

# PROJECT DESIGN PHASE

<b>Date</b>	<b>01-11-2025</b>
<b>Team ID</b>	<b>NM2025TMID06526</b>
<b>Project Name</b>	<b>Educational Organization using ServiceNow</b>

## INTRODUCTION TO DESIGN PHASE:

The design phase focuses on planning how the “Educational Organisation” system looks and work inside ServiceNow. It includes designing the data tables, forms, workflows, and dashboards. This step ensures that the system structure is clear before implementation begins.

## STEPS:

### 1. Creation of New Update Set

The screenshot shows the ServiceNow interface for creating a new update set. The title bar says "Update Set - Create Educational Organisation 6". The main form has the following fields:

- \* Name: Educational Organisation (highlighted in green)
- State: In progress
- Parent: (empty field)
- Release date: (empty field)
- Description: (empty text area)

At the bottom of the form are two buttons: "Submit" and "Submit and Make Current".

Go to All >> In the filter search for Local Update set > click on New.

Enter the Details as:

Name: Educational Organisation then click Submit and Make Current

## 2. Table Creation: Salesforce table:

The screenshot shows the ServiceNow interface for creating a new table. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Table - Salesforce'. Below the title bar, there are fields for 'Label' (set to 'Salesforce') and 'Name' (set to 'u\_uis\_salesforce'). A note states: '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.' A 'More Info' link is provided.

The main area displays the 'Columns' tab of the table configuration. It lists various columns with their types, references, and default values. Key columns include 'Admin Status' (String, Reference to '(empty)', Max length 40, Default value 'javascript:getNextObjNumberPadded();'), 'Admission Number:Admin Number' (String, Reference to '(empty)', Max length 40, Default value 'false'), and 'Created' (Date/Time, Reference to '(empty)', Max length 40, Default value 'false'). Other columns listed include 'Admission Number:Father Cell', 'Admission Number:Father Name', 'Admission Number:Mother Cell', 'Admission Number:Mother Name', 'Admission Number:Student Name', 'Class' (System Class Name, Reference to '(empty)', Max length 80, Default value 'false'), and 'Created by' (String, Reference to '(empty)', Max length 40, Default value 'false').

## Admission table:

The screenshot shows the ServiceNow interface for creating a new table. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Table - Admission'. Below the title bar, there are fields for 'Label' (set to 'Admission'), 'Name' (set to 'u\_uis\_admission'), and 'Extends table' (set to 'Salesforce'). A note states: '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.' A 'More Info' link is provided.

The main area displays the 'Columns' tab of the table configuration. It lists various columns with their types, references, and default values. Key columns include 'Admin' (Choice, Reference to '(empty)', Max length 40, Default value 'false'), 'Admin Status' (String, Reference to '(empty)', Max length 40, Default value 'false'), and 'Area' (String, Reference to '(empty)', Max length 40, Default value 'false'). Other columns listed include 'Admission Number' (Reference to 'Salesforce', Max length 32), 'Admission Number:Admin Number' (String, Reference to '(empty)', Max length 40, Default value 'false'), 'Admission Number:Father Cell' (String, Reference to '(empty)', Max length 40, Default value 'false'), 'Admission Number:Father Name' (String, Reference to '(empty)', Max length 40, Default value 'false'), 'Admission Number:Mother Cell' (String, Reference to '(empty)', Max length 40, Default value 'false'), 'Admission Number:Mother Name' (String, Reference to '(empty)', Max length 40, Default value 'false'), and 'Admission Number:Student Name' (String, Reference to '(empty)', Max length 40, Default value 'false').

## Student Progress table:

The screenshot shows the ServiceNow Table - Student Progress page. At the top, there are fields for Label ('Student Progress') and Name ('u\_uis\_student\_progress'). Below this, the 'Columns' tab is selected, displaying a list of columns with their properties:

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32	false	false
Admission Number.Father Cell	String	(empty)	40	false	false
Admission Number.Father Name	String	(empty)	40	false	false
Admission Number.Grade	String	(empty)	40	false	false
Admission Number.Mother Cell	String	(empty)	40	false	false
Admission Number.Mother Name	String	(empty)	40	false	false
Admission Number.Student Name	String	(empty)	40	false	false
Created	Date/Time	(empty)	40	false	false
Created by	String	(empty)	40	false	false
English	String	(empty)	40	false	false

### 3. Form Layout:

#### Configuring Table form for Student Progress Table:

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

The screenshot shows the ServiceNow Table - Student Progress page with the 'Layout' tab selected. The layout configuration includes fields for English, Hindi, Maths, Percentage, Result, Science, Social, Sys ID, Telugu, Total, and Updated. At the bottom, there are buttons for Delete, Update, and Delete All Records, and a Related Links section with links to Form Builder, Design Form, Layout Form, Layout List, Show Form, Show List, Show Schema Map, Add to Service Catalog, Run Point Scan, and Explore REST API.

Click on Admission Number [+].

The screenshot shows the 'Configuring Table form' page in ServiceNow. At the top, there are tabs for All, Favorites, History, Workspaces, Admin, and a ServiceNow logo. Below the tabs is a search bar. The main area is titled 'Configuring Table form'. It has two main sections: 'Available' and 'Selected'. The 'Available' section contains a list of fields: 'Admission Number [+]', 'Admission Number.Father Cell', 'Admission Number.Father Name', 'Admission Number.Grade', 'Admission Number.Mother Cell', 'Admission Number.Mother Name', 'Admission Number.Student Name', 'Created', 'Created by', 'English', 'Hindi', 'Maths', 'Percentage', 'Result', 'Science', and 'Total'. The 'Selected' section contains the field 'Admission Number'. Below these sections are 'Form view and section' and 'Create new field' configuration panels. The 'Form view and section' panel includes 'View name' (Default view), 'Section' (New Section selected), and buttons for 'Add' and 'Save'. The 'Create new field' panel includes 'Name', 'Type (String)', and 'Field length (Small (40))' fields, also with an 'Add' button. At the bottom left are 'Related Links' and 'Show versions' buttons.

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

This screenshot shows the same 'Configuring Table form' interface as the previous one, but with a different selection in the 'Available' panel. The 'Available' panel now includes additional fields: 'Created', 'Created by', 'English', 'Hindi', 'Maths', 'Percentage', 'Result', 'Science', 'Social', 'Telugu', 'Total', 'Updated', 'Updated by', and 'Updates'. The 'Selected' panel now includes all the fields from the original list plus the newly added ones: 'Admission Number', 'Admission Number.Father Cell', 'Admission Number.Father Name', 'Admission Number.Grade', 'Admission Number.Mother Cell', 'Admission Number.Mother Name', 'Admission Number.Student Name', 'Created', 'Created by', 'English', 'Hindi', 'Maths', 'Percentage', 'Result', 'Science', 'Social', 'Telugu', 'Total', 'Updated', 'Updated by', and 'Updates'. The rest of the interface remains the same, with the 'Form view and section' and 'Create new field' panels at the bottom.

#### 4. Form Design:

##### Creating Form Design for Salesforce Table:

1. All >> System Definition >> Tables.
2. In Label Search for Salesforce and open.

The screenshot shows the ServiceNow Tables page. The 'Salesforce' table is selected. It has four columns: Label, Name, Extends table, and Updated. The table contains four rows with the following data:

Label	Name	Extends table	Updated
Salesforce	account_subscription_entitlement	(empty)	2025-09-08 21:40:14
Account Subscription Entitlement	adaptive_auth_event	(empty)	2025-09-08 21:18:14
Adaptive Authentication Event	agent_assist_recommendation	Application File	2025-09-08 21:19:58
Agent Assist Recommendation	agent_file	(empty)	2025-09-08 21:01:32
MID Server File			

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

The screenshot shows the ServiceNow Table - Salesforce page. A context menu is open over the table name 'Salesforce'. The 'Configure' option is highlighted, and its submenu is visible, showing 'Form Design' as one of the options.

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

The screenshot shows the ServiceNow Form Design page. On the left, there's a sidebar with a tree view under 'Table [sys\_db\_object]'. The 'Salesforce [u\_uis\_salesforce]' table is selected and highlighted in blue. The main area shows the form design interface with various sections like 'Annotation', 'Label', and 'Application'.

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

The screenshot shows the ServiceNow Form Design page. On the left, there's a sidebar with tabs for 'Fields' and 'Field Types'. Under 'Fields', several fields from the 'Salesforce [u\_uis\_salesforce]' table are listed, including 'Admission Number.Admin Number', 'Admission Number.Student Name', 'Admin Status', and 'Grade'. These fields are being drag-and-dropped into the main form design area.

## 5. Number Maintenance:

### Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New

The screenshot shows the ServiceNow 'Tables' view with a search bar at the top containing 'number'. The results table has columns: Name, Extends table, Extensible, and Updated. There are four entries listed:

Name	Extends table	Extensible	Updated
u_salesforce	Application File	true	2025-10-29 07:02:45
u_st_u_salesforce	(empty)	true	2025-10-28 08:04:09
u_uis_salesforce	(empty)	true	2025-10-30 10:14:10
u_ui_salesforce	(empty)	true	2025-10-29 07:17:16

Fill the details >> Submit.

The screenshot shows the 'Number - New Record' form. The fields are as follows:

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

At the bottom, there is a 'Submit' button and a 'Related Links' section with 'Show Counter'.

## 6. Process Flow:

### Creating Process Flow for Admission Table:

All >> Process Flow >> New.

Fill the Details as given Below

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

- \* Table: Admission [u\_uis\_admission]
- \* Name: New
- Application: Global
- \* Label: New
- Order: (empty)
- Active: checked

Below these, there is a 'Condition' section with buttons for 'Add Filter Condition' and 'Add OR Clause'. At the bottom, there is a 'Description' field and a set of minus and plus buttons.

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

\* Table

\* Name

Application

\* Label

Order

Active

Condition

-- choose field --  -- oper --  -- value --

Description

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.

## 7. Client Script:

### 1. Creating “Auto populate” Client Scripts for Admission Table:

All >> Client Scripts >> New.

Fill the Details as given.

Name

Table

UI Type

Type

Field name

Application

Active

Inherited

Global

Description

Messages

Script

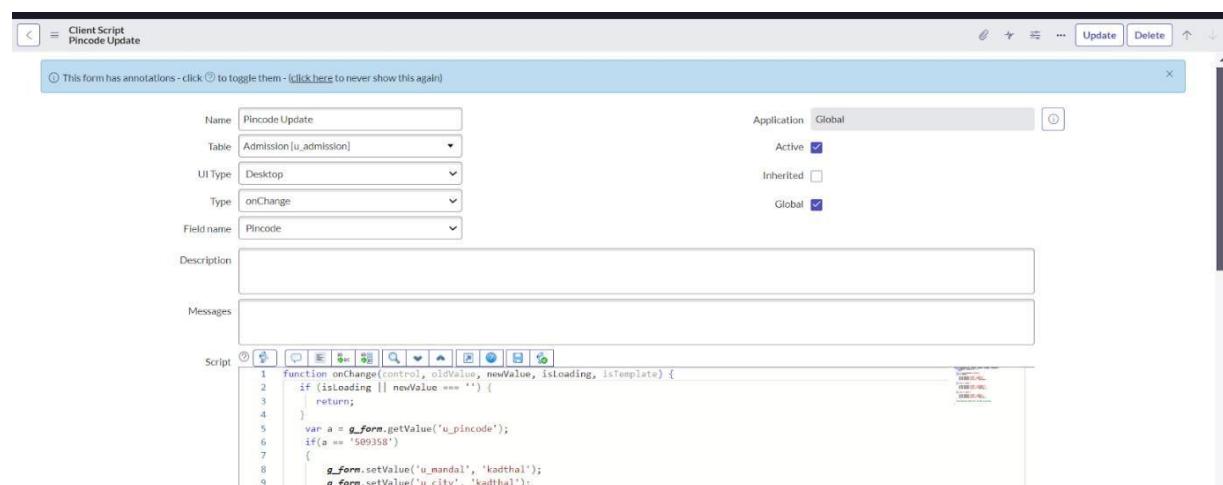
```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (!isLoading || newValue === '') {
3         return;
4     }
5
6     //Type appropriate comment here, and begin script below
7
8 }
```

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 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);  
    g_form.setValue('u_father_cell', a.u_father_cell);  
    g_form.setValue('u_mother_cell', a.u_mother_cell);  
    g_form.setDisabled('u_admin_date', a.u_admin_date);  
    g_form.setDisabled('u_grade', a.u_grade);  
    g_form.setDisabled('u_student_name', a.u_student_name);  
    g_form.setDisabled('u_father_name', a.u_father_name);  
    g_form.setDisabled('u_mother_name', a.u_mother_name);  
    g_form.setDisabled('u_father_cell', a.u_father_cell);  
    g_form.setDisabled('u_mother_cell', a.u_mother_cell);  
}
```

## 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 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');

}

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

}

```

## **CONCLUSION OF DESIGN PHASE:**

The design phase ensures a clear structure for Educational Organisation . With the tables, forms, workflows, and dashboards properly planned, the project is ready to move into the next phase.