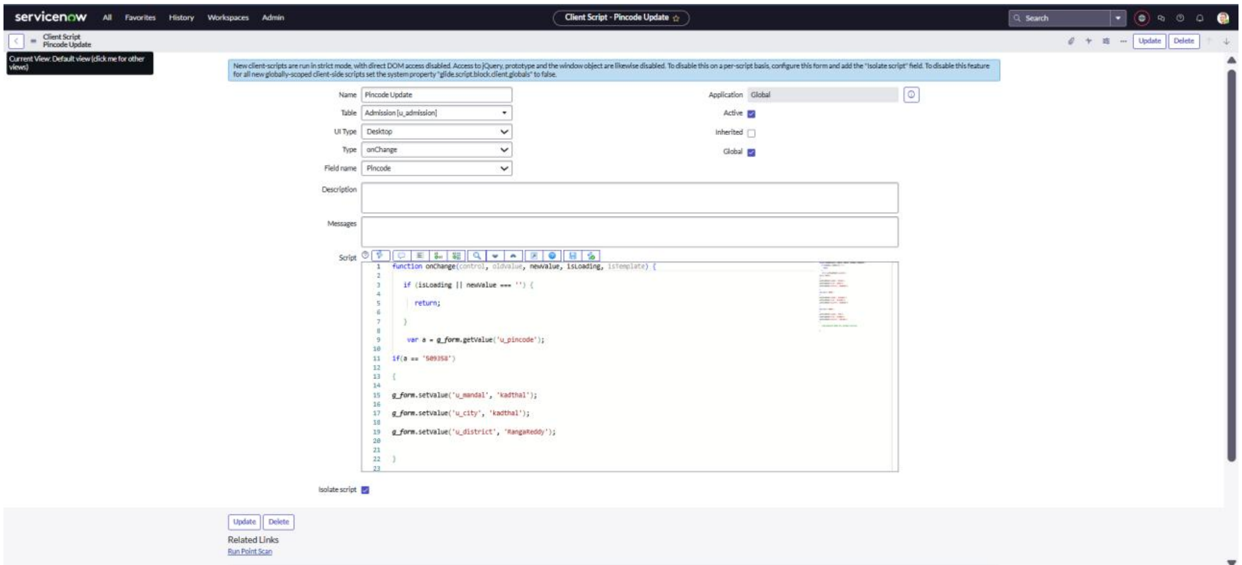

servicenow
All
Favorites
History
Workspaces
Admin
Table - Salesforce
Search
Table
Salesforce
Delete
Update
Delete All Records
A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More Info
Label
Salesforce
Name
u_salesforce
Application
Global
Remote Table
Columns
Controls
Application Access
Table Columns
for text
Search
1 to 15 of 15
New
Dictionary Entries
Column label
Type
Reference
Max length
Default value
Display
Mother Cell String (empty) 40 false
Updated Date/Time (empty) 40 false
Created by String (empty) 40 false
Sys ID Sys ID (GUID) (empty) 32 false
Created Date/Time (empty) 40 false
Updated by String (empty) 40 false
Updates Integer (empty) 40 false
Admin Date Date (empty) 40 false
Father Name String (empty) 40 false
Admin Number String (empty) 40 javascript:getNextObjNumberPadded(); true


servicenow
All
Favorites
History
Workspaces
Admin
Table - Admission
Search
Table
Admission
Delete
Update
Delete All Records
A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More Info
Label Admission
Name u_admission
Extends table Salesforce
Application Global
Remote Table
Columns
Controls
Application Access
Table Columns
for text
Search
1 to 20 of 29
New
Dictionary Entries
Column label Type Reference Max length Default value Display
Purpose of join Choice (empty) 40 false
Admission Number Reference Salesforce 32 false
Fee Price (empty) 20 false
Mandal String (empty) 40 false
School Choice (empty) 40 false
Area String (empty) 40 false
Pincode Choice (empty) 40 false
House No String (empty) 40 false
School Area Choice (empty) 80 false
Admin Status Choice (empty) 40 false
Comments String (Full UTF-8) (empty) 255 false
District String (empty) 40 false
Sys ID Sys ID (GUID) (empty) 32 false

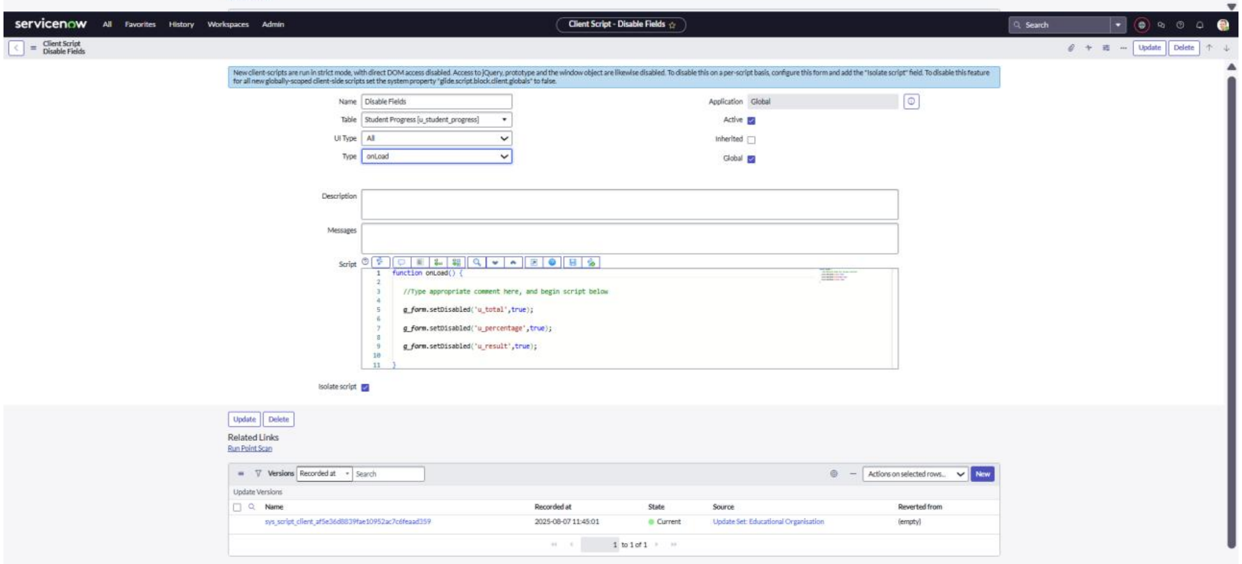

servicenow
All
Favorites
History
Workspaces
Admin
Table - Student Progress
Search
Table
Student Progress
Additional actions
Delete
Update
Delete All Records
A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More Info
Label Student Progress
Name u_student_progress
Application Global
Remote Table
Columns
Controls
Application Access
Table Columns
for text
Search
1 to 16 of 16
New
Dictionary Entries
Column label Type Reference Max length Default value Display
Updates Integer (empty) 40 false
Updated by String (empty) 40 false
Telugu String (empty) 40 false
Updated Date/Time (empty) 40 false
Total String (empty) 40 false
Maths String (empty) 40 false
Admission Number Reference Salesforce 32 false
English String (empty) 40 false
Social String (empty) 40 false
Created by String (empty) 40 false
Science String (empty) 40 false
Result String (empty) 40 false
Hindi String (empty) 40 false


servicenow
All
Favorites
History
Workspaces
Admin
Number - SAL
Search
Number
SAL
Update
Delete
* Table
Salesforce
Prefix
SAL
* Number
1,000
Application
Global
Number of digits
7
Update
Delete
Related Links
Show Counter

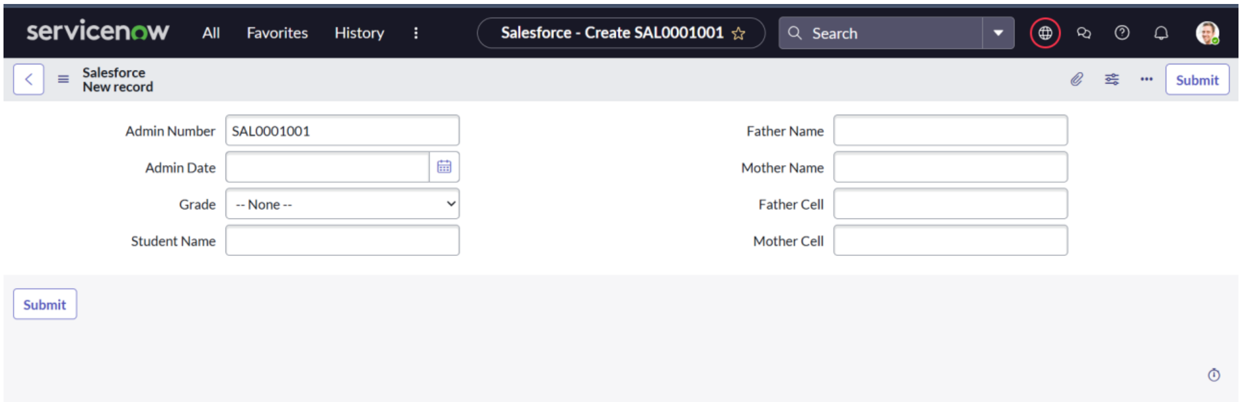

servicenow
All
Favorites
History
Workspaces
Admin
Client Script - Auto Populate
Search
Client Script
Auto Populate
Update
Delete
New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script 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.
Name
Auto Populate
Table
Admission [u_admission]
UI Type
Mobile / Service Portal
Type
onChange
Field name
Admin Number
Application
Global
Active
Inherited
Global
Description
Messages
Script
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);
Isolate script
Update
Delete
Related Links
Run Point Scan

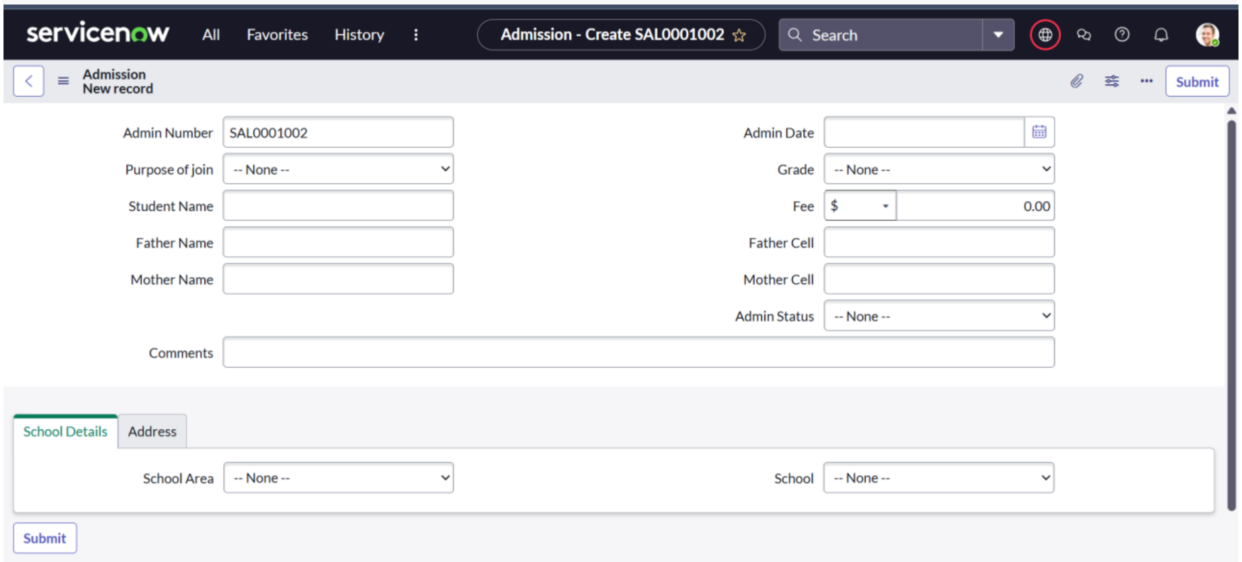


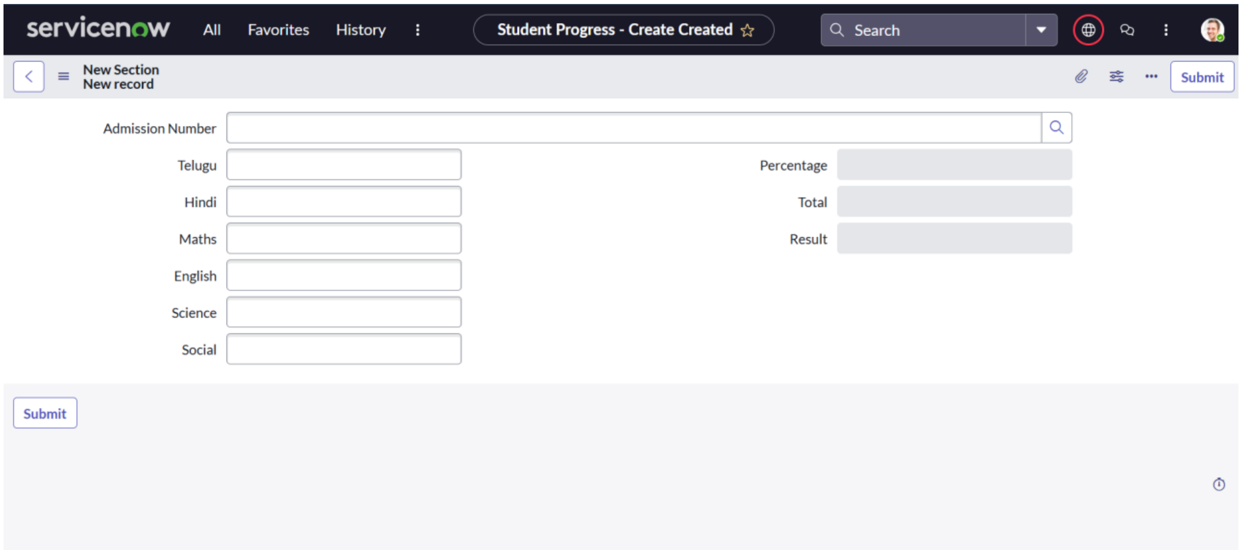
servicenow
All
Favorites
History
Workspaces
Admin
Client Script - Pincode Update
Search
Client Script
Pincode Update
Update
Delete
Current View: Default view (click me for other views)
New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window 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.
Name
Pincode Update
Table
Admission [u_admission]
UI Type
Desktop
Type
onChange
Field name
Pincode
Application
Global
Active
Inherited
Global
Description
Messages
Script
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');
}
Isolate script
Update
Delete
Related Links
Run Point Scan



servicenow
All
Favorites
History
Workspaces
Admin
Client Script - Disable Fields
Search
Client Script
Disable Fields
Update
Delete
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.
Name
Disable Fields
Table
Student Progress [u_student_progress]
UI Type
All
Type
onLoad
Application
Global
Active
Inherited
Global
Description
Messages
Script
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);
}
Isolate script
Update
Delete
Related Links
Run Point Scan
Versions
Recorded at
Search
Actions on selected rows...
New
Update Versions
Name
Recorded at
State
Source
Reverted from
sys_script_client_af5e36d8839fae10952ac7c6feaad359
2025-08-07 11:45:01
Current
Update Set: Educational Organisation
(empty)
1 to 1 of 1


servicenow
All
Favorites
History
Salesforce - Create SAL0001001
Search
Salesforce
New record
Submit
Admin Number
SAL0001001
Admin Date
Grade
-- None --
Student Name
Father Name
Mother Name
Father Cell
Mother Cell
Submit


servicenow
All
Favorites
History
Admission - Create SAL0001002
Search
Admission
New record
Submit
Admin Number
SAL0001002
Purpose of join
-- None --
Student Name
Father Name
Mother Name
Admin Date
Grade
-- None --
Fee
$
0.00
Father Cell
Mother Cell
Admin Status
-- None --
Comments
School Details
Address
School Area
-- None --
School
-- None --
Submit


servicenow
All
Favorites
History
Student Progress - Create Created
Search
New Section
New record
Submit
Admission Number
Telugu
Hindi
Maths
English
Science
Social
Percentage
Total
Result
Submit