

# PROJECT DESIGN PHASE

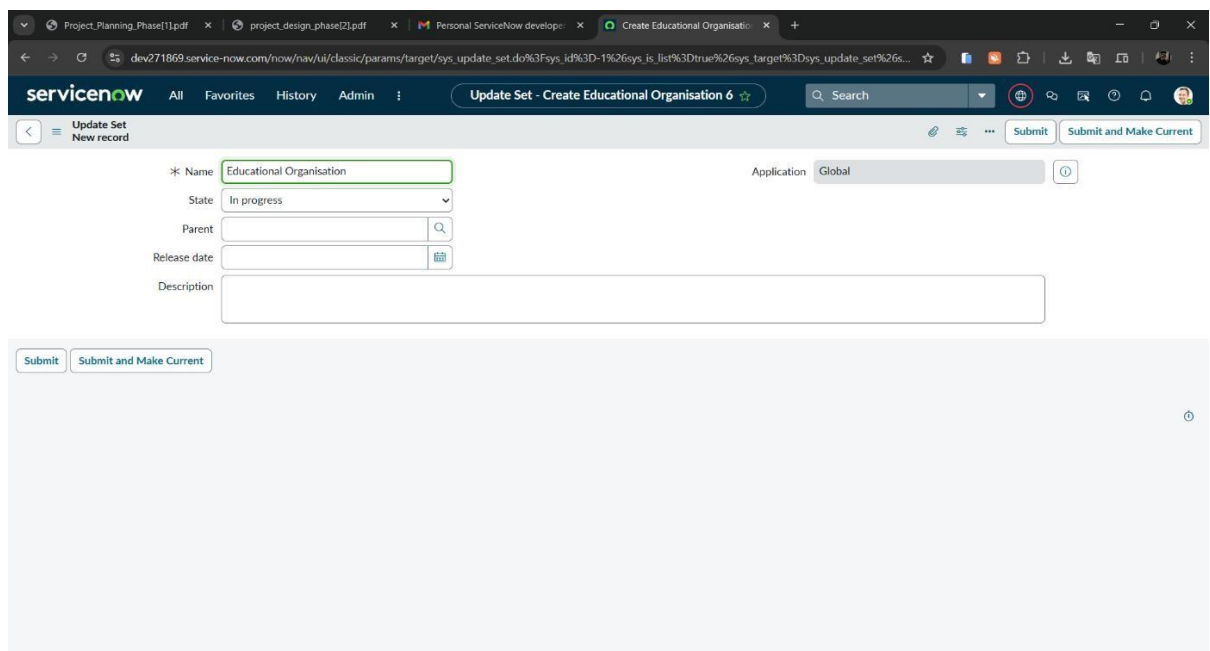
<b>Date</b>	<b>01-11-2025</b>
<b>Team ID</b>	<b>NM2025TMID06526</b>
<b>Project Name</b>	<b>Educational Organization using ServiceNow</b>

## 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

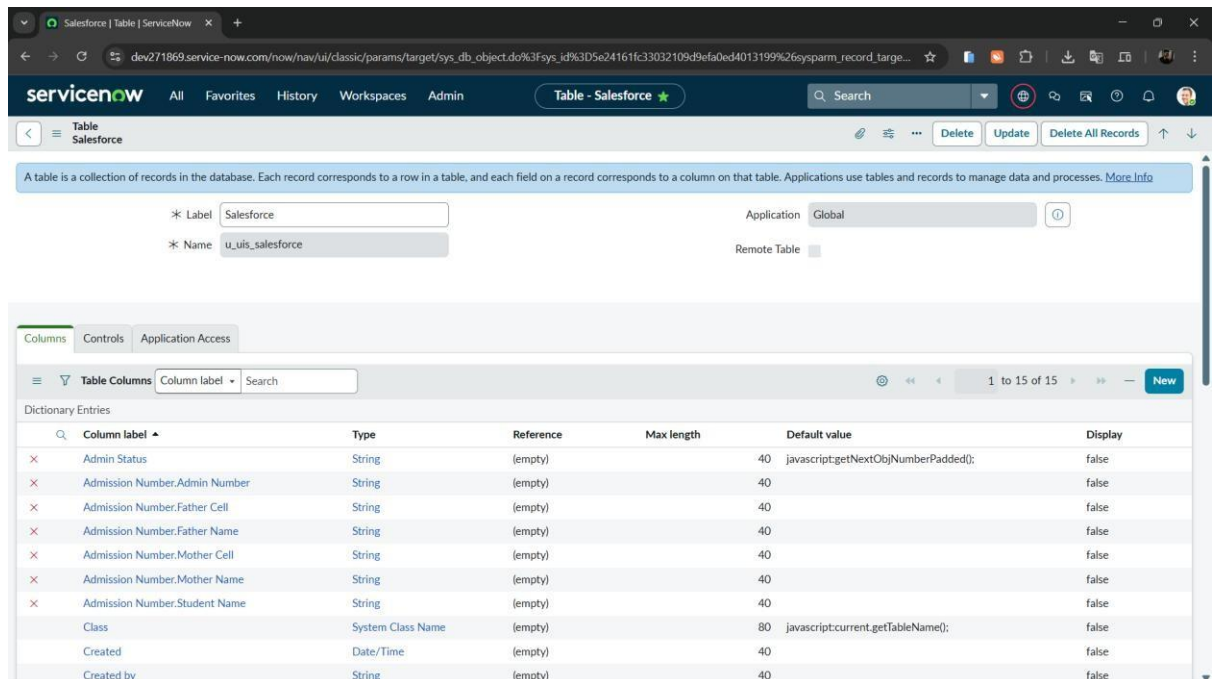
The screenshot shows a web browser window with the ServiceNow interface. The browser tabs include 'Project\_Planning\_Phase[1].pdf', 'project\_design\_phase[2].pdf', 'Personal ServiceNow develop...', and 'Create Educational Organisation...'. The address bar shows the URL 'dev271869.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3Fsys\_id%3D-1%26sys\_list%3Dtrue%26sys\_target%3Dsys\_update\_set%26...'. The ServiceNow header bar displays the logo, navigation links (All, Favorites, History, Admin), and a search bar. The main content area is titled 'Update Set - Create Educational Organisation 6'. Below the title, there are buttons for 'Update Set' and 'New record'. The form fields include: 'Name' (with a green border and the value 'Educational Organisation'), 'State' (a dropdown menu with 'In progress' selected), 'Parent' (a text field with a search icon), 'Release date' (a date picker), and 'Description' (a large text area). To the right of the 'Name' field is an 'Application' dropdown menu with 'Global' selected. At the bottom of the form, there 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 configuration page for a table named "Salesforce". The page includes a header with the ServiceNow logo and navigation tabs. Below the header, there is a description of a table and a form for configuring the table. The form includes fields for Label (Salesforce), Name (u\_uls\_salesforce), Application (Global), and Remote Table. Below the form, there is a "Columns" tab with a search bar and a table of dictionary entries.

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:  Application:  ⓘ  
\* Name:  Remote Table:

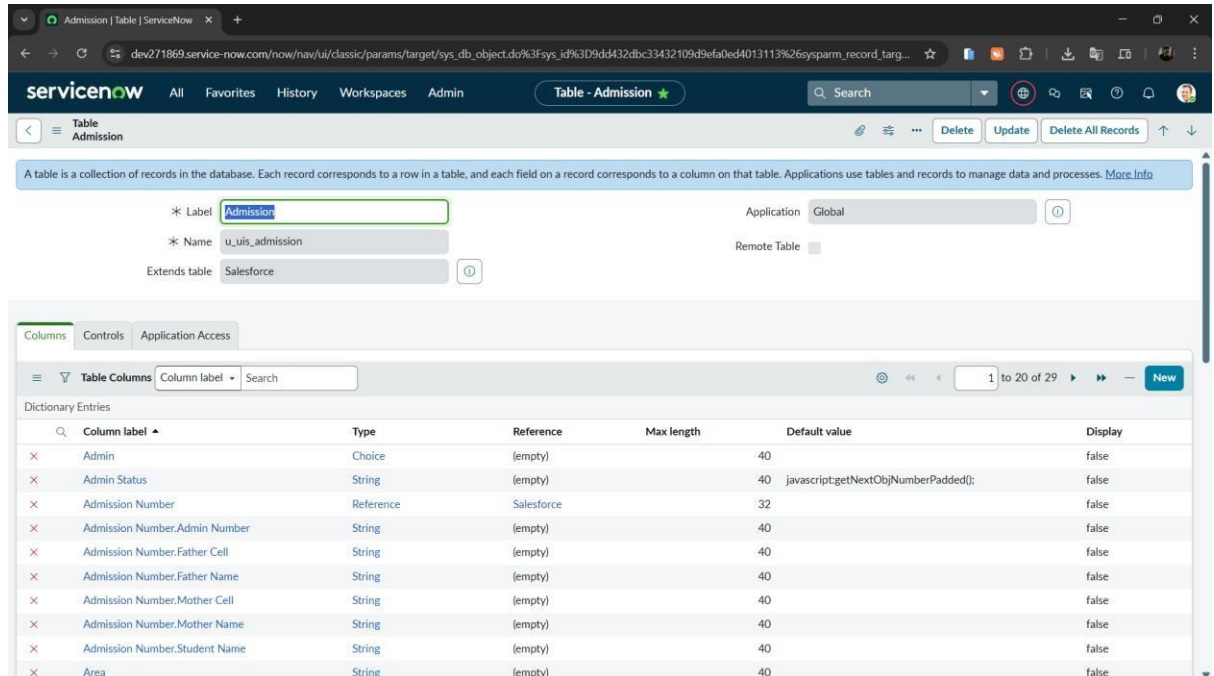
Columns Controls Application Access

Table Columns Column label Search ⓘ 1 to 15 of 15 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number.Admin Number	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Student Name	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

## Admission table:



The screenshot shows the ServiceNow configuration page for a table named "Admission". The page includes a header with the ServiceNow logo and navigation tabs. Below the header, there is a description of a table and a form for configuring the table. The form includes fields for Label (Admission), Name (u\_uls\_admission), Application (Global), Remote Table, and Extends table (Salesforce). Below the form, there is a "Columns" tab with a search bar and a table of dictionary entries.

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:  Application:  ⓘ  
\* Name:  Remote Table:   
Extends table:  ⓘ

Columns Controls Application Access

Table Columns Column label Search ⓘ 1 to 20 of 29 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin	Choice	(empty)	40		false
Admin Status	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Admission Number	Reference	Salesforce	32		false
Admission Number.Admin Number	String	(empty)	40		false
Admission Number.Father Cell	String	(empty)	40		false
Admission Number.Father Name	String	(empty)	40		false
Admission Number.Mother Cell	String	(empty)	40		false
Admission Number.Mother Name	String	(empty)	40		false
Admission Number.Student Name	String	(empty)	40		false
Area	String	(empty)	40		false

## Student Progress table:

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:  Application:   
\* Name:  Remote Table:

Columns Controls Application Access

Table Columns Column label Search 1 to 20 of 22 New

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

### 3. Form Layout:

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

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

Table - Student Progress

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  
Sys ID Sys ID (GUID) (empty) 32 false  
Telugu String (empty) 40 false  
Total String (empty) 40 false  
Updated Date/Time (empty) 40 false

Insert a new row...

Delete Update Delete All Records

Related Links

- Form Builder
- Design Form
- Layout Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

Access Controls (4) Security Data Filters Labels (1) Database Indexes (2) Table Subscription Configuration (1)

Click on Admission Number [+].

ServiceNow

dev271869.service-now.com/now/nav/ui/classic/params/target/slusbucket.do%3Fsysparm\_referring\_url%3Dsys\_db\_object.do%253Dc82dbadb37...

servicenow

All Favorites History Workspaces Admin

ServiceNow

Search

Configuring Table form

Cancel Save

Available

- 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

Selected

- Admission Number

Cancel Save

Form view and section

View name: Default view

Section: New Section, New Section, Student Progress, New...

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

Show versions

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

ServiceNow

dev271869.service-now.com/now/nav/ui/classic/params/target/slusbucket.do%3Fsysparm\_referring\_url%3Dsys\_db\_object.do%253Fsys\_id%253Dc82dbadb37...

ServiceNow

Search

Configuring Table form

Cancel

Save

Available

Admission Number [\*]  
Created  
Created by  
English  
Hindi  
Maths  
Percentage  
Result  
Science  
Social  
Telugu  
Total  
Updated  
Updated by  
Updates

>  
<

Selected

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

<  
>

Cancel

Save

Form view and section

View name

Default view

Section

New Section  
New Section  
Student Progress  
New...

Create new field

Name

Type

String

Field length

Small (40)

Add

Related Links

[Show versions](#)

#### 4. Form Design:

### Creating Form Design for Salesforce Table:

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

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

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

Table Columns

Column label	Type	Default value	Display
Admin Status	String	(empty)	false
Admission Number.Admin Number	String	(empty)	false
Admission Number.Father Cell	String	(empty)	false
Admission Number.Father Name	String	(empty)	false
Admission Number.Mother Cell	String	(empty)	false
Admission Number.Mother Name	String	(empty)	false
Admission Number.Student Name	String	(empty)	false
Class	System Class Name	(empty)	false
Created	Date/Time	(empty)	false
Created by	String	(empty)	false

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

Form Design

Table [sys\_db\_object] 1 Column

Annotation

Label Application

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

Form Design

Salesforce [u\_uis\_salesforce] 2 Column

Admission Number.Admin Number

Admission Number.Father Name

Admission Number.Student Name

Admission Number.Mother Name

Admin Status

Admission Number.Father Cell

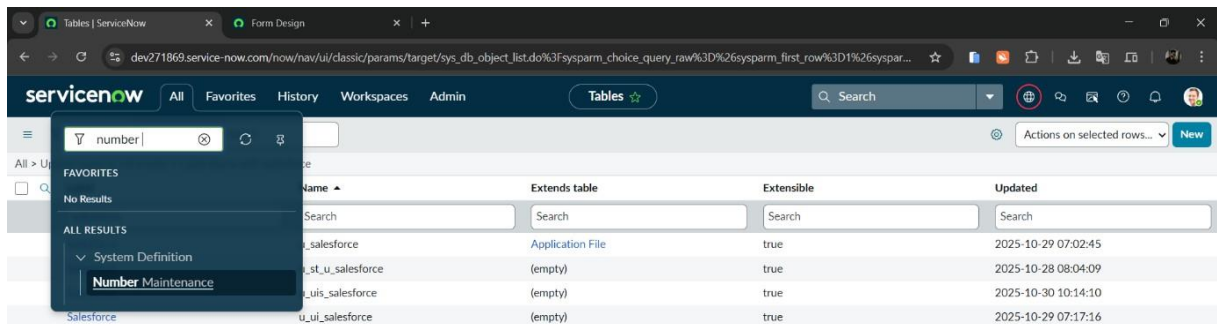
Grade

Admission Number.Mother Cell

## 5. Number Maintenance:

### Creating Number Maintenance for Admin Number:

All >> Number Maintenance >> New



Fill the details >> Submit.

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

Submit

Related Links  
[Show Counter](#)

## 6. Process Flow:

### Creating Process Flow for Admission Table:

All >> Process Flow >> New.

Fill the Details as given Below

Table: Admission [u\_uis\_admission]  
Name: New  
Application: Global  
Label: New  
Order:  
Active: ☒  
Condition: Add Filter Condition Add OR Clause  
-- choose field -- -- oper -- -- value --  
Description:



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.

## 7. Client Script:

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

All >> Client Scripts >> New.

Fill the Details as given.

```

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.

The screenshot shows the 'Client Script' configuration window for 'Pincode Update'. The configuration details are as follows:

- Name:** Pincode Update
- Table:** Admission [u\_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The **Script** tab is selected, showing the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
```

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.