

Educational Organisation Using ServiceNow

TEAM ID : NM2025TMID12973

TEAM SIZE: 5

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Project Overview

ServiceNow is utilized by educational organizations to streamline processes, enhance student experience, and improve communication. It automates workflows, provides self-service portals, and manages IT assets. The platform digitizes student services, streamlines project planning, and tracks incoming demands. With ServiceNow, educational institutions can improve efficiency, reduce tickets, and optimize resources. By leveraging ServiceNow's features, educational organizations can provide better services to students, faculty, and staff.

1. **Setting Up the ServiceNow Instance**

Sign Up for a Developer Account

- Visit the ServiceNow Developer Portal at <https://developer.servicenow.com>.
- Create a new developer account by providing the required information.

Request a Personal Developer Instance

- Log in to your developer account.
- Navigate to the “Manage > Instance” section.
- Click “Request Instance” and choose the latest available release.
- You will receive an email with the instance details (URL, username, and password).

Access Your Instance

Open the instance URL received via email. Log in using the provided credentials to access your personalServiceNow instance

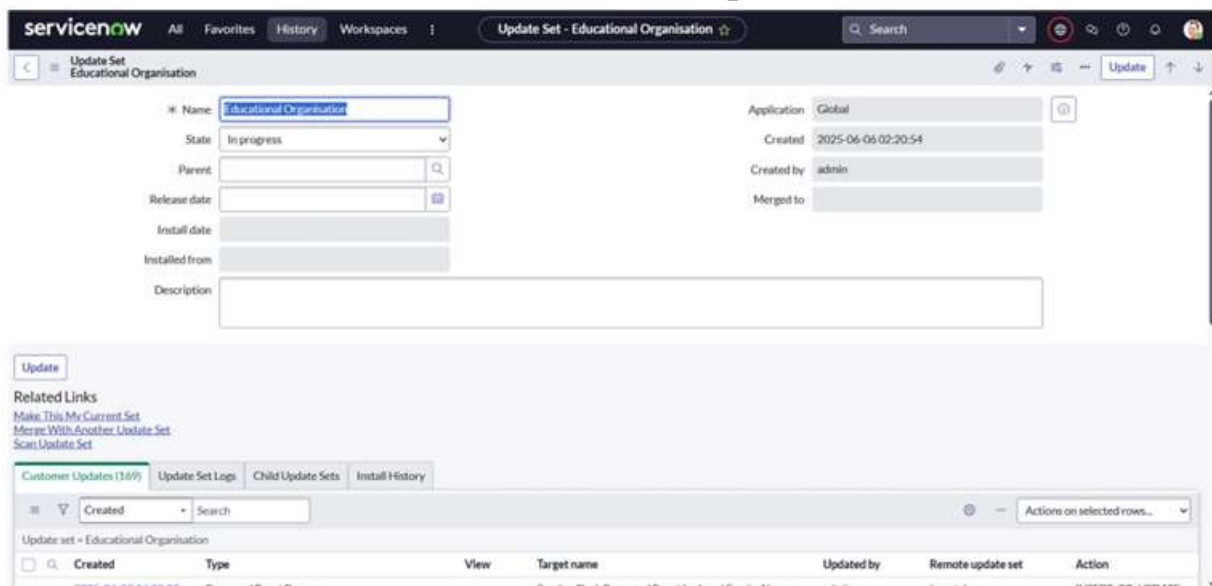


2. Creating an Update Set

An Update Set tracks all configuration changes made in a ServiceNow instance, enabling migration between instances.

Steps:

- Navigate to All > Local Update Sets.
- Click New to create an update set.
- Enter the name "Educational Organisation" and submit.
- Click Make Current to activate the update set.



3. Creating the Salesforce Table

The Salesforce table manages core student information.

Steps:

- Navigate to All > Tables > New.
- Enter the label "Salesforce". The system will auto-generate the table name.
- Add required fields, including:
 - Admin Number (Set Display to True, mark Extensible, and set Dynamic Default to "Get Next Padded Number").
 - Grade (Configure as a choice field with values such as Primary, Secondary, etc.).

The screenshot displays the 'Form Design' interface for a table named 'Admission [u_admission]'. The interface is divided into a left sidebar and a main design area. The sidebar contains a 'Fields' section with a search filter and a list of available fields: 'Admin Number', 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. Below this is a 'Formatters' section with options for 'Contextual Search Results', 'Process Flow', and 'Ratings'. The main design area shows the table structure with several sections: 1. A header section for 'Admission [u_admission]' with a '1 Column' dropdown. 2. A section for 'Activities (filtered) (Formatter)' with a '2 Column' dropdown. 3. A main content area with a '2 Column' dropdown, containing fields for 'Admission Number', 'Admin Date', 'Purpose of join', 'Grade', 'Student Name', 'Fee', 'Father Name', 'Father Cell', 'Mother Name', 'Mother Cell', and 'Admin Status'. 4. A 'Comments' section with a '1 Column' dropdown. 5. A 'School Details' section with a '2 Column' dropdown, containing 'School Area' and 'School'. 6. An 'Address' section with a '2 Column' dropdown, containing 'Pincode' and 'Area'. Each field in the design area has a small gear icon for configuration. An 'Edit field Comments' button is visible at the bottom right of the design area.

4. Creating the Admission Table

This table manages data related to student admissions and extends the Salesforce table.

Steps:

- Navigate to Tables > New.
- Label the table as "Admission".
- Set "Extends Table" to Salesforce.
- Add to application menu for visibility.
- Add necessary fields such as Admission Number, Grade, School, and Pincode.
- Create choice fields for Admin Status, Purpose of Join, School, Pincode, and School Area

The screenshot displays the 'Form Design' interface for a table named 'Admission [u_admission]'. The interface is divided into a left sidebar and a main design area. The sidebar contains a 'Fields' section with a list of available fields: Admin Number, Class, Created, Created by, Updated, Updated by, and Updates. Below this is a 'Formatters' section with options for Contextual Search Results, Process Flow, and Ratings. The main design area shows the table structure with sections for 'Admission [u_admission]', 'Activities (filtered) (Formatter)', 'School Details', and 'Address'. Each section contains a list of fields with their respective column counts and a '1 Column' dropdown menu. The 'Admission [u_admission]' section includes fields like Admission Number, Admin Date, Purpose of join, Grade, Student Name, Fee, Father Name, Father Cell, Mother Name, Mother Cell, and Admin Status. The 'School Details' section includes School Area and School. The 'Address' section includes Pincode and Area. A 'Comments' section is also visible with an 'Edit field Comments' button.

5. **Configuring Forms**

Form configuration improves the user experience by allowing intuitive interaction with data.

Salesforce Table Form:

- Navigate to System Definition > Tables.
- Search for "Salesforce" and select Configure > Form Design.
- Add and arrange relevant fields. Admission Table Form:
- Repeat the same process as above for the "Admission" table.

Student Progress Table Form:

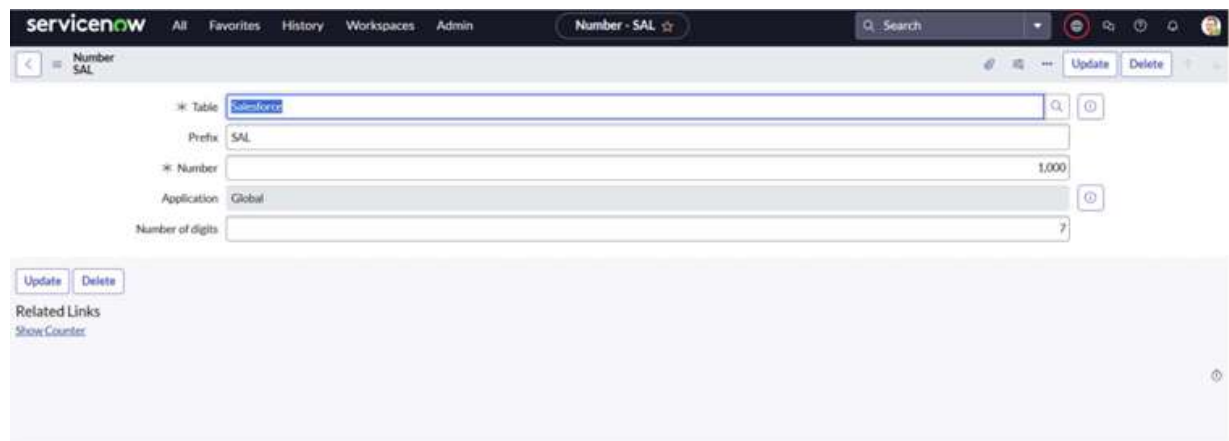
- Use the same method to configure the Student Progress table.

6. **Number Maintenance for Admin Numbers**

To automatically generate Admin Numbers in a specified format:

Steps:

- Navigate to Number Maintenance > New.
- Create a record for Admin Number.
- Set an appropriate prefix (e.g., ADM) and define the number format (e.g., ADM0001).
- Submit the record.



The screenshot shows the ServiceNow interface for creating a new Admin Number. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main form is titled 'Number - SAL' and contains the following fields:

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

Below the form are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Show Counter'.

7. **Creating Process Flows**

ServiceNow Process Flows automate and visualize processes such as the student admission lifecycle.

Steps:

- Navigate to Process Flow > New.
- Provide details including name, label, and description.
- Define stages such as New, InProgress, Joined, Rejected, Rejoined, Closed, and Cancelled.
- Save and publish the process flow. ORDER:Joined >> Rejected >> Rejoined >> Closed >> Cancelled

8. **Client Scripts for Automation**

Client Scripts automate actions and enforce form behavior.

Auto-Populate Admission Fields

Populates fields like Grade and Student Name when Admission Number is selected.

```
function onChange(control, oldValue, newValue, isLoading,
isTemplate)
{ if (isLoading || newValue === '') return;
var admission = g_form.getReference('u_admission_number');
g_form.setValue('u_grade', admission.u_grade);
g_form.setValue('u_student_name', admission.u_student_name); }
```

Pincode-Based Field Update

Automatically fills Mandal, City, and District based on the entered Pincode.

```
function onChange(control, oldValue, newValue, isLoading,
isTemplate) {
if (isLoading || newValue === '') return; var pincode =
g_form.getValue('u_pincode'); if (pincode === '509358') {
g_form.setValue('u_mandal', 'Kadthal'); g_form.setValue('u_city',
'Kadthal'); g_form.setValue('u_district', 'Ranga Reddy'); } }
```

Disable Fields for Student Progress

Prevents manual entry into specific fields on form load.

```
function onLoad() {  
  g_form.setDisabled('u_total', true);  
  g_form.setDisabled('u_percentage', true);  
  g_form.setDisabled('u_result', true); }
```

Total Marks Calculation

Calculates the total score from subject fields automatically.

```
function onChange(control, oldValue, newValue, isLoading,  
isTemplate) {  
  var total = parseInt(g_form.getValue('u_telugu')) +  
  parseInt(g_form.getValue('u_hindi')) +  
  parseInt(g_form.getValue('u_english')) +  
  parseInt(g_form.getValue('u_maths')) +  
  parseInt(g_form.getValue('u_science')) +  
  parseInt(g_form.getValue('u_social'));  
  g_form.setValue('u_total', total); }
```

9. **Results**

The implemented Educational Management System on ServiceNow provides:

- Centralized management of student and admission data
- Automated workflows for consistent and error-free operations.
- Dynamic forms and scripts that enhance data entry and validation.
- Seamless tracking of student progress and admission stages.

Screenshots should be included for:

- Table and form configurations
- Process flow

- Script execution in forms

SALESFORCE RECORD

servicenow All Favorites History Admin ! Salesforce - Create SAL0001008 Search

< Salesforce New record Submit

Admin Number SAL0001008

Admin Date

Grade --None--

Student Name

Father Name

Mother Name

Mother Cell

Father Cell

Submit

ADMISSION RECORD

< Admission New record Submit

Admission Number

Admin Date

Purpose of join --None--

Student Name

Father Name

Mother Name

Grade --None--

Fee \$ 0.00

Father Cell

Mother Cell

Admin Status --None--

Comments

School Details Address

School Area Near Market

School --None--

Submit

PROGRESS RECORD

The screenshot shows the ServiceNow interface for creating a new progress record. The top navigation bar includes the ServiceNow logo, tabs for All, Favorites, History, and Admin, and a search bar. The main header indicates the current page is 'Progress - Create Created'. Below this, there's a breadcrumb trail: 'New Section' > 'New record'. The form itself is divided into two main sections. The top section contains fields for 'Admission Number' (a text input with a search icon), 'Admission Number Grade' (a dropdown menu currently showing '-- None --'), 'Admission Number Student Name' (a text input), 'Admission Number Father Name' (a text input), 'Admission Number Mother Name' (a text input), 'Admission Number Father Cell' (a text input), and 'Admission Number Mother Cell' (a text input). The bottom section is titled 'Student Progress' and contains a table with columns for subjects and their corresponding scores. The subjects listed are Telugu, Hindi, English, Maths, Science, and Social. To the right of this table are three rows for 'Total', 'Percentage', and 'Result', each with a corresponding input field. A 'Submit' button is located at the bottom left of the form.

Subject	Score
Telugu	
Hindi	
English	
Maths	
Science	
Social	

Total

Percentage

Result

1. Advantages

- Accessible from any location with cloud support.
- Automation reduces manual workload and increases accuracy.
- Customizable for various educational institution needs.
- Integrated system for admissions, student records, and performance.
- Secure and role-based access control. 12.

Disadvantages

- Requires prior knowledge or training in ServiceNow for effective use.

- **Complex customization may be time-consuming.**
- **Enterprise usage may involve licensing costs. 13.**

Future Scope

- **Integration with analytics tools like Tableau or Power BI for reporting.**
- **Expansion to include teacher scheduling and performance tracking.**
- **Mobile application support using ServiceNow Mobile Studio.**
- **API-based connectivity with external systems and student databases.**
- **AI-driven insights to monitor and predict student performance trends.**

14. Conclusion

The ServiceNow implementation has transformed the way IT services are delivered across the organization. It laid the foundation for future workflow digitization in HR, Finance, and academic departments. With improved service delivery and user satisfaction, this initiative aligns with the institution's digital transformation goals.