

Project Title

Educational Organisation Using ServiceNow

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Step 1: Setting Up ServiceNow Instance

- Sign up for a developer account on the ServiceNow Developer site (<https://developer.servicenow.com>).
- Navigate to the 'Personal Developer Instance' section.
- Request Instance and fill out the required details.
- Log in to your ServiceNow instance using the provided credentials.

Step 2: Creating An Update Set

- Navigate to All >> Local update sets.
- Click on 'New', enter the details (Name: Educational Organisation), and make it Current.

The screenshot shows the ServiceNow interface for creating a new update set. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History), and a search bar. The main title is 'Update Set - Educational Organisation'. Below this, there are several input fields and a table. The 'Name' field is 'Educational Organisation'. The 'State' is 'In progress'. The 'Application' is 'Global'. The 'Created' date is '2025-08-28 01:44:04'. The 'Created by' is 'admin'. The 'Merged to' field is empty. There are also fields for 'Parent', 'Release date', 'Install date', and 'Installed from'. A large 'Description' field is at the bottom. Below the form, there is a 'Related Links' section with links to 'Merge With Another Update Set' and 'Scan Update Set'. At the bottom, there is a table with columns for 'Customer Updates (227)', 'Update Set Logs', 'Child Update Sets', and 'Install History'. The table has a search bar and a dropdown menu for 'Actions on selected rows...'.

* Name	State	Parent	Release date	Install date	Installed from	Description
Educational Organisation	In progress					

Application	Created	Created by	Merged to
Global	2025-08-28 01:44:04	admin	

Update

Related Links

- [Merge With Another Update Set](#)
- [Scan Update Set](#)

Customer Updates (227)	Update Set Logs	Child Update Sets	Install History
Created			

Step 3: Creating Tables

- Salesforce Table: Create with required columns and configurations (Admin Number, Grade choices, etc.).
- Admission Table: Extend Salesforce table, add fields and choices (Admin Status, Pincode, etc.).
- Student Progress Table: Create fields and add module to Salesforce menu.

serviceNow

AllFavoritesHistoryWorkspacesTable - Admission

<>=TableAdmission

* LabelAdmission

* Nameu_admission

Extends tableSalesforce

ApplicationGlobal

Remote Table

ColumnsControlsApplication Access

Table Columnsfor textSearch

1to 20 of 29New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
XPincode	Choice	(empty)	40		false
XHouse No.	String	(empty)	40		false
XDistrict	String	(empty)	40		false
XMandal	String	(empty)	40		false
XSchool	Choice	(empty)	40		false
XSchool Area	Choice	(empty)	40		false
XArea	String	(empty)	40		false

Step 4: Form Layout

- ## Step 5: Form Design

- Administrate [x] Administrators**

Fields: Field Types

Filter:

 - Admin Number
 - Class
 - Created
 - Created by
 - Updated
 - Updated by
 - Updates

Formatters:

 - Contextual Search Results
 - Ratings

Form Design

Administration [x] administrators | Columns

 - Activities (Filtered) (Formatter)
 - Process Flow (Formatter)

		Columns	
Administration Number	Address Date		
Purpose of job	Grade		
Student Name	Fee		
Father Name	Father Cell		
Mother Name	Mother Cell		
	Admin Status		

Comments | Columns

[illegible]

Step 6: Number Maintenance

- Navigate to All >> Number Maintenance >> New.
- Fill Table Name: **“salesforce”** and Prefix : **SAL.**
- Submit

The screenshot shows the 'Number - SAL' form in ServiceNow. The form fields are as follows:

Field	Value
Table	Salesforce
Prefix	SAL
Number	1,000
Application	Global
Number of digits	7

Buttons: Update, Delete, Show Counter

Step 7: Creating Process Flow for Admission Table

- Navigate to All >> Process Flow >> New.
- Define process flow: New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

The Result:

The screenshot shows the 'Admission - Create' form in ServiceNow. A process flow diagram is highlighted with a green box, showing the following steps: New > InProgress > Joined > Rejected > Rejoined > Closed > Cancelled.

The form fields are as follows:

Field	Value
Admission Number	
Purpose of join	-- None --
Student Name	
Father Name	
Mother Name	
Comments	
Admin Date	
Grade	-- None --
Fee	\$ 0.00
Father Cell	
Mother Cell	
Admin Status	-- None --

Buttons: New, InProgress, Joined, Rejected, Rejoined, Closed, Cancelled

Step 8: Client Scripts

- Admission Table: Auto populate, Pincode Update scripts.
- Student Progress Table: Disable Fields, Total Update, Result, Percentage scripts.

Results

Admission:

The screenshot shows the 'Admission - Create Created' form in ServiceNow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The main header displays 'Admission - Create Created' with a star icon. Below the header is a breadcrumb trail: '< Admission New record'. A progress bar at the top shows stages: New, InProgress, Joined, Rejected, Rejoined, Closed, and Cancelled. The form fields are organized into two columns. The left column contains: Admission Number (text input with a search icon), Purpose of join (dropdown menu showing '-- None --'), Student Name (text input), Father Name (text input), Mother Name (text input), and Comments (text area). The right column contains: Admin Date (calendar icon), Grade (dropdown menu showing '-- None --'), Fee (text input with a dollar sign icon and a value of 0.00), Father Cell (text input), Mother Cell (text input), and Admin Status (dropdown menu showing '-- None --'). Below the main form is a section titled 'School Details' with a tab for 'Address'. This section contains: Pincode (dropdown menu showing '-- None --'), Area (text input), Mandal (text input), City (text input), House No. (text input), and District (text input). A 'Submit' button is located in the top right corner of the form.

salesforce:

The screenshot shows the 'Salesforce - Create Created' form in ServiceNow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The main header displays 'Salesforce - Create Created' with a star icon. Below the header is a breadcrumb trail: '< Salesforce New record'. The form fields are organized into two columns. The left column contains: Admin Number (text input with a value of 'SAL0001024'), Admin Date (calendar icon), Grade (dropdown menu showing '-- None --'), and Student Name (text input). The right column contains: Father Name (text input), Mother Name (text input), Mother Cell (text input), and Father Cell (text input). A 'Submit' button is located in the top right corner of the form.

Student Progress:

servicenow All Favorites History Admin : Student Progress - Create Created ☆ Search

< New Section New record Submit

Admission Number

Admission Number.Grade

Admission Number.Student Name

Admission Number.Father Name

Admission Number.Mother Cell

Admission Number.Father Cell

Admission Number.Mother Name

Student Progress

Telugu

Hindi

English

Maths

Science

Total

Percentage

Result

Submit

Conclusion

This project demonstrates how to set up and configure an Educational Organisation system using ServiceNow. It covers the creation of instances, update sets, tables, form layouts, form designs, number maintenance, process flows, and client scripts. With this structured approach, the system enables smooth handling of educational records, admissions, and student progress tracking efficiently.