

# Educational Organisation Using ServiceNow

Project Report

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Team Size: 4

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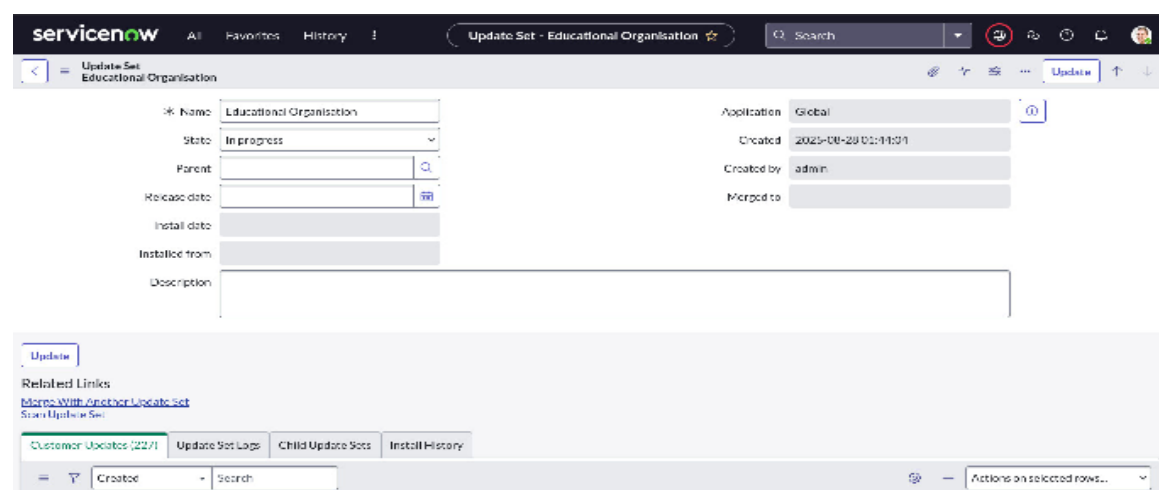
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## Step 1 Setting Up ServiceNow Instance

- 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.

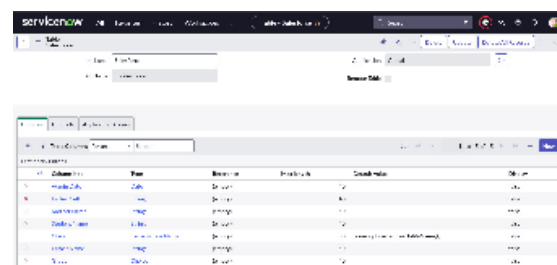
## Step 2: Creating An Update Set

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



## 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.



Name	State	Release date	Install date	Install from
Table 1	Open	2023-08-28 01:11:01		
Table 2	Open	2023-08-28 01:11:01		
Table 3	Open	2023-08-28 01:11:01		
Table 4	Open	2023-08-28 01:11:01		
Table 5	Open	2023-08-28 01:11:01		
Table 6	Open	2023-08-28 01:11:01		
Table 7	Open	2023-08-28 01:11:01		
Table 8	Open	2023-08-28 01:11:01		
Table 9	Open	2023-08-28 01:11:01		
Table 10	Open	2023-08-28 01:11:01		

ID	Name	Email	Phone	Address	Date
1	John Doe	john.doe@company.com	555-123-4567	123 Main St, New York, NY 10001	2023-01-01
2	Jane Smith	jane.smith@company.com	555-987-6543	456 Elm St, Los Angeles, CA 90001	2023-02-01
3	Mike Johnson	mike.johnson@company.com	555-234-5678	789 Oak St, Chicago, IL 60601	2023-03-01
4	Sarah Brown	sarah.brown@company.com	555-345-6789	101 Pine St, San Francisco, CA 94101	2023-04-01
5	David Wilson	david.wilson@company.com	555-456-7890	202 Cedar St, Boston, MA 02101	2023-05-01

## Step 4: Form Layout

- Configure Table form for Student Progress Table.
- Add Admission Number fields to the layout.

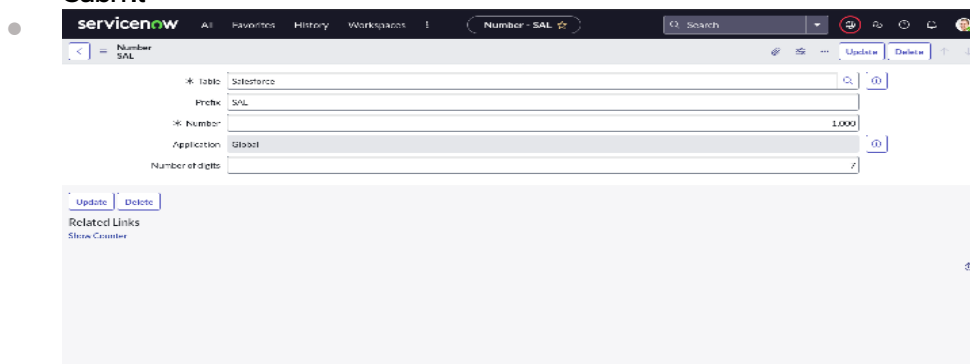
## Step 5: Form Design

- Create a form design for a Salesforce table using drag and drop.
- Repeat process for Admission and Student Progress Tables.



## Step 6: Number Maintenance

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



## 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:

Admission New record

New > InProgress > **Joined** > Rejected > Rejoined > Closed > Cancelled

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 --

School Details Address  
 School Area -- None -- School -- None --

## Step 8: Client Scripts

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

## Results

Admission New record

New > InProgress > **Joined** > Rejected > Rejoined > Closed > Cancelled

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 --

School Details Address  
 School Area -- None -- School -- None --

Admission:

salesforce:

servicenow Salesforce - Create Created

Salesforce New record

Admission Number    
 Admin Date    
 Grade -- None --  
 Student Name

Father Name   
 Mother Name   
 Mother Cell   
 Father Cell

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.