

# **EDUCATIONAL ORGANISATION USING SERVICENOW**

**Team ID : NM2025TMID17610**

**Team Size : 5**

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**Team member: Gopika S**

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# PROBLEM STATEMENT:

- 1. Streamlining IT Service Requests:** The educational organization has a manual process for IT service requests, leading to delays and inefficiencies. How can ServiceNow be used to automate and streamline IT service requests, improving response times and user satisfaction?
  - 2. Enhancing Student Support:** The organization wants to provide better support to students, including timely resolution of technical issues and improved access to resources. How can ServiceNow be used to create a student-focused service portal that meets these needs?
  - 3. Improving Incident Management:** The organization experiences frequent IT incidents, such as network outages or hardware failures, which disrupt teaching and learning. How can ServiceNow be used to improve incident management processes, reducing downtime and minimizing the impact on students and staff?
  - 4. Automating Asset Management:** The organization has a large inventory of IT assets, including laptops, desktops, and other equipment. How can ServiceNow be used to automate asset management processes, ensuring accurate tracking and efficient utilization of resources?
  - 5. Enhancing Faculty and Staff Support:** The organization wants to provide better support to faculty and staff, including streamlined processes for requesting resources and resolving technical issues. How can ServiceNow be used to create a faculty and staff-focused service portal that meets these needs?
- Setting up ServiceNow Instance

## Skills:

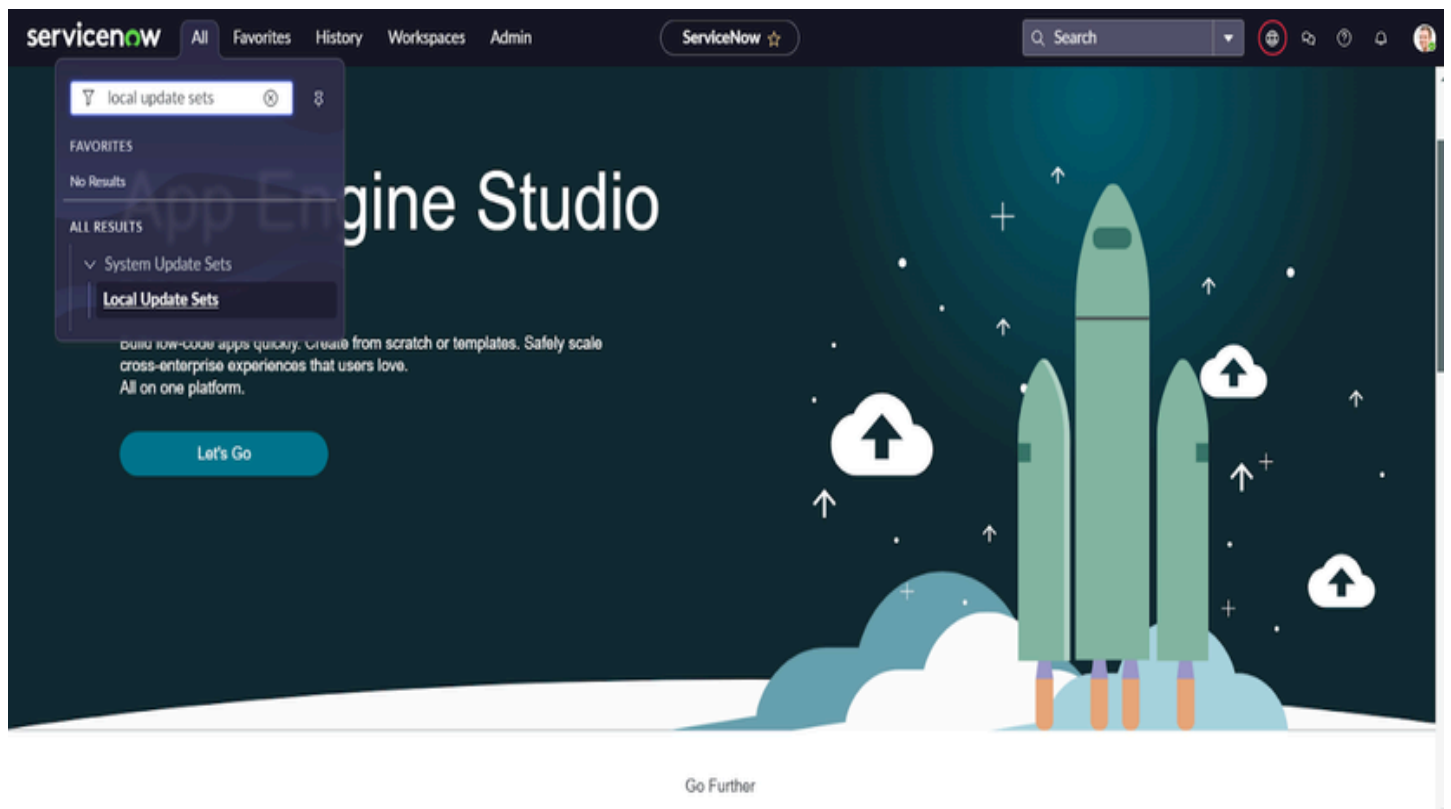
- 1. ServiceNow Development:** Knowledge of ServiceNow platform, including creating workflows, forms, and business rules.
- 2. IT Service Management (ITSM):** Understanding of ITSM principles and best practices, including incident, problem, and change management.
- 3. Scripting:** Familiarity with scripting languages like JavaScript or Jelly scripting for advanced customization.
- 4. Integration:** Knowledge of integrating ServiceNow with other systems and applications.

Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".

1. Once logged in, navigate to the "Personal Developer Instance" section.
2. Click on "Request Instance" to create a new ServiceNow instance.
3. Fill out the required information and submit the request.
4. You'll receive an email with the instance details once it's ready.
5. Log in to your ServiceNow instance using the provided credentials.
6. Now you will navigate to the ServiceNow.

## Creating a Update Set

Click on All >> Local update sets .



- Click on new

servicenow

All

Favorites

History

Workspaces

Admin

Update Sets

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- 3.Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

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

Update Set New record

Name:  Application: Global

State: In progress

Parent:

Release date:

Description:

Submit Submit and Make Current

## Creating Salesforce Table.

- All >> Tables.

servicenow All Favorites History Workspaces Admin Import Tables

tables

System Definition

Tables

Tables & Columns

Decision Tables

Remote Tables

Tables

Definitions

System Diagnostics

Session Debug

Debug SQL (Large Tables)

System Import Sets

Created by user Filename Active Expiration days Expire on date Expired

No records to display

- Click on new

servicenow All Favorites History Workspaces Admin Tables

Tables Name Search

Actions on selected rows... New

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
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
MID Server File	agent_file	(empty)	false	2023-10-06 15:29:08
Record Producer Configuration	aisa_rp_config	Application File	false	2023-10-06 15:47:19
Search Actions	aisa_ui_action	Application File	false	2023-10-06 15:47:19
AI Search ACL Overrides	ais_act_overrides	Application File	false	2023-10-06 15:15:20
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2023-10-06 15:15:18

- Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.
- 

- 
- 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 Salesforce

This record is in the Global application, but Educational Organisation is the current application. To edit this record click [here](#).

Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	false
Mother Cell	String	(empty)	40	false
Mother Name	String	(empty)	40	false
Student Name	String	(empty)	40	false

- 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	De	Display
Class	System Class Name	(empty)	80	jav	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, Analyze Access, Show File Properties, Move to Application..., Show Latest Update, Create Child Table, Show Dictionary Record, Configure, Export, View, Create Favorite, Copy URL, Copy sys\_id, Show XML, History, Reload form

- Click on controls >> Enable Extensible.
- 

Columns **Controls** Application Access

Extensible ☒

Live feed ☐

Prefix SAL

Number 1,000

Number of digits 7

Create access controls ☒

\* User role u\_salesforce\_user

- 
- Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .
- 

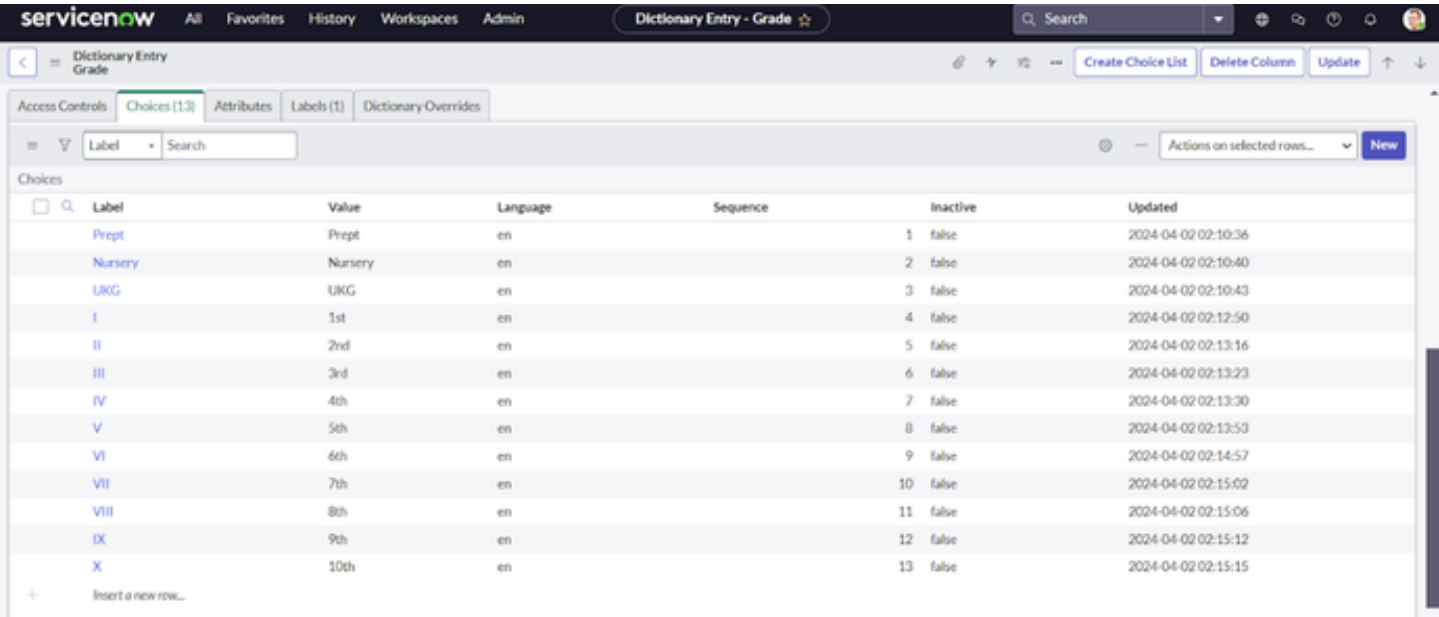
Choice List Specification Calculated Value **Default Value**

Use dynamic default ☒

Dynamic default value Get Next Padded Number

-

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

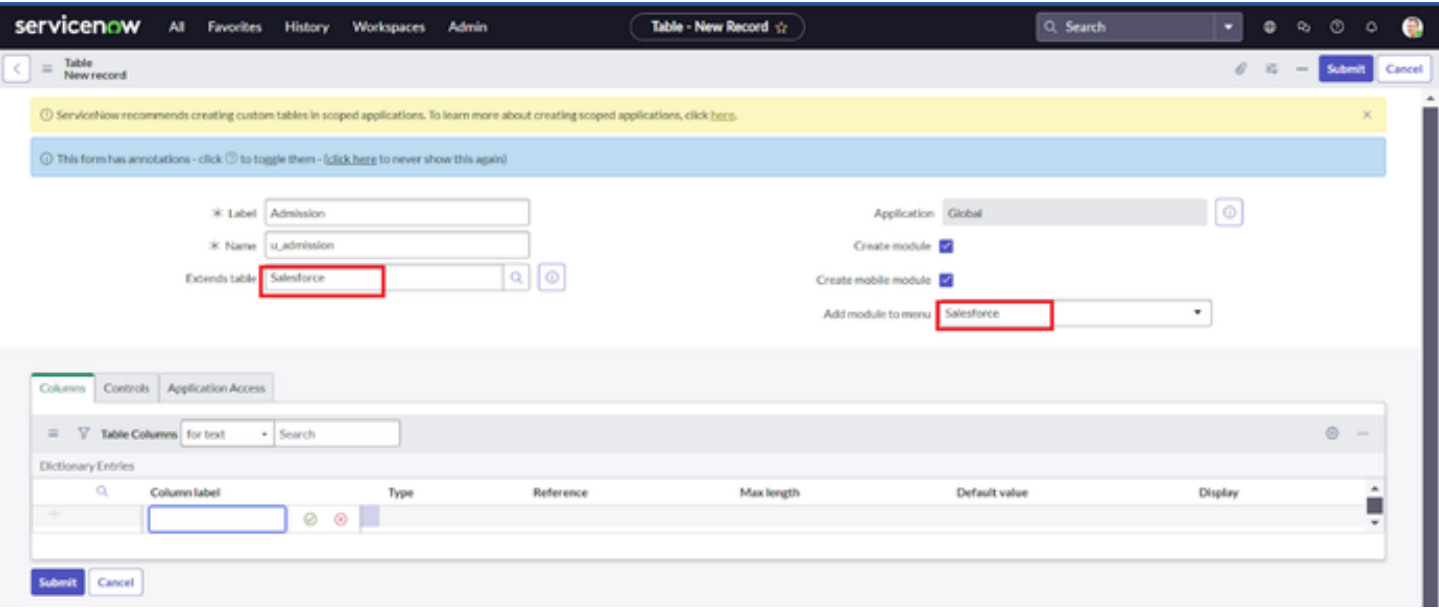


The screenshot shows the ServiceNow interface for the 'Dictionary Entry - Grade' page. The 'Choices' tab is selected, displaying a table with 13 rows of grade levels. The table columns are Label, Value, Language, Sequence, Inactive, and Updated. The 'Label' column contains grade levels from Prept to X, and the 'Value' column contains corresponding numerical values from 1st to 10th. The 'Language' column is set to 'en' for all entries. The 'Sequence' column is numbered 1 through 13. The 'Inactive' column is set to 'false' for all entries. The 'Updated' column shows the date and time of the last update for each entry.

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
URG	URG	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

## Creating Admission Table

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



The screenshot shows the ServiceNow interface for the 'Table - New Record' page. The form is for creating a new table named 'u\_admission'. The 'Label' field is set to 'Admission', and the 'Name' field is set to 'u\_admission'. The 'Extends table' field is set to 'Salesforce', which is highlighted with a red box. The 'Application' field is set to 'Global'. The 'Create module' checkbox is checked, and the 'Create mobile module' checkbox is also checked. The 'Add module to menu' dropdown is set to 'Salesforce', which is also highlighted with a red box. Below the form, there is a section for 'Table Columns' with a search bar and a table for defining columns. The table has columns for Column label, Type, Reference, Max length, Default value, and Display. The 'Column label' column is currently empty, and the 'Type' column is set to 'Text'.

Column label	Type	Reference	Max length	Default value	Display
	Text				

Table Admission

Columns Controls Application Access

Table Columns for text Search

1 to 29 of 29 New

Dictionary Entries

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.getTableName();	false

- Create choice for Admin Status as:

Dictionary Entry Admin Status

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

Choices

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...

- Create choice for Pincode as:

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

Label Search

Actions on selected rows... New

Choices

Label	Value	Language	Sequence	Inactive	Updated
509350	509350	en	1	false	2024-04-02 21:15:19
500079	500079	en	2	false	2024-04-02 21:15:46
500081	500081	en	3	false	2024-04-02 21:16:05

Insert a new row...

- Create choice for Purpose of Join as:



Access Controls

Choices (3)

Attributes

Labels (1)

Dictionary Overrides

=

▼

Label

Search

⌕

—

Actions on selected rows...

▼

New

Choices

<div><div><div>⌕</div></div></div> Label	Value	Language	Sequence	Inactive	Updated
Tution	Tution	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
<div><div><div>+</div></div>Insert a new row...</div>					

Create choice for School as:

Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

Actions on selected rows...

New

Choices

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...

Create choice for School Area as:

Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

Label

Search

Actions on selected rows...

New

Choices

<div><div></div><div></div></div> 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
<div><div></div><div>Insert a new row...</div></div>					

Creating Student Progress Table

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

Create Fields as shown:

X	Admission Number	Reference	Salesforce	32	false
X	English	String	(empty)	40	false
X	Hindi	String	(empty)	40	false
X	Maths	String	(empty)	40	false
X	Percentage	String	(empty)	40	false
X	Result	String	(empty)	40	false
X	Science	String	(empty)	40	false
X	Social	String	(empty)	40	false
X	Telugu	String	(empty)	40	false
X	Total	String	(empty)	40	false
+	Insert a new row...				

# Configuring Table form for Student Progress Table

- 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

Click on Admission Number [+].

Configuring Table form

Available

- Admission Number (+)
- Created
- Created by
- Updated
- Updated by
- Updates
- [- begin\_split -]
- [- split -]
- [- end\_split -]
- \* Annotation
- \* Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

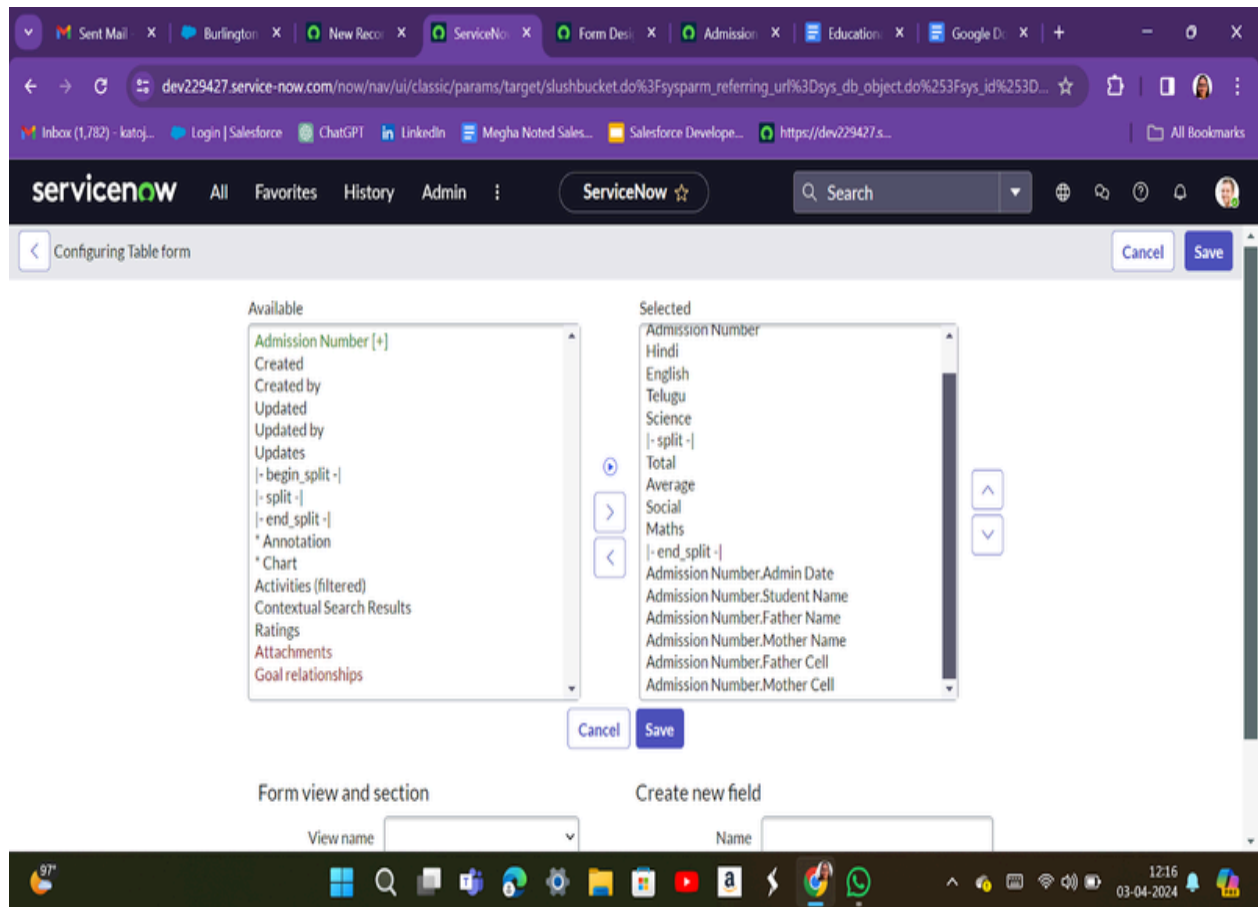
Selected

- [- begin\_split -]
- Admission Number
- Hindi
- English
- Telugu
- Science
- [- split -]
- Total
- Average
- Social
- Maths
- [- end\_split -]

Form view and section: View name: Default view

Create new field: Name:

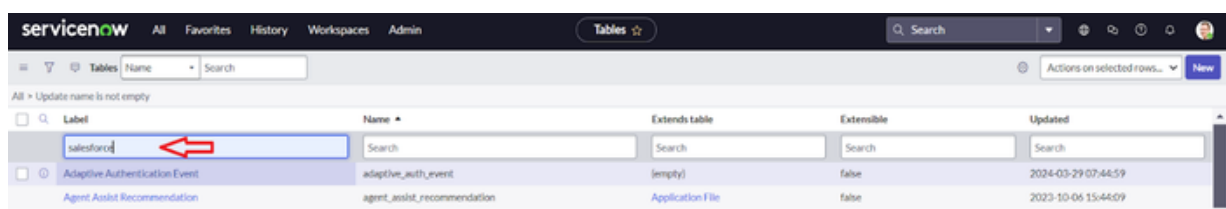
Select below Admission Number fields in Available side and send it to selected side as below  
>> save.



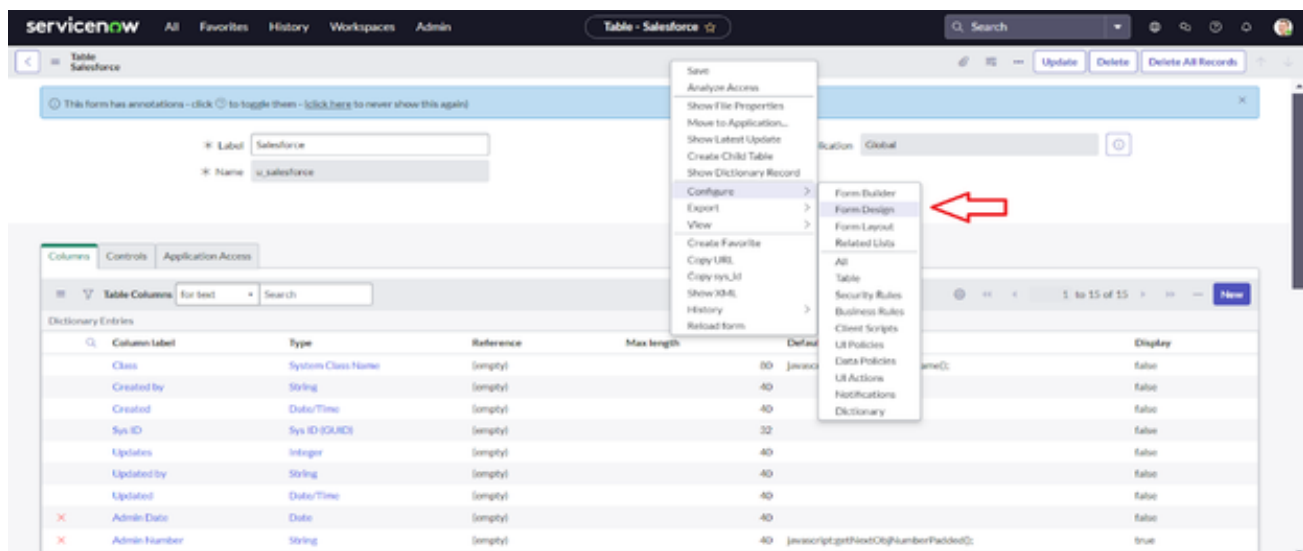
## Creating Form Design for Salesforce Table

All >> System Definition >> Tables .

In Label Search for Salesforce and open .



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



1. In drop down select Salesforce(u\_salesforce).



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



6.Save.

V

## Creating Form Design for Student progress Table

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

The screenshot shows the 'Form Design' interface for a table named 'Student Progress'. The interface is divided into three main sections: 'New Section', 'Student Progress', and 'Formatters'. The 'New Section' section contains a single field 'Admission Number'. The 'Student Progress' section contains a grid of fields: 'Admission Number Grade', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell'. The 'Formatters' section contains a list of fields: 'Groups', 'Total', 'Percentage', 'Result', 'English', 'Maths', and 'Science'. The 'Formatters' section also includes a 'Filter' dropdown and a 'Save' button.

## Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New

The screenshot shows the ServiceNow interface for the 'Number Maintenance' form. The form is titled 'Table - Salesforce' and includes a search bar and a 'New' button. The form contains a table with the following columns: 'Class Name', 'Reference', 'Max length', 'Default value', and 'Display'. The table lists several fields: 'Created by', 'Created', 'Sys ID', 'Updates', and 'Updated by'. The 'Number Maintenance' form is highlighted with a red box and a red arrow.

- Fill the details >> Submit.

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](#)

## Creating Process Flow for Admission Table

All >> Process Flow>> New.

Fill the Details as given Below

Flow Formatter New

\* Table: Admission [u\_admission]

\* Name: New

Application: Global

\* Label: New

Order:

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is New

Description:

Save  
Insert  
Insert and Stay  
Analyze Access  
Show File Properties  
Move to Application...  
Show Latest Update  
Configure  
Export  
View  
Create Favorite  
Copy URL  
Copy sys\_id  
Show XML  
History  
Reload form

Update Delete

Right Click on toggle and click on the save .

Replace the Name and Label as below and click on Insert on stay.

Flow Formatter In progress

\* Table: Admission [u\_admission]

\* Name: In progress

Application: Global

\* Label: In progress

Order:

Active: ☒

Condition: Add Filter Condition Add "OR" Clause

Admin Status is Join In progress

Description:

Save  
Insert  
Insert and Stay  
Analyze Access  
Show File Properties  
Move to Application...  
Show Latest Update  
Configure  
Export  
View  
Create Favorite  
Copy URL  
Copy sys\_id  
Show XML  
History  
Reload form

Update Delete

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.

### Creating “Auto populate” Client Scripts for Admission Table

All >> Client Scripts >> New.

Fill the Details as given.

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

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);
}

```

**Note:** Make sure the Field names should be the same as you created .

## Creating “Pincode Update” Client Scripts for Admission Table

- Fill the Details as given.

The screenshot shows the Salesforce Client Script configuration page for a script named "Pincode Update". The script is associated with the "Admission [u\_admission]" table, has a UI Type of "Desktop", and is triggered on the "Pincode" field when it changes. The script is active and global. The script code is as follows:

```

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 == "589358")
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

}

## Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.

The screenshot shows the 'Client Script' configuration window for a script named 'Disable Fields'. The window has a title bar with 'Client Script' and 'Disable Fields'. Below the title bar is a blue notification bar that says 'This form has annotations - click [icon] to toggle them - (click here to never show this again)'. The main form contains several fields: 'Name' (Disable Fields), 'Table' (Student Progress [u\_student\_progress]), 'UI Type' (All), 'Type' (onLoad), 'Application' (Global), 'Active' (checked), 'Inherited' (unchecked), and 'Global' (checked). There are also 'Update' and 'Delete' buttons. Below these fields are two empty text areas for 'Description' and 'Messages'. At the bottom is a 'Script' editor with a toolbar and a code editor showing the following code:

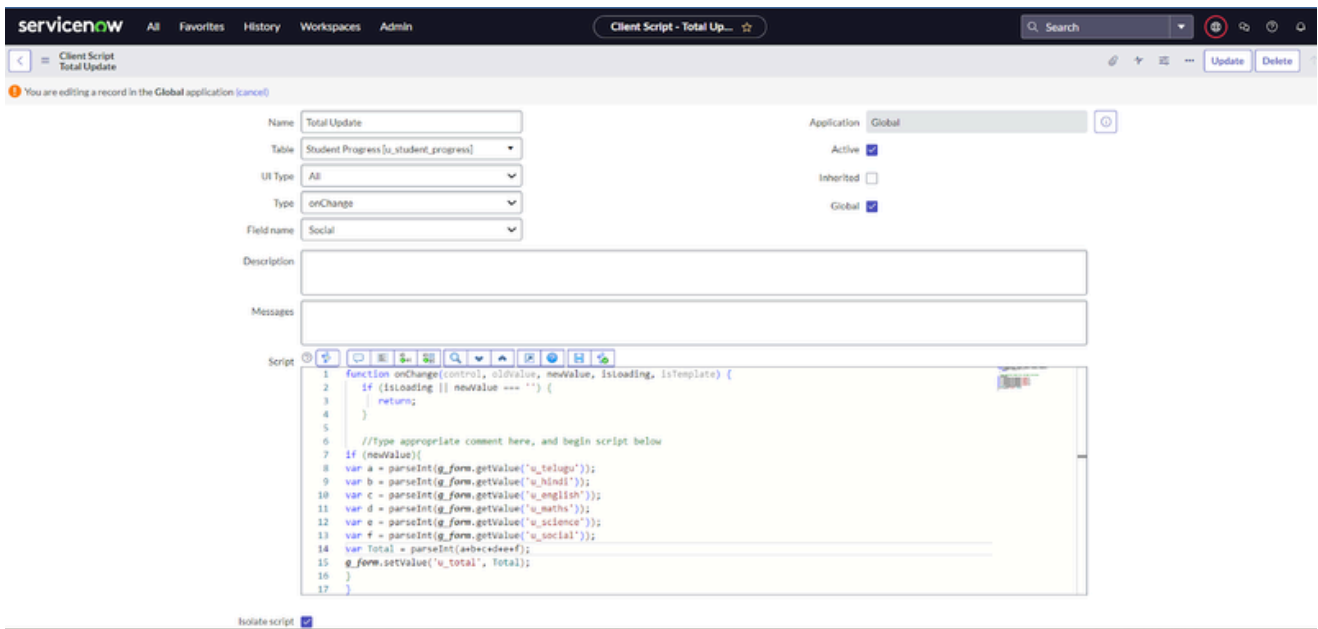
```
1 function onLoad() {  
2     //Type appropriate comment here, and begin script below  
3     g_form.setDisabled('u_total',true);  
4     g_form.setDisabled('u_percentage',true);  
5     g_form.setDisabled('u_result',true);  
6 }
```

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);  
}
```

## Creating “Total Update” Client Scripts for Student progress 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;
```

```
    }
```

```
    //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);

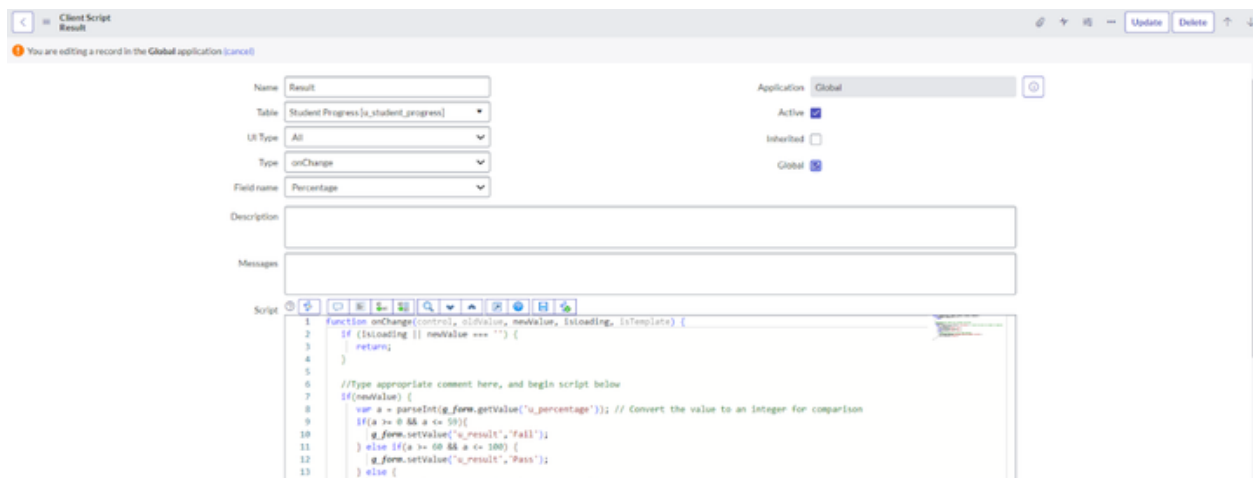
```

```
    }
```

```
}
```

# Creating “Result” Client Scripts for Student progress 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;
```

```
  }
```

```
  //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');
```

```

}

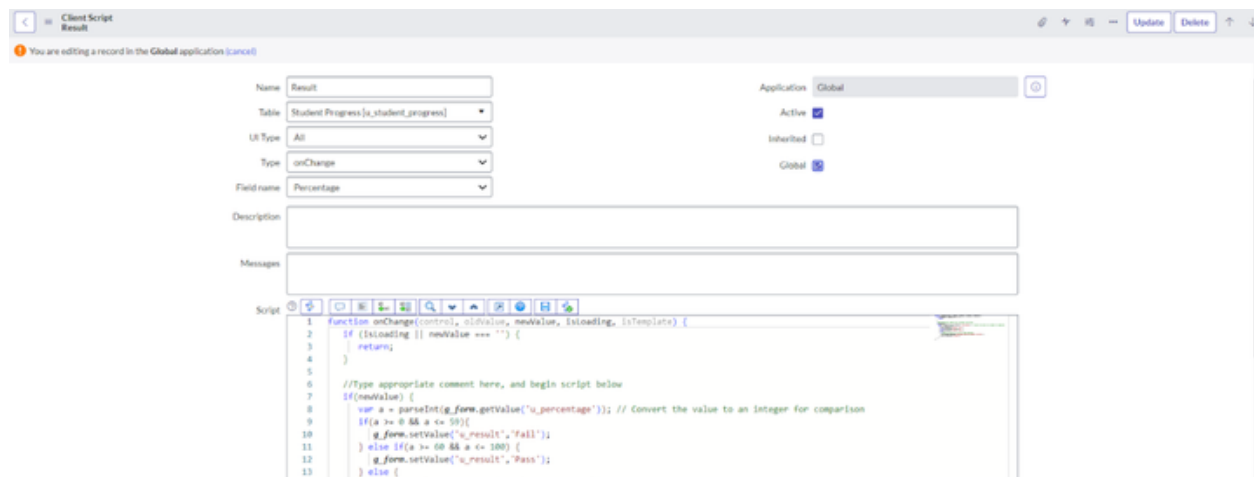
}

}

```

## Creating “Result” Client Scripts for Student progress 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;
```

```
    }
```

```
    //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');

    }

}

}

}

```

## Creating “Percentage” Client Scripts for Student progress Table

Fill the Details as given.

The screenshot shows the Salesforce Client Script editor interface. The script is named 'Percentage' and is associated with the 'Student Progress' table, specifically for the 'u\_student\_progress' field. The script type is 'onChange' and the field name is 'Total'. The script is active and global. The script code is as follows:

```

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/100)*100;
    g_form.setValue('u_percentage',Percentage+'%');
}

```

The 'Isolate script' checkbox is checked at the bottom left of the editor.

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+'%');  
}
```