



Education Organization Using ServiceNow

Team Id: NM2025TMID13132

Team Members: 4

Team Leader: RAJA.R

Team Member 1: SAKTHIVEL.I

Team Member 2: THOLKAPPIAN.D

Team Member 3: VIMAL RAJ.B

Problem Statement:

An educational organization's problem statement using ServiceNow would center on fragmented, reactive support systems leading to poor student and faculty experiences and inefficient campus operations that hinder real-time insights and proactive decision-making. They would aim to transform these issues into a solution that provides a unified digital platform for streamlined requests, better communication, and data-driven improvements across admissions, academics, IT, and facilities management.

Objective:

Enhance User Experience:

Provide personalized and intuitive experiences for students, faculty, and staff, ensuring they have the tools and support needed to excel.

Improve Operational Efficiency:

Streamline core institutional processes by automating administrative tasks, which improves productivity across departments.

Foster Digital Transformation:

Modernize the institution by adopting digital tools and processes to adapt to the evolving demands of the digital economy and prepare students for the future.

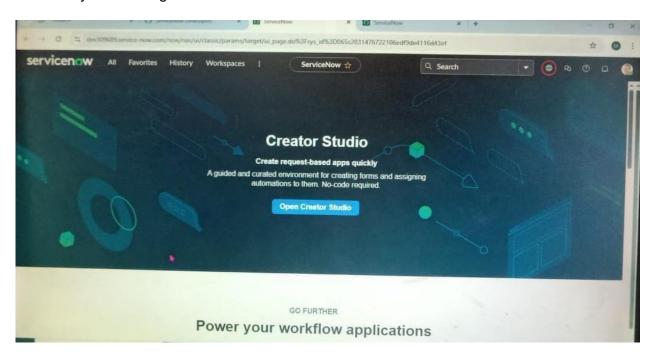




Milestone 1 : ServiceNow Instance

Activity 1: Setting up ServiceNow Instance

- 1. Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".
- 2. Once logged in, navigate to the "Personal Developer Instance" section.
- 3. Click on "Request Instance" to create a new ServiceNow instance
- 4. Fill out the required information and submit the request.
- 5. You'll receive an email with the instance details once it's ready.
- 6. Log in to your ServiceNow instance using the provided credential
- 7. Now you will navigate to the ServiceNow.







Milestone 2 : Creating a Update Set

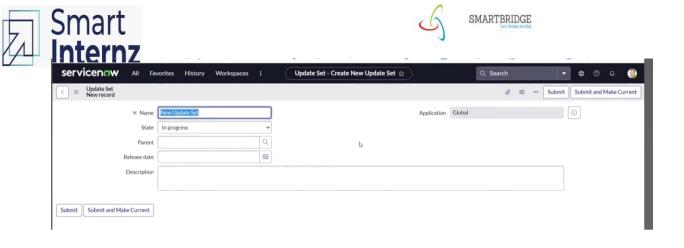
1. Click on All >> Local update sets.



2. Click on new



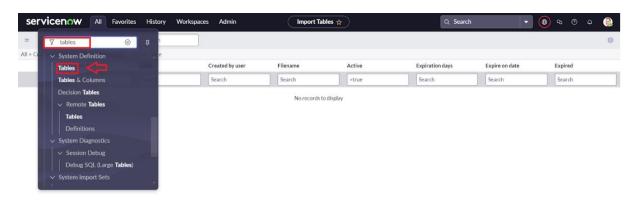
3. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



Milestone 3: Create a table

Activity 1: Creating Sales force Table.

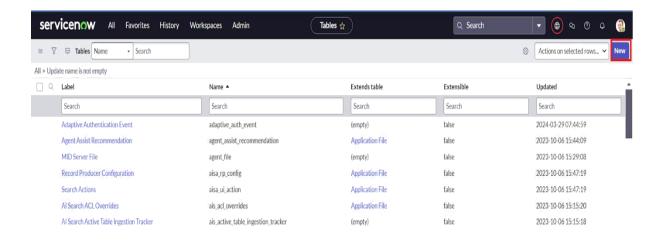
• All >> Tables.



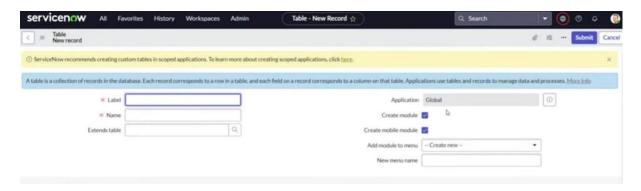
• Click on new



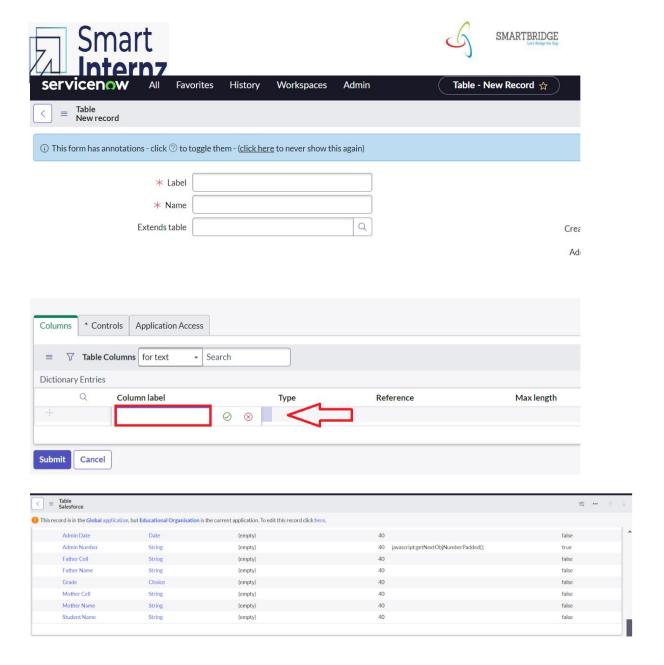




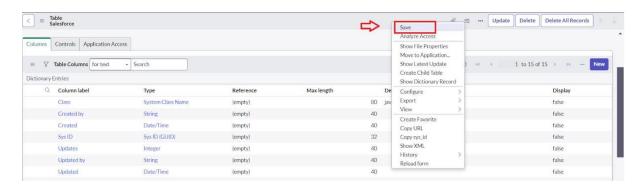
 Enter the Label (Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.



- 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 .



• For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.



• Click on controls >> Enable Extensible.



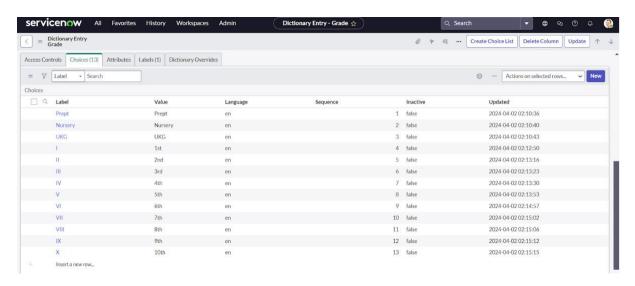




Click on "Admin Number" column, In Related Links Click on Advanced View
 Default View (Enable Use dynamic default) >> select Get Next Padded
 Number in Dynamic default value >> Update .



• Click on "Grade" Column >> Click on Choices and give Label, Value and Sequence as given below.

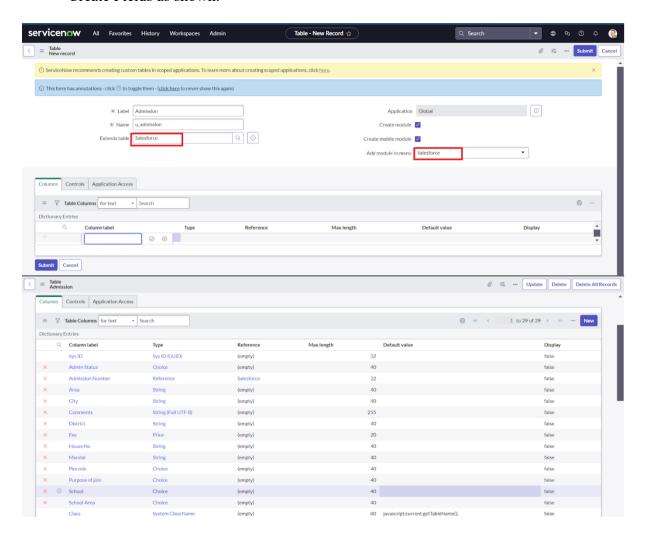






Activity 2: Creating Admission Table

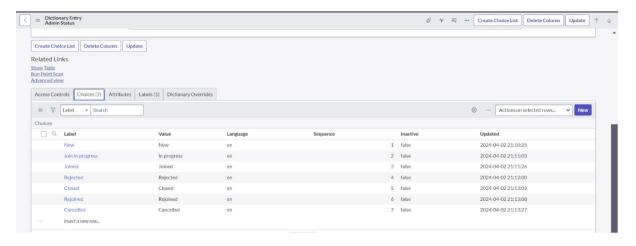
- Create an Admission Table with Columns given.
- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
- Create Fields as shown.







• Create choice for Admin Status as:



• Create choice for Pincode as:



• Create choice for Purpose of Join as:



• Create choice for School as:

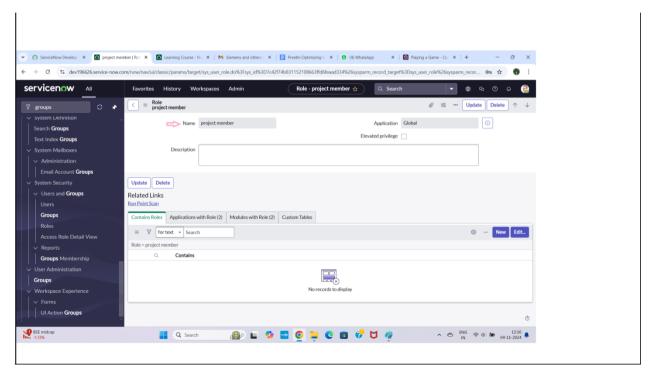






• Create choice for School Area as:





Activity 3: Creating Student Progress Table

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

×	Admission Number	Reference	Salesforce	32	false
×	English	String	(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
×	Telugu	String	(empty)	40	false
×	Total	String	(empty)	40	false





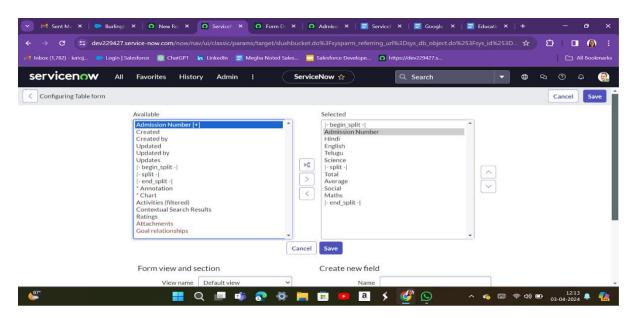
Milestone 4 : Form Layout

Configuring Table form for Student Progress Table

• In the Student Progress Table Page, Click on Layout form.



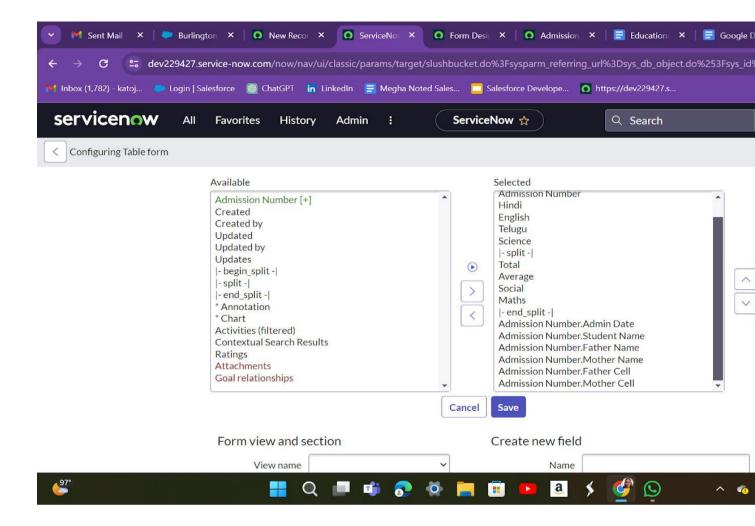
• Click on Admission Number [+] .







• Select below Admission Number fields in Available side and send it to selected side as below >> save.







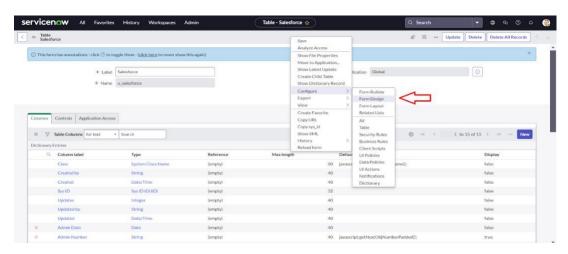
Milestone 5: Form Design

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.



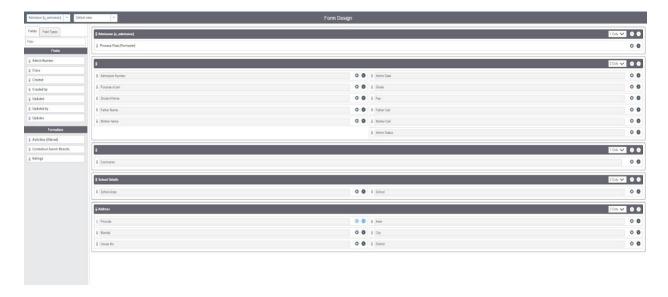
6.Save.





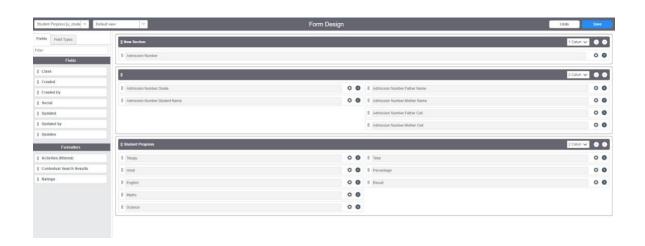
$. Activity \ 2\hbox{: } {\tt Creating Form Design for Admission Table}\\$

Follow the same steps as Activity1, 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.



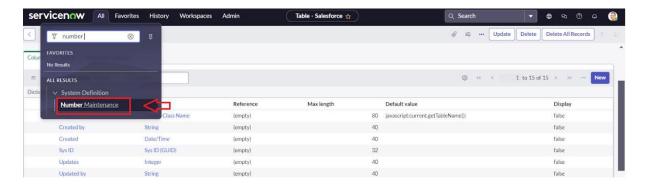




Milestone 6: Number Maintenance

Creating Number Maintenance for Admin Number

• All >> Number Maintenance >> New



• Fill the details >> Submit



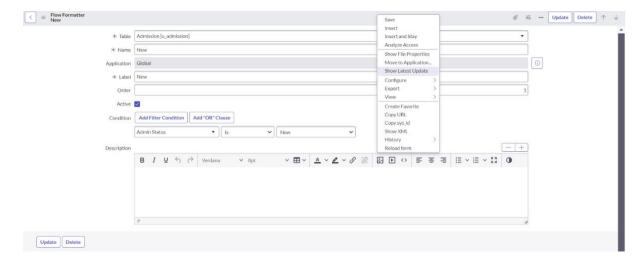




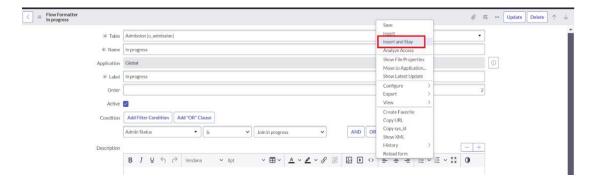
Milestone 7: Process Flow

Creating Process Flow for Admission Table

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



- Right Click on toggle and click on the save.
- Replace the Name and Label as below and click on Insert on stay.



- Replace the Name and Label in order and click on Insert on stay. Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

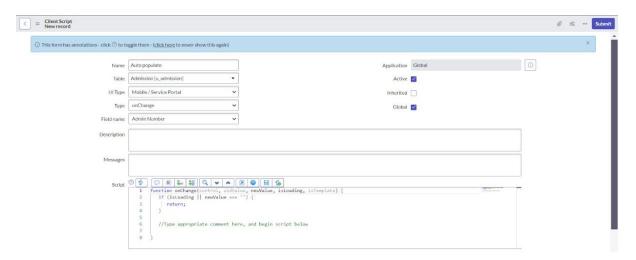




Milestone 8: Client Scripts

Activity 1: Creating "Auto populate" Client Scripts for Admission Table

- All >> Client Scripts >> New.
- Fill the Details as given.



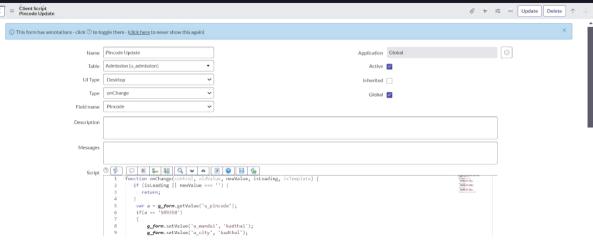
Write the Code as below, Enable Isolate script and Save.
 function onChange(control, oldValue, newValue, isLoading, isTemplate)
 { if (isLoading || newValue === ") { return; }

Activity 2: Creating "Pincode Update" Client Scripts for Admission Table

• Fill the Details as given.







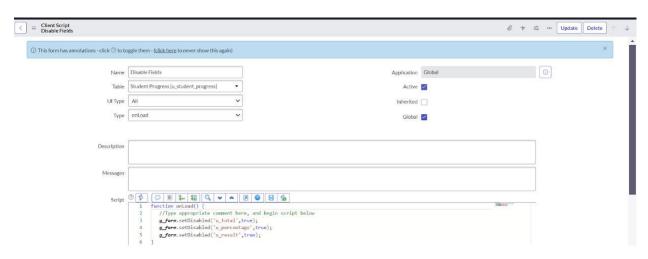
```
Write the Code as below, Enable Isolate script and Save.
function on Change (control, old Value, new Value, is Loading, is Template)
  { if (isLoading || newValue === ") {
   return;
  var a = g form.getValue('u pincode');
if(a == '509358')
g form.setValue('u mandal', 'kadthal');
g form.setValue('u city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');
else if(a == '500081')
g form.setValue('u mandal', 'karmanghat');
g form.setValue('u city', 'karmanghat');
g form.setValue('u district', 'RangaReddy');
else if(a == '500079')
g form.setValue('u mandal', 'Abids');
g form.setValue('u city', 'AsifNagar');
g form.setValue('u district', 'Hyderabad');
 //Type appropriate comment here, and begin script below
}
```





Activity 3: Creating "Disable Fields" Client Scripts for Student progress Table

• Fill the Details as given.



• Write the Code as below, Enable Isolate script and

```
Save. function onLoad() {

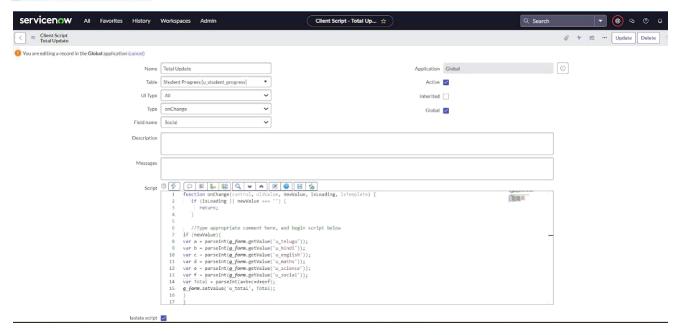
//Type appropriate comment here, and begin script
below g_form.setDisabled('u_total',true);
g_form.setDisabled('u_percentage',true);
g_form.setDisabled('u_result',true);
}
```

Activity 4: Creating "Total Update" Client Scripts for Student progress Table

• Fill the Details as given.







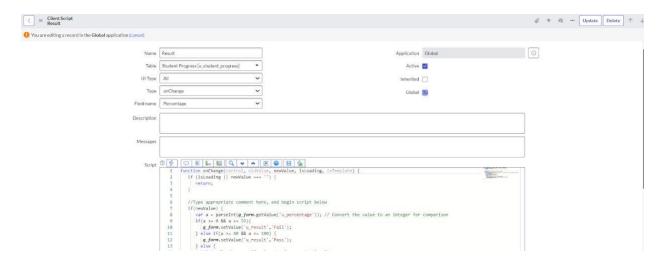
Write the Code as below, Enable Isolate script and Save. function on Change (control, old Value, new Value, is Loading, is Template) { if (isLoading || newValue === ") { return; } //Type appropriate comment here, and begin script below if (newValue) { var a = parseInt(g form.getValue('u telugu')); var b = parseInt(g form.getValue('u hindi')); var c = parseInt(g form.getValue('u english')); var d = parseInt(g form.getValue('u maths')); var e = parseInt(g form.getValue('u science')); var f = parseInt(g form.getValue('u social')); var Total = parseInt(a+b+c+d+e+f);g_form.setValue('u_total', Total); }





Activity 5: Creating "Result" Client Scripts for Student progress Table

• Fill the Details as given.



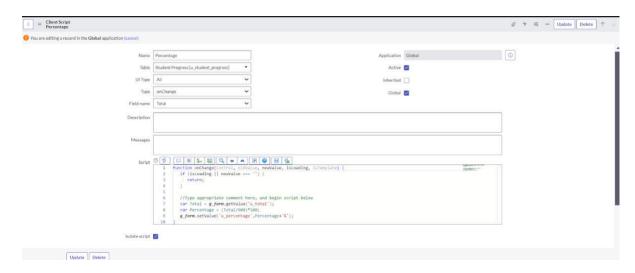
Write the Code as below, Enable Isolate script and Save. function on Change (control, old Value, new Value, is Loading, is Template) { if (isLoading || newValue === ") { return; //Type appropriate comment here, and begin script below if(newValue) { var a = parseInt(g form.getValue('u percentage')); // Convert the value to an integer for comparison $if(a \ge 0 \&\& a \le 59)$ g form.setValue('u result','Fail'); $else if(a \ge 60 \&\& a \le 100)$ g form.setValue('u result','Pass'); } else { // Handle the case if a is out of range (optional) g_form.addErrorMessage('Percentage should be between 0 and 100.'); g form.clearValue('u result'); } }





Activity 6: Creating "Percentage" Client Scripts for Student progress Table

• Fill the Details as given.

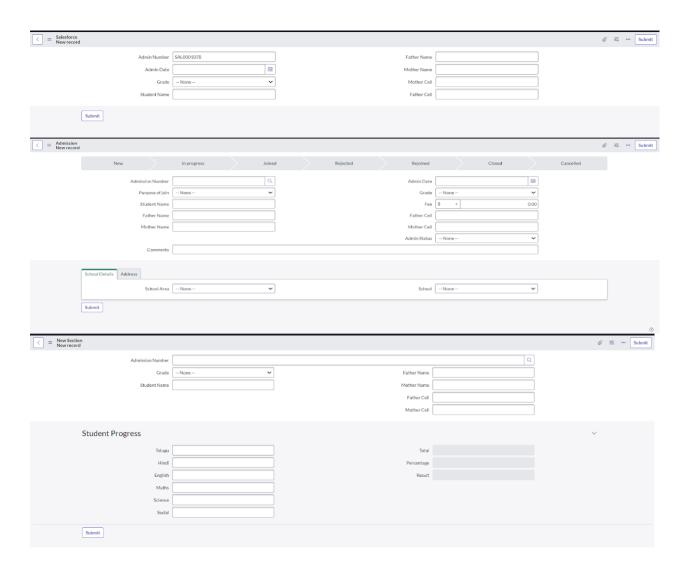


Write the Code as below, Enable Isolate script and Save. function onChange(control, oldValue, newValue, isLoading, isTemplate) { if (isLoading || newValue === ") { return; }
 //Type appropriate comment here, and begin script below var Total = g_form.getValue('u_total'); var Percentage = (Total/600)*100; g_form.setValue('u_percentage',Percentage+'%');





Result: Result







Conclusion:

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.