

Educational Organisation Using ServiceNow

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Team Members: 4

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Problem Statement:

In many educational organizations, student details, admissions, and progress are managed manually or with separate tools. This leads to mistakes, delays, and difficulty in tracking records.

There is a need for a single system where admissions, student details, and results can be managed easily. Using **ServiceNow**, we can create an online platform to:

- Handle student admissions step by step.
- Store student and parent details in one place.
- Automatically generate admission numbers.
- Calculate marks, percentages, and results without manual work.
- Make the whole process faster, accurate, and easier for staff.

Objective:

- To create a digital platform for managing admissions and student details using ServiceNow.
- To automate the generation of admission numbers for easy tracking.
- To design forms for storing student and parent information in a structured way.
- To build workflows for the admission process (New → In Progress → Joined → Rejected → Closed → Cancelled).
- To create a system that automatically calculates marks, total, percentage, and result status.
- To make the process faster, error-free, and easy to use for educational organizations.

Skills:

- ServiceNow Platform
- Update Sets
- Table Creation
- Form Layout & Design
- Number Maintenance
- Process Flow Design
- Client Scripts (JavaScript)
- Automation Skills
- Problem-Solving

TASK INITIATION**Milestone 1 : Setting Up ServiceNow Instance****Activity 1: Create Instance**

1. Go to developer.servicenow.com.
2. Sign up for a free developer account.
3. After logging in, click **Personal Developer Instance**.
4. Click **Request Instance** to create your own ServiceNow space.
5. Fill in the form and submit it.
6. You will get an email with your instance link, username, and password.
7. Log in with those details.
8. Now your ServiceNow instance is ready to use.

Milestone 2 : Creation of New Update Set**Activity 1: Create Update Set**

1. Go to **All** in ServiceNow.
2. In the filter search box, type **Local Update Sets** and click on it.
3. Click on **New**.

servicenow | All | Favorites | History | Workspaces | Admin | Update Sets ☆

Search

local update sets

FAVORITES

No Results

ALL RESULTS

System Update Sets

Local Update Sets

Related Links

Merge Update Sets

State	Installed from	Created	Created by	Parent	Batch Base
In progress		2025-08-25 18:16:18	admin	(empty)	(empty)
In progress		2025-07-27 17:42:06	system	(empty)	(empty)
In progress		2025-07-27 16:20:01	system	(empty)	(empty)
In progress		2025-07-27 17:42:36	admin	(empty)	(empty)

1 to 4 of 4

4. Enter the details:
 - **Name: Educational Organisation**
5. Click on **Submit and Make Current**.

servicenow | All | Favorites | History | Workspaces | Admin | Update Set - Create New Update Set ☆

Search

local upda

FAVORITES

No Results

ALL RESULTS

System Update Sets

Local Update Sets

Update Set - Create New Update Set

Update Set New record

Name Educational Organisation

State In progress

Parent

Release date

Description

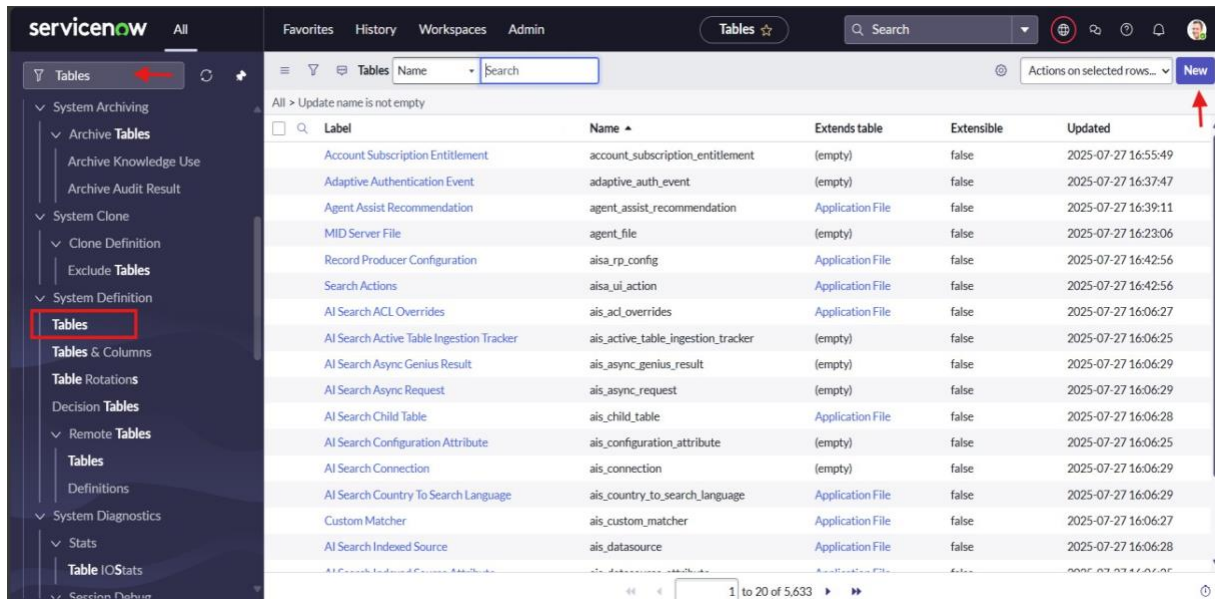
Application Global

Submit Submit and Make Current

Milestone 3 : Creation of Table

Activity 1: Create Table

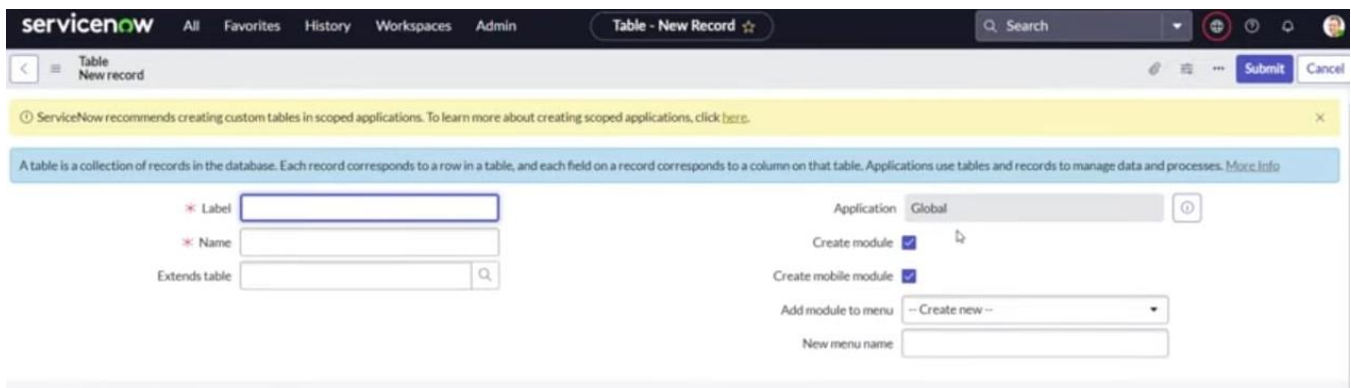
1. In ServiceNow, go to **All**.
2. In the filter search box, type **Tables**.
3. Click on **Tables** under *System Definition*.
4. Click on **New**.



The screenshot shows the ServiceNow interface with the 'Tables' list. The left sidebar shows the navigation menu with 'Tables' highlighted under 'System Definition'. The main area displays a list of tables with columns: Label, Name, Extends table, Extensible, and Updated. A red arrow points to the 'New' button in the top right corner.

Label	Name	Extends table	Extensible	Updated
Account Subscription Entitlement	account_subscription_entitlement	(empty)	false	2025-07-27 16:55:49
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-07-27 16:37:47
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-07-27 16:39:11
MID Server File	agent_file	(empty)	false	2025-07-27 16:23:06
Record Producer Configuration	aisa_rp_config	Application File	false	2025-07-27 16:42:56
Search Actions	aisa_ui_action	Application File	false	2025-07-27 16:42:56
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-07-27 16:06:27
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-07-27 16:06:25
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-07-27 16:06:29
AI Search Async Request	ais_async_request	(empty)	false	2025-07-27 16:06:29
AI Search Child Table	ais_child_table	Application File	false	2025-07-27 16:06:28
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-07-27 16:06:25
AI Search Connection	ais_connection	(empty)	false	2025-07-27 16:06:29
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-07-27 16:06:29
Custom Matcher	ais_custom_matcher	Application File	false	2025-07-27 16:06:27
AI Search Indexed Source	ais_datasource	Application File	false	2025-07-27 16:06:28

5. Enter the **Label(Anything you want): Salesforce** >> Click on Name it will Automatically generate Api name.
6. Go to the header, right-click, and select **Save**.



The screenshot shows the 'Table - New Record' form in ServiceNow. The form includes fields for Label, Name, and Extends table. The Application is set to 'Global'. There are checkboxes for 'Create module' and 'Create mobile module', both of which are checked. The 'Add module to menu' dropdown is set to '-- Create new --'. The 'New menu name' field is empty.

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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:

Name:

Extends table:

Application: Global

Create module: ☒

Create mobile module: ☒

Add module to menu: -- Create new --

New menu name:

7. 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 .

< Table
New record

① This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

* Label

* Name

Extends table 🔍

Create

Admin

Columns * Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length
+	<input type="text"/>	✓ ✗		

Submit Cancel

8. For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.

Table Salesforce

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Display
Class	System Class Name	(empty)	80	false
Created by	String	(empty)	40	false
Created	Date/Time	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Updates	Integer	(empty)	40	false
Updated by	String	(empty)	40	false
Updated	Date/Time	(empty)	40	false

Save

9. Click on controls >> Enable Extensible.

Columns Controls Application Access

Extensible ☒

Live feed ☐

Prefix

Number

Number of digits

Create access controls ☒

* User role

10. Click on “Admin Number” column, In Related Links Click on Advanced View

11. Default View (Enable Use dynamic default)
12. select Get Next Padded Number in Dynamic default value.
13. **Update**

Choice List Specification
 Calculated Value
 Default Value

Use dynamic default ☒

Dynamic default value

14. Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.

servicenow
All Favorites History Workspaces Admin
 Dictionary Entry - Grade
 Search

Dictionary Entry Grade
 Create Choice List Delete Column Update

Access Controls
 Choices (13)
 Attributes Labels (1) Dictionary Overrides

Label Search
 Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	false	2024-04-02 02:10:36
Nursery	Nursery	en	2	false	2024-04-02 02:10:40
UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:50
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	false	2024-04-02 02:13:30
V	5th	en	8	false	2024-04-02 02:13:53
VI	6th	en	9	false	2024-04-02 02:14:57
VII	7th	en	10	false	2024-04-02 02:15:02
VIII	8th	en	11	false	2024-04-02 02:15:06
IX	9th	en	12	false	2024-04-02 02:15:12
X	10th	en	13	false	2024-04-02 02:15:15

Activity 2: Create Admission Table

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

Table Admission
 Update Delete Delete All Records

Columns Controls Application Access

Table Columns for text Search
 1 to 29 of 29 New

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Area	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
District	String	(empty)	40		false
Fee	Price	(empty)	20		false
House No	String	(empty)	40		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableNm();	false

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

* Label Application ⓘ

* Name Create module ☒

Extends table ⓘ Add module to menu ☒

Columns Controls Application Access

Table Columns for text Search ⓘ

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
+	<input type="text"/>	<input type="text"/>				

Submit Cancel

4. Create choice for Admin Status as:

Dictionary Entry Admin Status Create Choice List Delete Column Update

Create Choice List Delete Column Update

Related Links
[Show Table](#)
[Run Point Scan](#)
[Advanced view](#)

Access Controls Choices (7) Attributes Labels (1) Dictionary Overrides

Label Search ⓘ Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
Join in progress	In progress	en	2	false	2024-04-02 21:11:03
Joined	Joined	en	3	false	2024-04-02 21:11:26
Rejected	Rejected	en	4	false	2024-04-02 21:12:00
Closed	Closed	en	5	false	2024-04-02 21:13:05
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27
+ Insert a new row...					

5. Create choice for Pincode as:

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides

Label Search ⓘ Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Tuition	Tuition	en	1	false	2024-04-02 21:17:09
Coaching	Coaching	en	2	false	2024-04-02 21:17:31
Teacher	Teacher	en	3	false	2024-04-02 21:17:53
+ Insert a new row...					

6. Create choice for School as:

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides

Label Search ⓘ Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35
+ Insert a new row...					

7. Create choice for School Area as:

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides

Label Search ⓘ Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Near Market	Near Market	en	1	false	2024-04-02 21:20:53
Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24
+ Insert a new row...					

Activity 3: Create Student Progress Table

1. Create a **Student Progress Table** with Columns given.
2. Select Add module to menu >> **Salesforce**.
3. 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
+	Insert a new row...				

Milestone 4 : Form Layout

Configuring Table form for Student Progress Table

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

<

≡

Table student progress

×	Telugu	String	(empty)	40
×	Total	String	(empty)	40
+	Insert a new row...			

Update

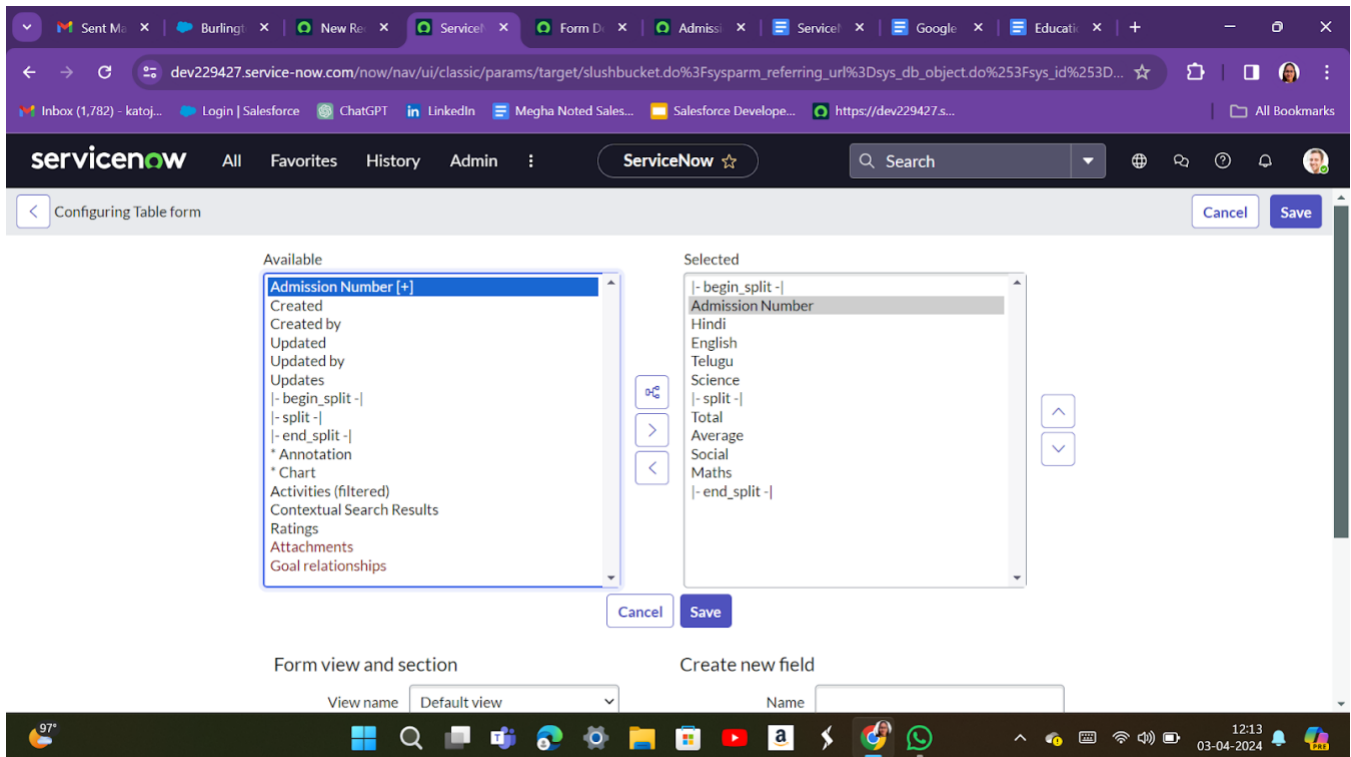
Delete

Delete All Records

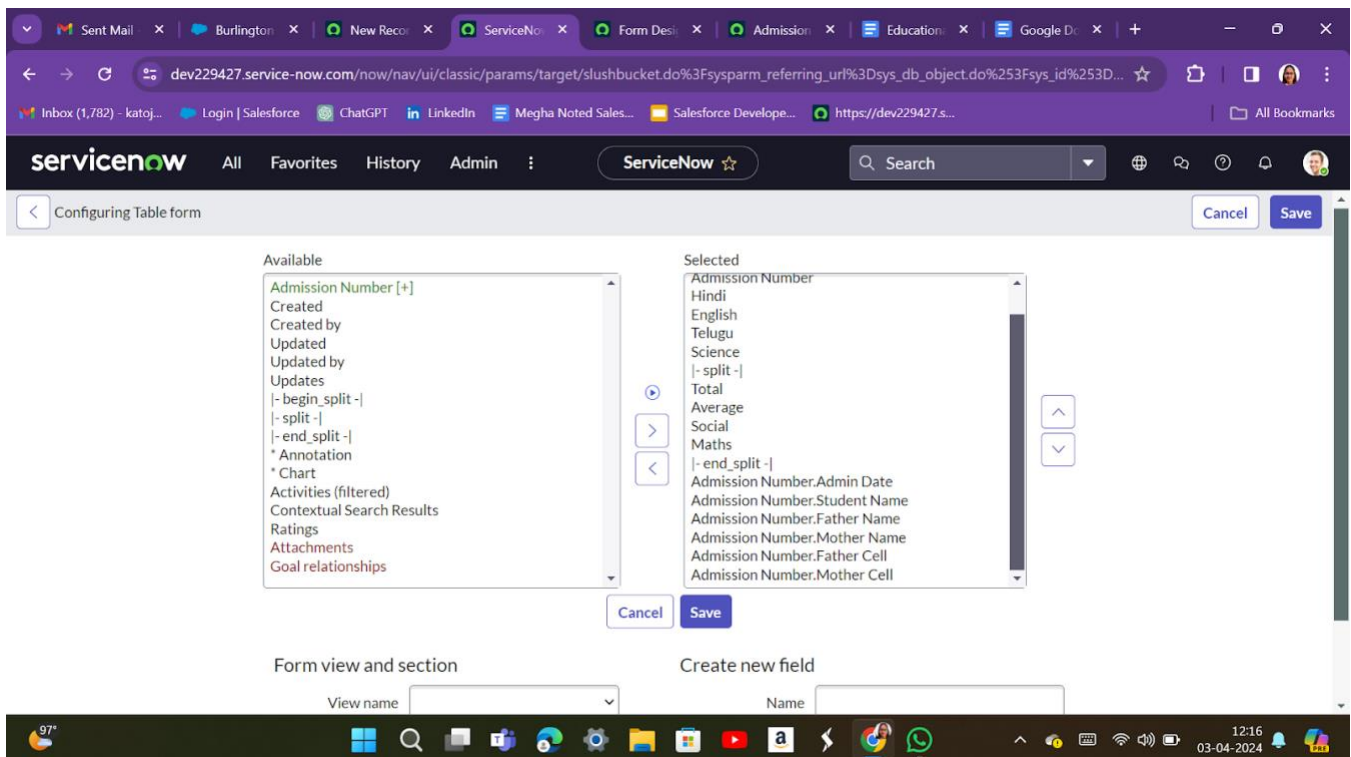
Related Links

[Design Form](#)
[Layout Form](#)
[Layout List](#)
[Show Form](#)
[Show List](#)
[Show Schema Map](#)
[Add to Service Catalog](#)
[Run Point Scan](#)
[Explore REST API](#)

2. Click on **Admission Number** [+] .



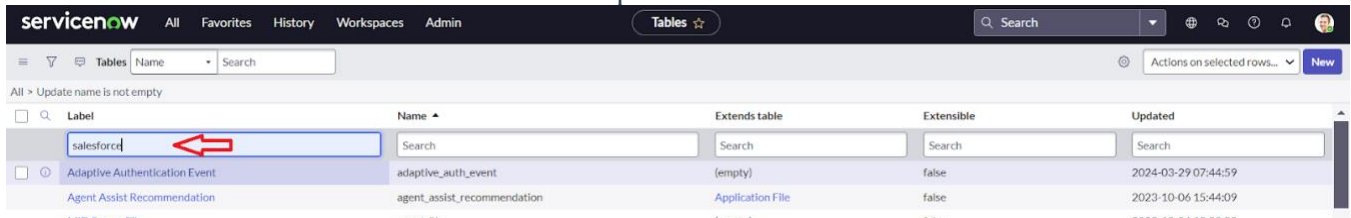
3. Select below **Admission Number** fields in **Available** side and send it to selected side as below >> **save**.



Milestone 5 : Form Design

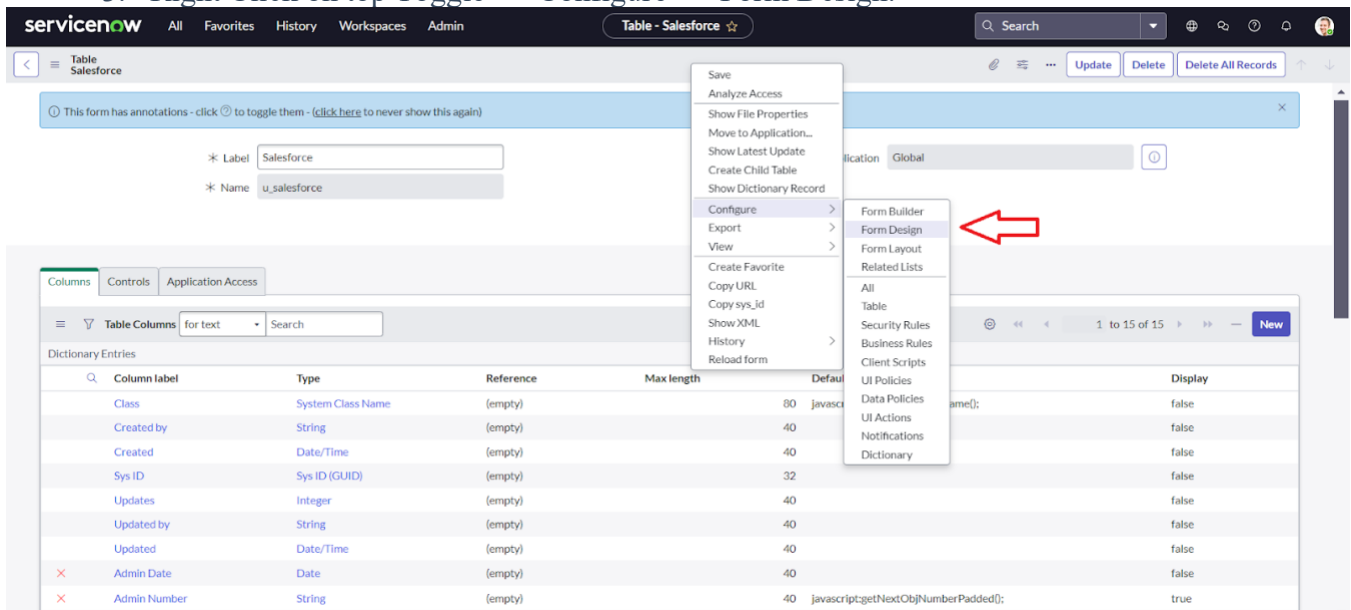
Activity 1: Creating Form Design for Salesforce Table

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



Label	Name	Extends table	Extensible	Updated
salesforce	Search	Search	Search	Search
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09

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



Column label	Type	Reference	Max length	Default	Display
Class	System Class Name	(empty)	80	javascript:nextObj();	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(NumberPadded());	true

4. In drop down select Salesforce(u salesforce).

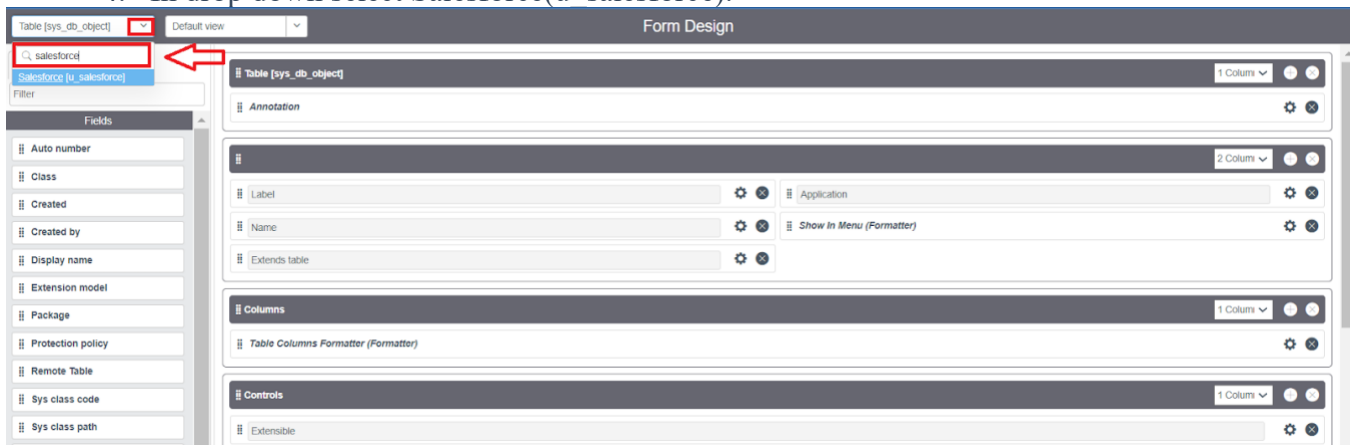


Table [sys_db_object] Default view

Form Design

Table [sys_db_object] 1 Column

Annotation

Label Application

Name Show in Menu (Formatter)

Extends table

Columns 1 Column

Table Columns Formatter (Formatter)

Controls 1 Column

Extensible

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

Salesforce [u_salesforce] Default view Form Design Undo Save

Fields Field Types Filter

Fields

- Class
- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Salesforce [u_salesforce] 2 Columns

Admin Number	Father Name
Admin Date	Mother Name
Grade	Father Cell
Student Name	Mother Cell

6. Save.

Activity 2: Creating Form Design for Admission Table

Follow the same steps as Activity1, Configure the fields as below and Save.

Admission [u_admission] Default view Form Design

Fields Field Types Filter

Fields

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

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Admission [u_admission] 1 Column

Process Flow (Formatter)

Admission [u_admission] 2 Columns

Admission Number	Admin Date
Purpose of join	Grade
Student Name	Fee
Father Name	Father Cell
Mother Name	Mother Cell
	Admin Status

Comments 1 Column

School Details 2 Columns

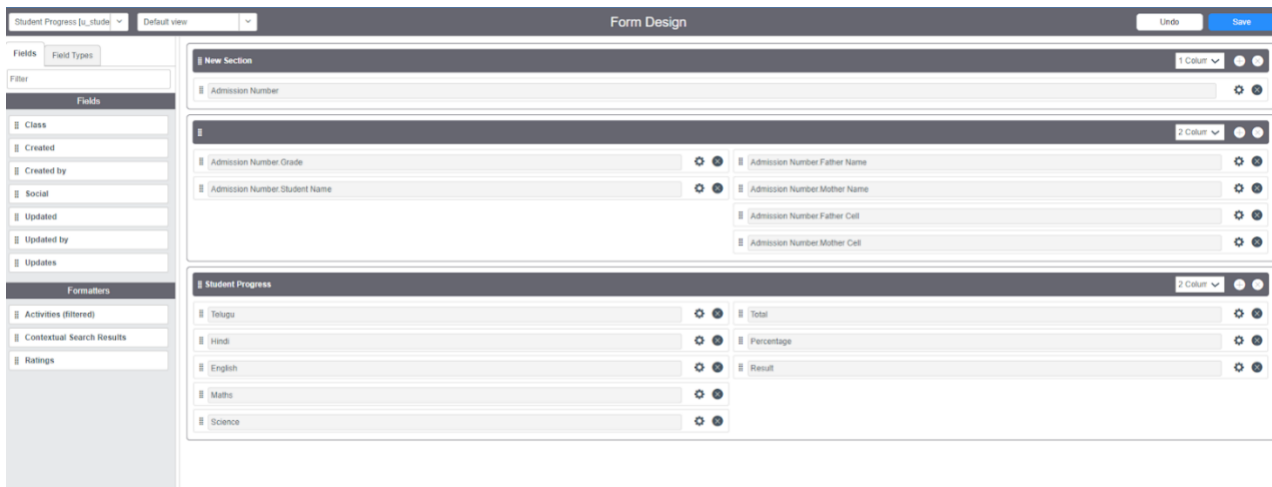
School Area	School
-------------	--------

Address 2 Columns

Pincode	Area
Mandal	City
House No	District

Activity 3: Creating Form Design for Student progress Table

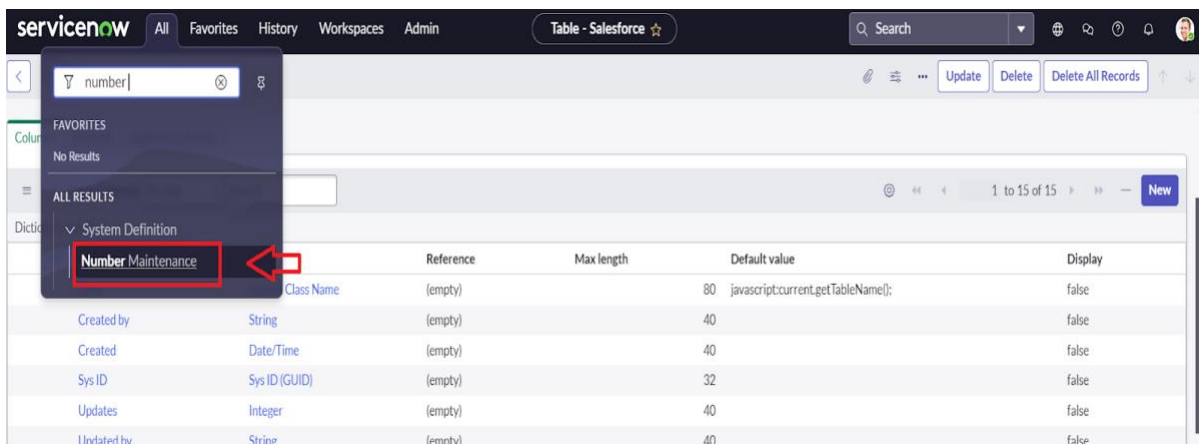
Follow the same steps as Activity1, Configure the fields as below and Save.



Milestone 6 : Number Maintenance

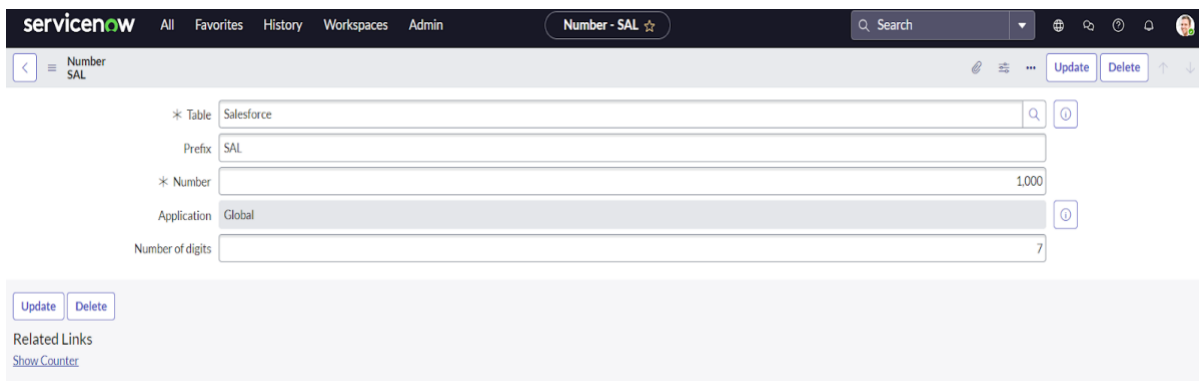
Activity 1: Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New



	Class Name	Reference	Max length	Default value	Display
Created by	String	(empty)	40	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false

- Fill the details >> Submit.



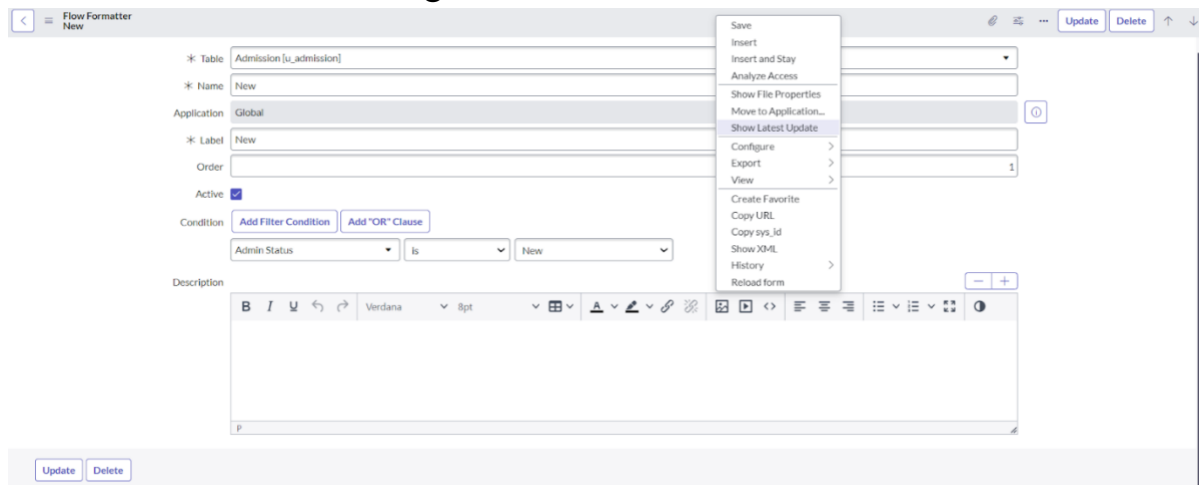
* Table:
 Prefix:
 * Number:
 Application:
 Number of digits:

Related Links
[Show Counter](#)

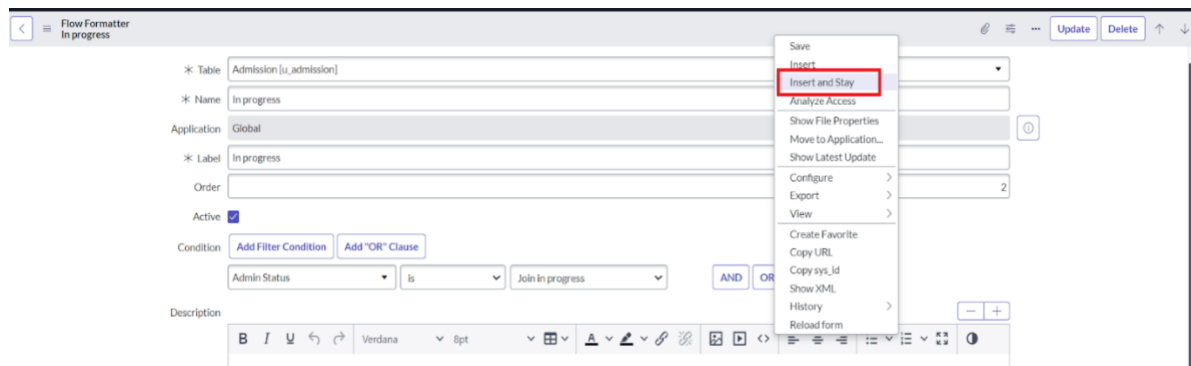
Milestone 7 : Process Flow

Activity 1: 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.

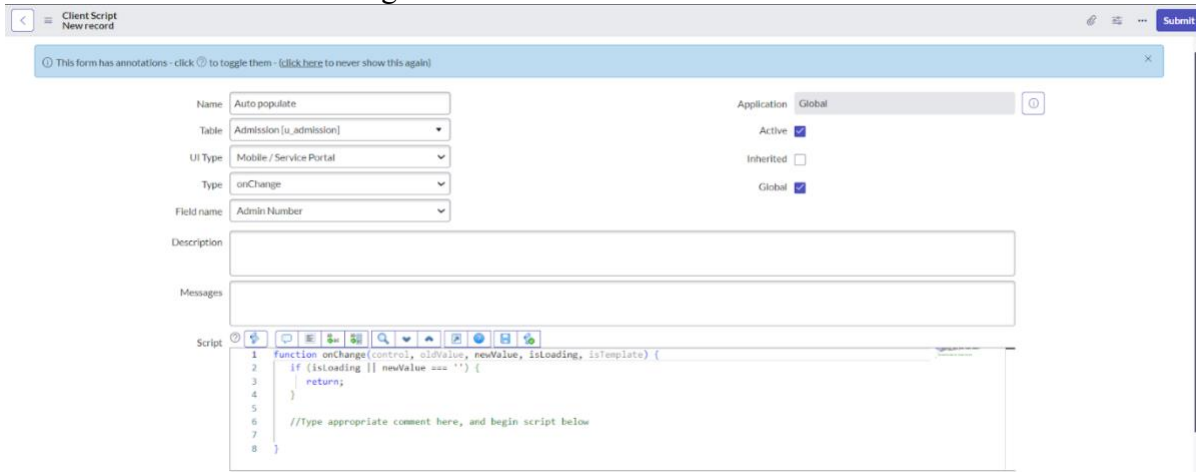


- Replace the Name and Label in order and click on Insert on stay.
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 8: Client Script

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;
  }
}
```

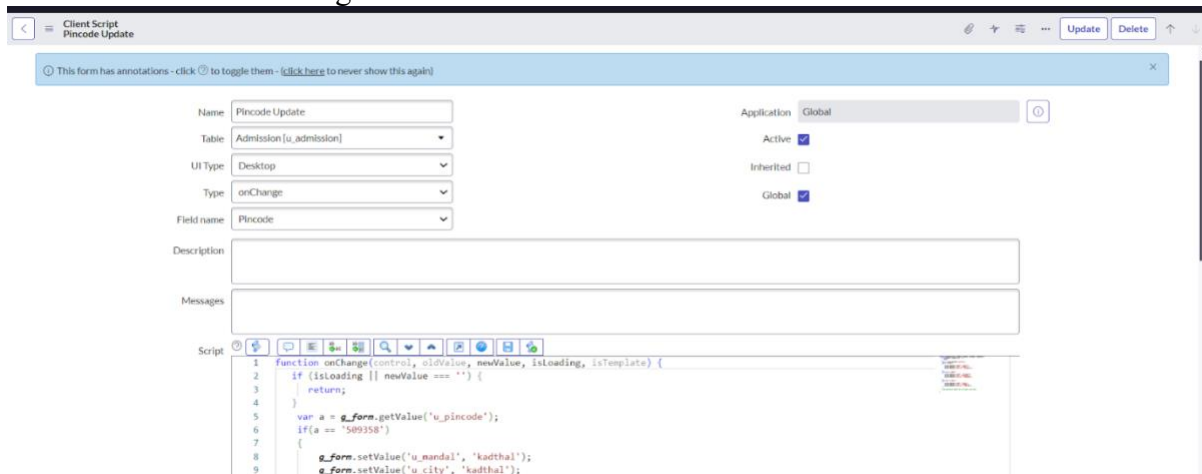
//Type appropriate comment here, and begin script below

```
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);
}
```

Activity 2: Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.



The screenshot shows the 'Client Script' configuration window for a script named '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 editor contains 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');
10  }
11  else if(a == '500081')
12  {
13    g_form.setValue('u_mandal', 'karmanghat');
14    g_form.setValue('u_city', 'karmanghat');
15    g_form.setValue('u_district', 'RangaReddy');
16  }
17  else if(a == '500079')
18  {
19    g_form.setValue('u_mandal', 'Abids');
20    g_form.setValue('u_city', 'AsifNagar');
21    g_form.setValue('u_district', 'Hyderabad');
22  }
23  //Type appropriate comment here, and begin script below
24  }
  
```

- 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');

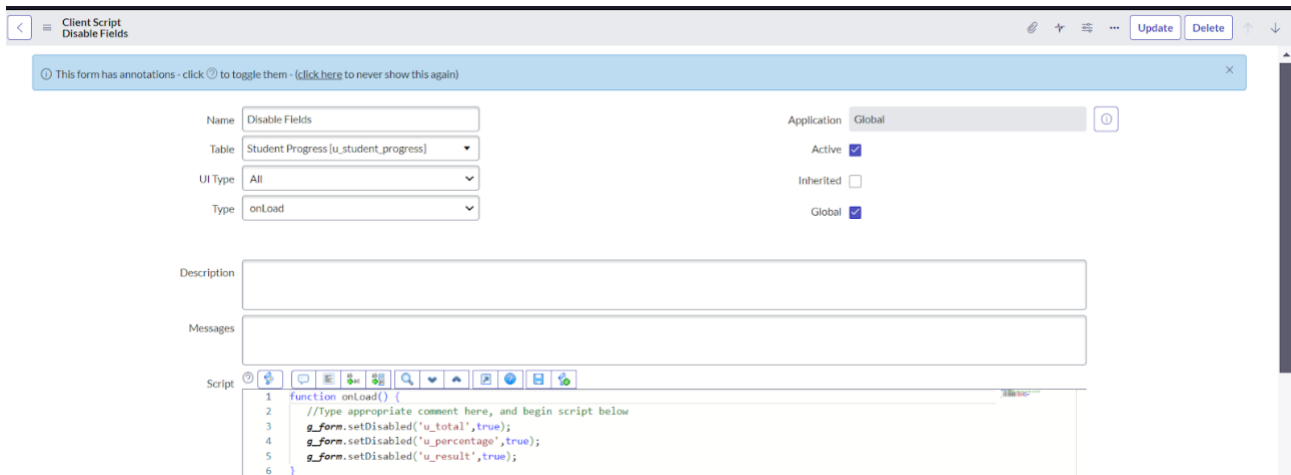
  }
  else if(a == '500079')
  {
    g_form.setValue('u_mandal', 'Abids');
    g_form.setValue('u_city', 'AsifNagar');
    g_form.setValue('u_district', 'Hyderabad');
  }

  //Type appropriate comment here, and begin script below

}
  
```

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

- Fill the Details as given.



Client Script: Disable Fields

Name: Disable Fields

Table: Student Progress [u_student_progress]

UI Type: All

Type: onLoad

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script:

```

1 function onLoad() {
2   //Type appropriate comment here, and begin script below
3   g_form.setDisabled('u_total',true);
4   g_form.setDisabled('u_percentage',true);
5   g_form.setDisabled('u_result',true);
6 }
  
```

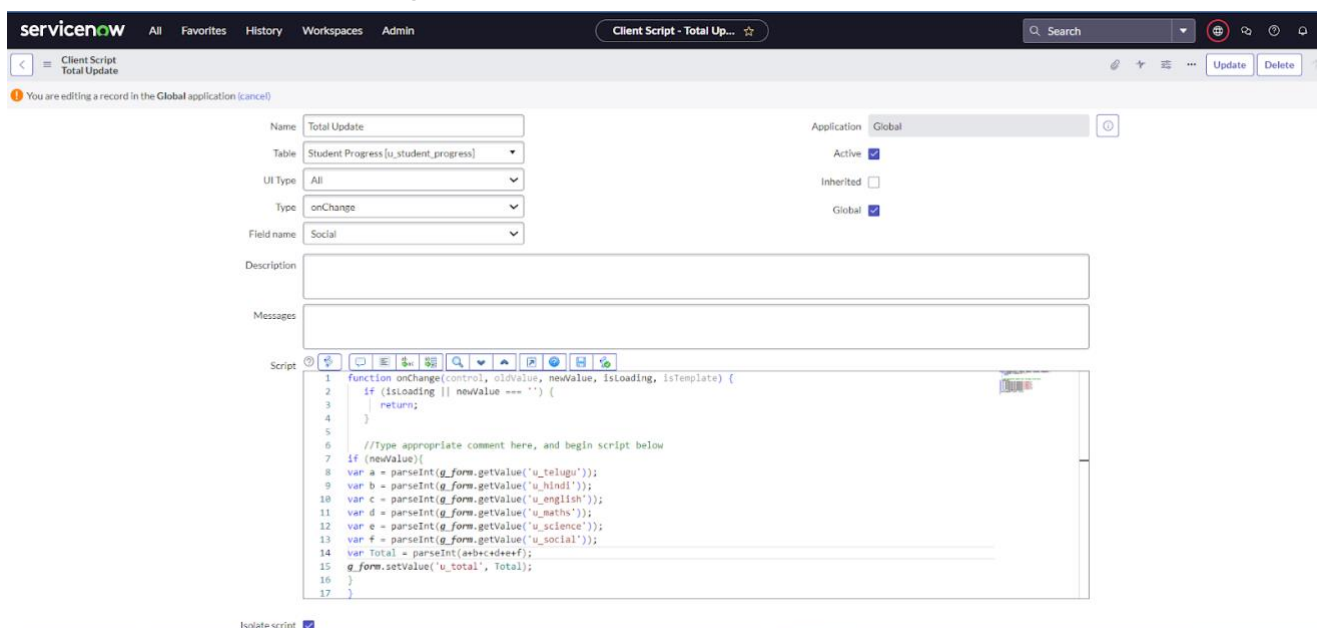
- Write the Code as below, Enable Isolate script and Save.

```

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.



servicenow Client Script: Total Update

Name: Total Update

Table: Student Progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Social

Application: Global

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   if (newValue) {
8     var a = parseInt(g_form.getValue('u_telugu'));
9     var b = parseInt(g_form.getValue('u_hindi'));
10    var c = parseInt(g_form.getValue('u_english'));
11    var d = parseInt(g_form.getValue('u_maths'));
12    var e = parseInt(g_form.getValue('u_science'));
13    var f = parseInt(g_form.getValue('u_social'));
14    var Total = parseInt(a+b+c+d+e+f);
15    g_form.setValue('u_total', Total);
16  }
17 }
  
```

Isolate script: ☒

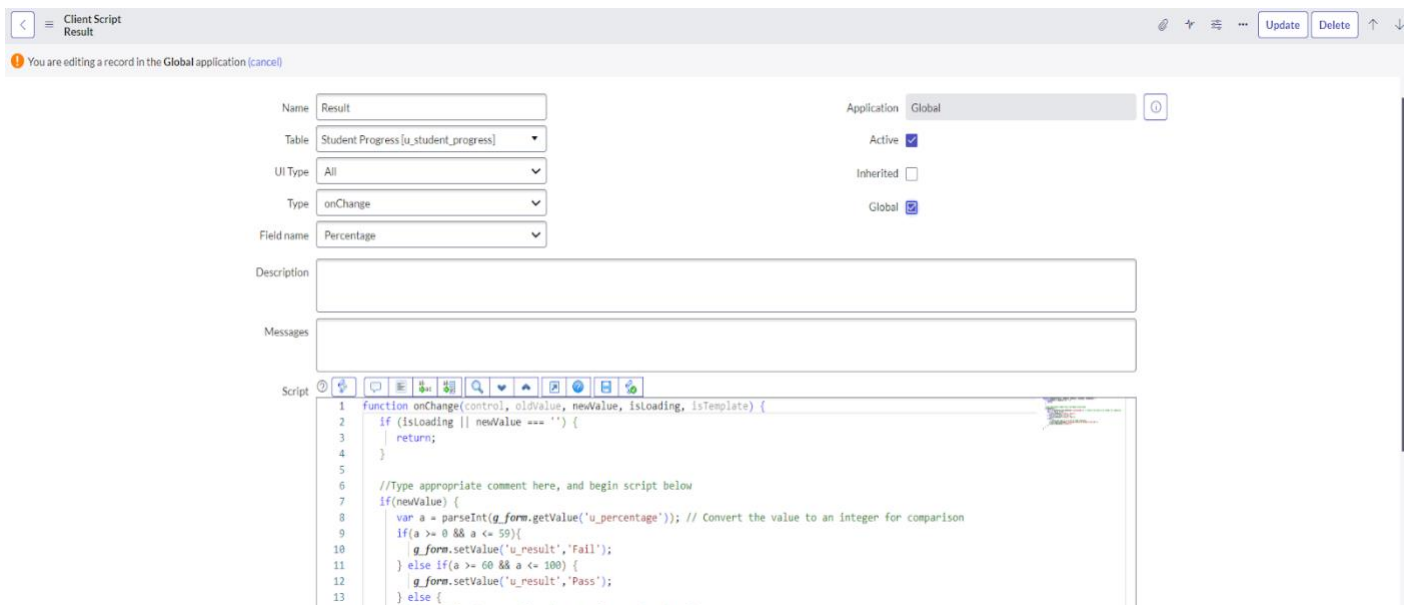
- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
}
```

```
//Type appropriate comment here, and begin script below
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 “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.



Client Script
Result

You are editing a record in the Global application (cancel)

Name: Result

Table: Student Progress [u_student_progress]

UI Type: All

Type: onChange

Field name: Percentage

Application: Global

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     if (newValue){
8         var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
9         if(a >= 0 && a <= 50){
10             g_form.setValue('u_result','Fail');
11         } else if(a >= 60 && a <= 100){
12             g_form.setValue('u_result','Pass');
13         } else {
14             // ...
15         }
16     }
17 }
```

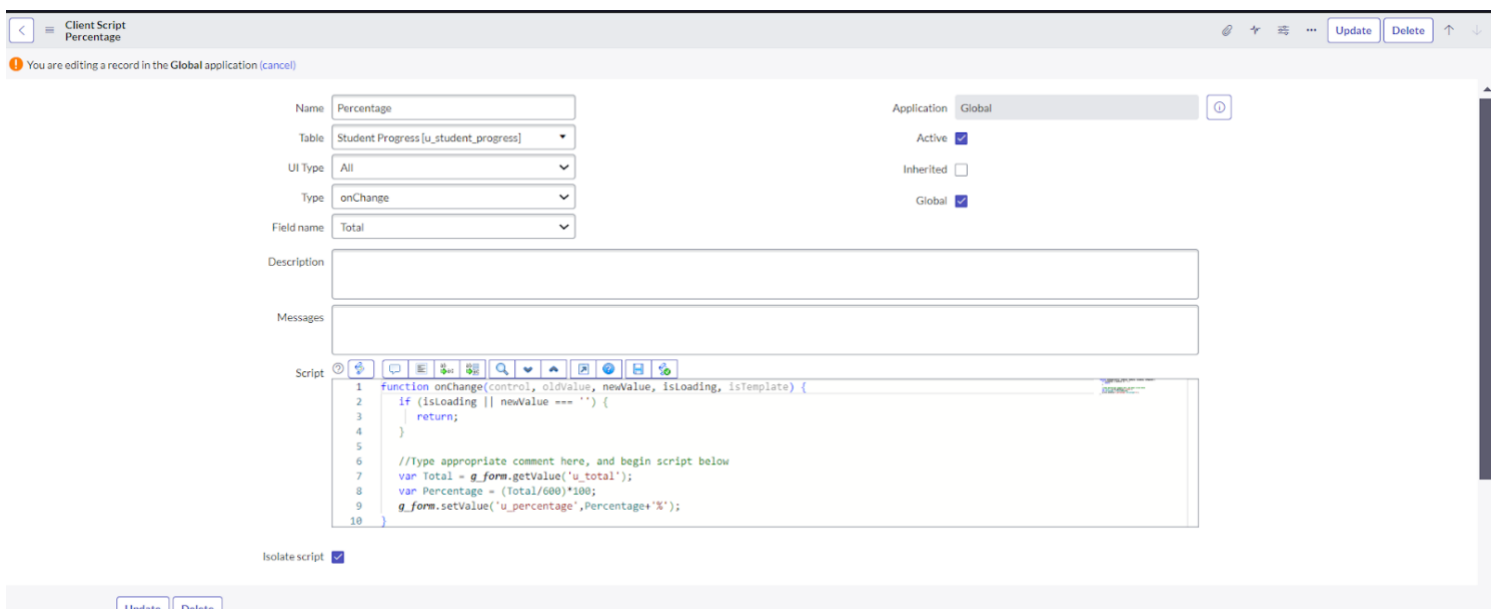
- Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
    if(newValue) {
        var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an
        integer for comparison
        if(a >= 0 && a <= 59){
            g_form.setValue('u_result','Fail');
        } else if(a >= 60 && a <= 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.



The screenshot shows the Salesforce Client Script editor for a record named 'Percentage' in the 'Global' application. The record is being edited in the 'Student Progress [u_student_progress]' table. The UI Type is set to 'All', the Type is 'onChange', and the Field name is 'Total'. The Description and Messages fields are empty. The Script editor contains the following code:

```
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     var Total = g_form.getValue('u_total');
8     var Percentage = (Total/600)*100;
9     g_form.setValue('u_percentage',Percentage+'%');
10 }
```

The 'Isolate script' checkbox is checked. At the bottom, there are 'Update' and 'Delete' buttons.

- 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+'%');
}
```

Milestone 9: Result

Salesforce
New record

Admin Number
SAL0001078

Admin Date

Grade
-- None --

Student Name

Father Name

Mother Name

Mother Cell

Father Cell

Submit

Admission
New record

New
In progress
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 --

Submit

New Section
New record

Admission Number

Grade
-- None --

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

Conclusion :

The project “Educational Organisation Using ServiceNow” successfully streamlines and automates the admission and student management process in educational institutions. By creating structured tables, forms, and workflows, the system simplifies admissions, stores student and parent details securely, generates admission numbers automatically, and calculates results without manual effort. This reduces errors, saves time for staff, and ensures transparency in record management. Overall, the project demonstrates how ServiceNow can be effectively used to build a digital platform that improves efficiency, accuracy, and user experience in educational organizations.