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EDUCATIONAL ORGANAIZATION USING SERVICE NOW

Problem statement

In an educational institution, managing academic and administrative tasks efficiently is a major challenge. Faculty members often face difficulties in assigning tasks to students, while students are confused about their responsibilities due to the lack of structured workflows and proper access control.

Currently, there is no clear distinction between faculty and student roles in the system, which leads to unauthorized edits, task duplication, and poor accountability. Without automation, monitoring student progress and generating timely reports is also difficult, creating delays in academic activities.

Objectives

1. Define User Roles Clearly

- o Faculty (Academic Coordinator) → Can create, assign, edit, and monitor tasks.

- o Student → Can only view and update assigned tasks.

2. Implement Access Control Mechanisms

- o Use Access Control List (ACL) to restrict student access while giving full privileges to faculty.

3. for transparency and accountability Workflow Processes using ServiceNow Flow Designer

- o Faculty creates and assigns tasks.
- o Students receive notifications, update task progress, and mark completion.
- o Faculty monitors progress, approves completion, and closes the task.
- o Reports are generated

Skills:

Users, Groups, Roles, Tables, Access Control List (ACL), Flow Designer, Notifications, Reporting & Dashboards.

TASK INITIATION

Milestone 1 Users:

Activity 1: setting up service now instance

Go to the ServiceNow Developer site: <https://developer.servicenow.com>

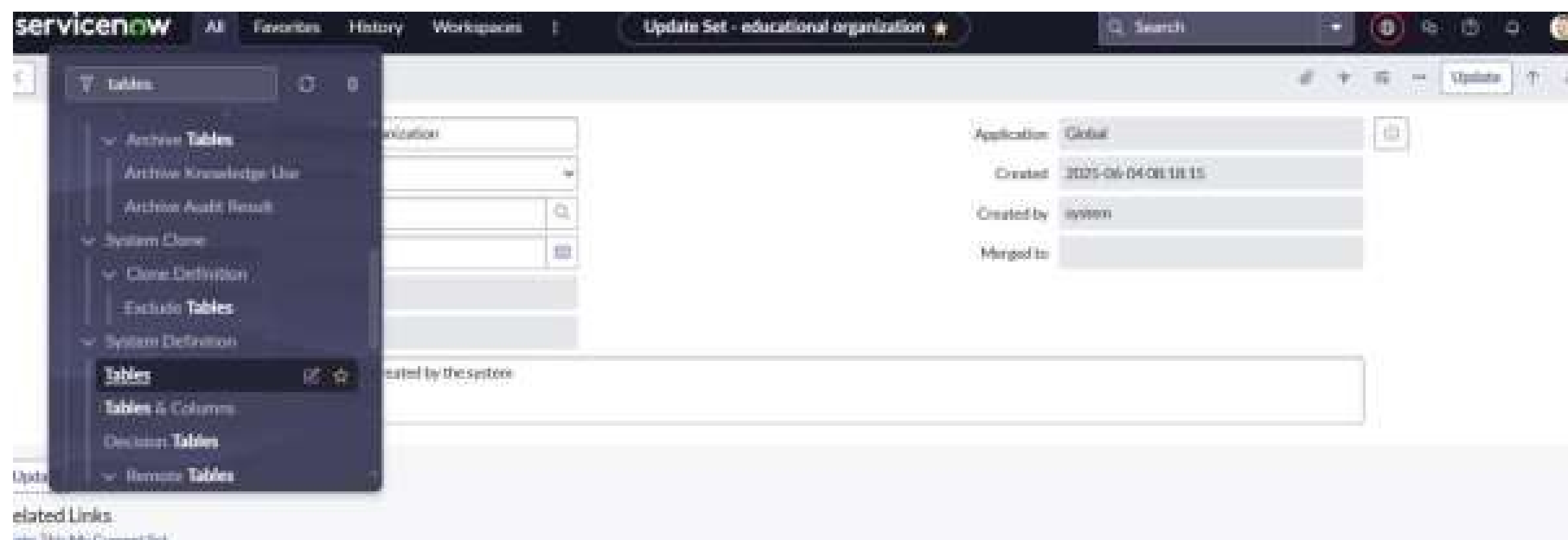
1. Create a developer account (sign up / log in).
2. Open the Personal Developer Instance section.
3. Click Request Instance to get your own ServiceNow instance.
4. Fill in the required details and submit.
5. You will receive an email with your instance link and login details.
6. Use those credentials to log in and start using ServiceNow.



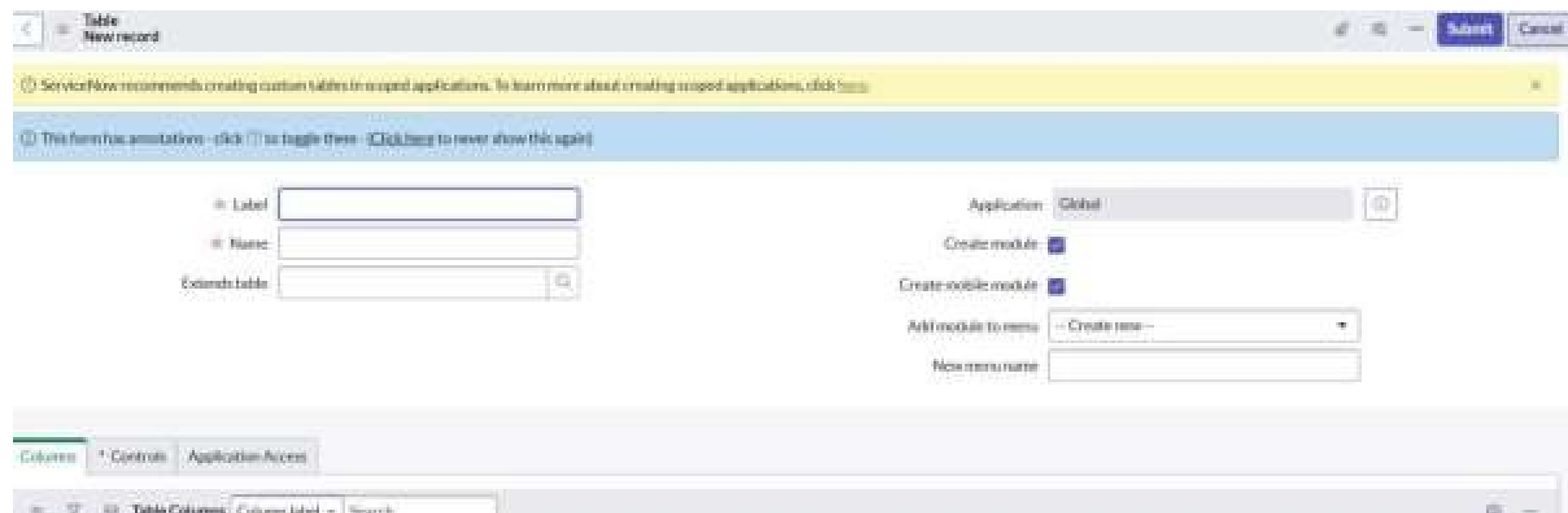
1. click on new table
2. enter a details and name is Educational organization in progress
3. submit button

Milestone 2:

Create a tables :



Click on new table



Creating a column

NAME

Extends table

LISTEN PROUSE

Create module module

Add module to menu

-- Create new --

New menu name

Columns

Controls

Application Access

Table Columns

Column label

Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display

Submit

Cancel



To give a label name for sales force and display the screen & given display to create admin number

serviceNow

All

Favorites

History

Workspaces

Admin

Table - Sale_force

Search

Table

Sale_force

Name

u_sale_force

Columns

Controls

Application Access

Table Columns

Column label

Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40		true
Class	System Class Name	(empty)	100	(javascript:current.getTableName());	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
grade	Choice	(empty)	40		false
Seq ID	Seq ID GUID	(empty)	32		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Integer	(empty)	40		false

The last step is click on grade column and <<choice>>column to give a grade I,II,III to we want

TABLES | LANGUAGE | WORDS | REPORTS

Create Choice List Delete Column Update

related Links
[View Table](#)
[Print Table](#)
[Download Table](#)

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

Label Search Actions on selected rows...

Choices

	Label	Value	Language	Sequence	Inactive	Updated
+		2	en		false	2025-09-05 07:36:54
		1	en		false	2025-09-05 07:36:48
		3	en		false	2025-09-05 07:37:11

Insert a new row...

Creating a admission table for sales force

1. Go to Tables module and click Create Table.
2. Enter Table Label as Admission.
3. In Extends Table, select Salesforce.
4. Tick Add module to menu and select Salesforce.
5. Add the required Fields/Columns

6. .Save the table and check the new module under Salesforce.



Table
admission

Delete Update Delete All Records

Form has annotations. Click to toggle them. (Click here to never show this again)

Label admission

Name u_admission

Extend Table Salesforce

Application Global

Controls Application Access

Table Columns Column label Search 1 to 17 of 17 New

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40		true
admin status	String	(empty)	40	7	false
Class	System Class Name	(empty)	80	{javascript:current.getTableName()}	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

Table Columns


Column label + Search


Create student progress table:

- Create a Student Progress Table with Columns given.
- Select Add module to menu Salesforce.




- Create Fields as shown



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

Label: Application: 

Name:

Extends table: 

Columns Controls Application/Access

Table Columns Column label: Search  1 to 20 of 21  [View](#)

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	empty()	40		false
Admin Number	String	empty()	40		true
Admission number	Reference	data force	32		false
Class	System Class Name	empty()	80	javascript:document.getElementById()	false
Created	Date/Time	empty()	40		false
Created by	String	empty()	40		false
english	String	empty()	40		false
grade	Choice	empty()	40		false
level	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
Sys ID	Sys ID (GUID)	empty()	32		false
termpo	String	empty()	40		false
total	String	empty()	40		false
Updated	Date/Time	empty()	40		false
Updated by	String	empty()	40		false
Insert previous					

Milestone 3

Form layout

- Open the Admission Table.
- Click on Configure → Form Layout.
- In Form Layout, you can add, remove, or reorder fields for the form.

- Use the **toggle button

Web Form for M. Jahan, for → Default view

Form Design

Fields **Field Type**
 Title
 Description
 Activities (Filtered)
 Contextual Search Results
 Ratings

student details
1 Column

Drag content, drag if form

address
2 Columns

Drag content, drag if form

To drag

Web Form for M. Jahan, for → Default view

Form Design

Fields **Field Type**
 Title
 Description
 Activities (Filtered)
 Contextual Search Results
 Ratings

Activities (Filtered)
2 Columns

Drag content, drag if form

address
2 Columns

Drag content, drag if form

Web Form for M. Jahan, for → Default view

Form Design

Fields **Field Type**
 Title
 Description
 Activities (Filtered)
 Contextual Search Results
 Ratings

Form Data (M. Jahan, for)
2 Columns

Drag content, drag if form

Then last step save

create admission table for form design

1. Open the Admission Table.
2. Click Configure → Form Layout (or Page Layout in Salesforce).
3. In Form Layout, you will see Available Fields and Selected Fields.
4. Drag fields from Available to Selected to include them in the form.
5. Reorder fields by dragging up or down to set the display sequence.
6. Click Save to apply the form layout.
7. Open the Admission form to verify the design.


**Smart
Internz**

Creating a student progress in form design

[illegible]

Milestone 5

Activity to create a number maintenance

The screenshot shows the 'Number Maintenance' window. The title bar is highlighted with a red box. The window contains a search bar with the text 'num'. Below the search bar, there is a 'FAVORITES' section and a 'No Results' message. A table is displayed with the following columns: 'Columns', 'Controls', and 'Application Access'. The table has one row with the following data: 'Sys ID' in the 'Columns' column, 'Sys ID (GUID)' in the 'Controls' column, and 'Global' in the 'Application Access' column. At the bottom of the window, there are 'Delete' and 'Update' buttons.

Columns	Controls	Application Access
Sys ID	Sys ID (GUID)	Global

To give a salesforce for label name

servicenow All Favorites History Workspaces Admin Number - SAL

Number SAL

Table Salesforce

Prefix SAL

Number 1,000

Application Global

Number of digits 7

Update Delete

Related Links
[Show Counter](#)

Milestone 6

Activity: create processes flow for admission table

1. Create Admission Table – Make a new table for storing admission details.
2. Add Fields – Include Student Name, Age, Course, Admission Date.
3. Design Form Layout – Arrange fields using drag & drop.
4. Save & Use – Save the table and start entering admission records

Table New record

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 view the annotations.

Label

Name

Extends table

Application Global

Create module

Create module module

Add module to menu

Filter menu items

Submit

Columns Controls Application Access

Table Columns Column label Search

Table: admission

Label:

Name:

Extend table:

Application:

Columns: Controls Application Access

Table Columns: Column label * Search

Dictionary Entries

Column label *	Type	Reference	Max length	Default value	Display
Admission Data	Date	empty()	40		false
Admission Number	String	empty()	40		true
Admission Status	String	empty()	40	/	false
Class	System Class Name	empty()	80	javascript:current.getTabName();	false
Created	Date/Time	empty()	40		false
Created by	String	empty()	40		false
group	Choice	empty()	40		false
Number	String	empty()	40	javascript:global.getNewObjectNumber(Admission);	false
password	String	empty()	40		false



Flow Formatter: In progress

Table:

Name:

Application:

Label:

Order:

Action:

Condition:

Admission Status:

AND OR

Description:

Save

Export

Insert and Map

Apply as Access

Show File Properties

Show for Application...

Show Latest Update

Configure

Export

View

Create Favorite

Copy URL

Copy as HTML

Show HTML

History

Refresh Screen

Milestone 7

Activity1: Creating “Auto populate” Client Scripts for Admission Table

Activity: 2 To create client script

To given the copy code in display

```
//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);
```



Smart
Internz

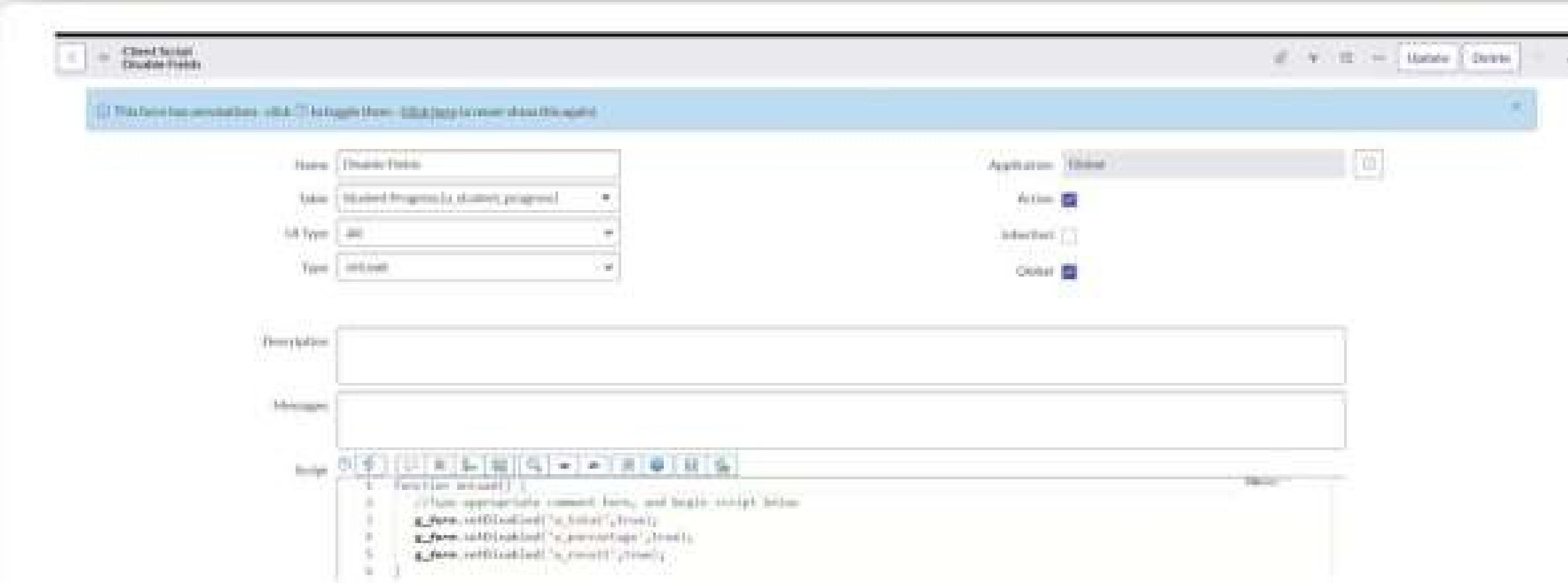


Activity: 4 Creating a pin code:

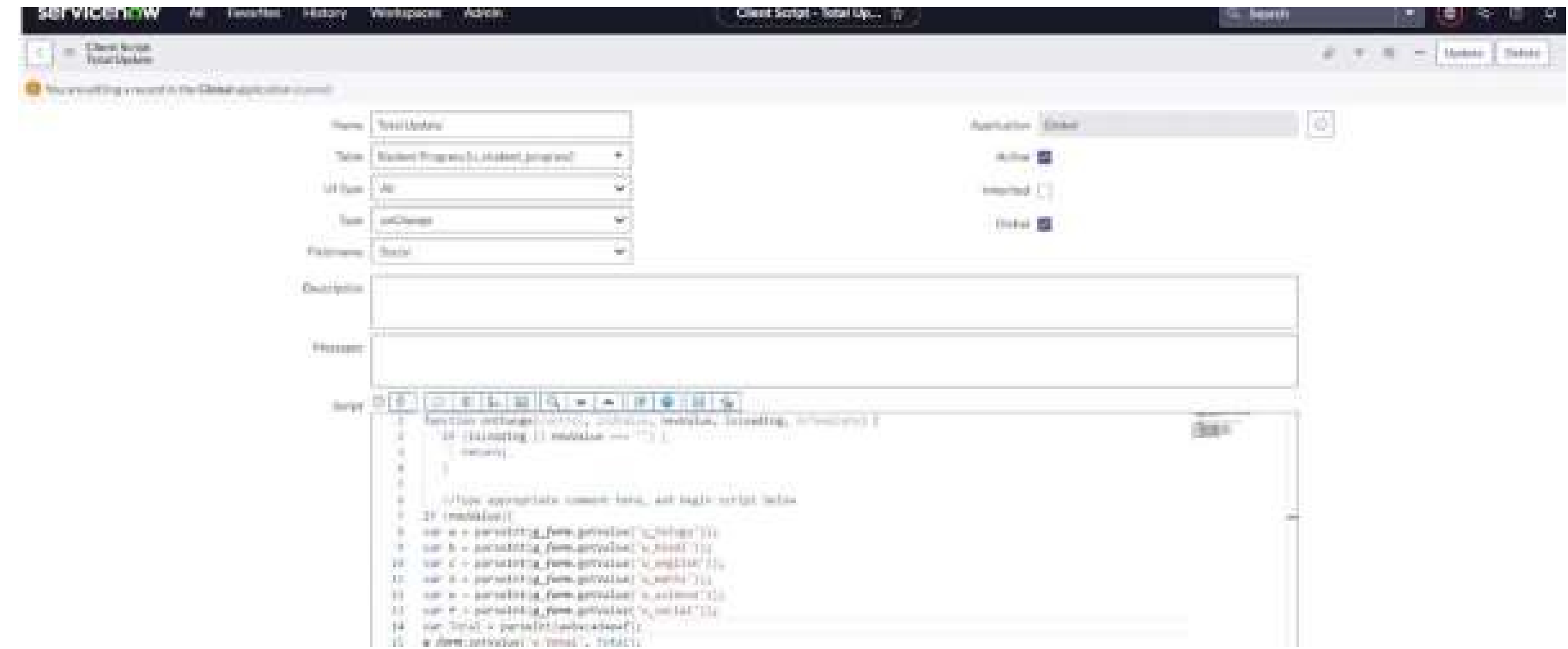
The screenshot shows the 'Client Script' configuration window for a 'Pincode Update' form. The form is titled 'Pincode Update' and is associated with the 'Global' application. The form is currently 'Active' and 'Enabled'. The 'Pincode' field is highlighted. The 'Script' area contains the following code:

```
1 function onChange(event, source, module, fieldid, fieldval, fieldtype) {  
2   if (source != 'Pincode') {  
3     return;  
4   }  
5   var a = g_form.getValue('u_pincode');  
6   if (a == '000000') {  
7     g_form.setDisabled('u_pincode', '000000');  
8   }  
9 }
```

Activity: 5Creating “ Disable Fields” Client Scripts for Student progress Table



Activity: 6 Creating “Total Update” Client Scripts for Student progress Table



Activity: 7 Creating “Result” Client Scripts for Student progress Table

You are editing a record in the Global application record.

Name	Result	Application	Global
Type	Student Progress (a student progress)	Active	<input checked="" type="checkbox"/>
UI Type	All	Deleted	<input type="checkbox"/>
Tool	onChange	Global	<input checked="" type="checkbox"/>
Field name	Percentage		
Description			
Message			
Script	<pre> 1 function onChange(event, oldValue, newValue, loading, isHidden) { 2 if (!loading newValue == "") { 3 return; 4 } 5 6 //Type appropriate comment here, and begin script below 7 if(newValue) { 8 var a = parseInt(newValue, 10); // convert the value to an integer for comparison 9 if(a < 0 a >= 100) { 10 g_form.setValue("a_result", "fail"); 11 } else if(a <= 20 a >= 100) { 12 g_form.setValue("a_result", "fail"); 13 } else { </pre>		

Activity: 8 Creating “Percentage” Client Scripts for Student progress Table



You are editing a record in the Global application record.

Name	Percentage	Application	Global
Type	Student Progress (a student progress)	Active	<input checked="" type="checkbox"/>
UI Type	All	Deleted	<input type="checkbox"/>
Tool	onChange	Global	<input checked="" type="checkbox"/>
Field name	Total		
Description			
Message			
Script	<pre> 1 function onChange(event, oldValue, newValue, loading, isHidden) { 2 if (!loading newValue == "") { 3 return; 4 } 5 6 //Type appropriate comment here, and begin script below 7 var total = g_form.getValue("a_total"); 8 var percentage = (total/100)*100; 9 g_form.setValue("a_percentage", percentage+"%"); 10 } </pre>		

Result

Save force
New record

Admin Number

Admin Date

grade

student progress: New record

back

english

math

science

percentage

result

maths

social

admission number CL

religion

total

Submit



admission: New record

new join in progress

Number AD0000000000

admin status 7

pin code

purpose of join

school

school area

school details address

Submit



Conclusion

By creating tables, adding fields, designing form layouts, and applying workflows in ServiceNow / Salesforce, educational organizations can manage admissions and tasks more efficiently. Using Users, Roles, ACL, Flow Designer, and Reporting, the system ensures clear responsibilities, secure access, structured workflows, and smooth data management. This improves transparency, accountability, and productivity in the institution.