

PROJECT TITLE

EDUCATION ORGANISATION USING SERVICE NOW

TEAM ID: NM2025TMID15159

TEAM MEMBERS:

TEAM LEADER: SHABARI SRI K

TEAM MEMBER 1: VIGNESHWAR S

TEAM MEMBER 2: MOHAMAD SHABEER ALAM N

TEAM MEMBER 3: MATHAVAN R

PROBLEM STATEMENT:Manual student data and admission management in educational institutions is time-consuming and error-prone.

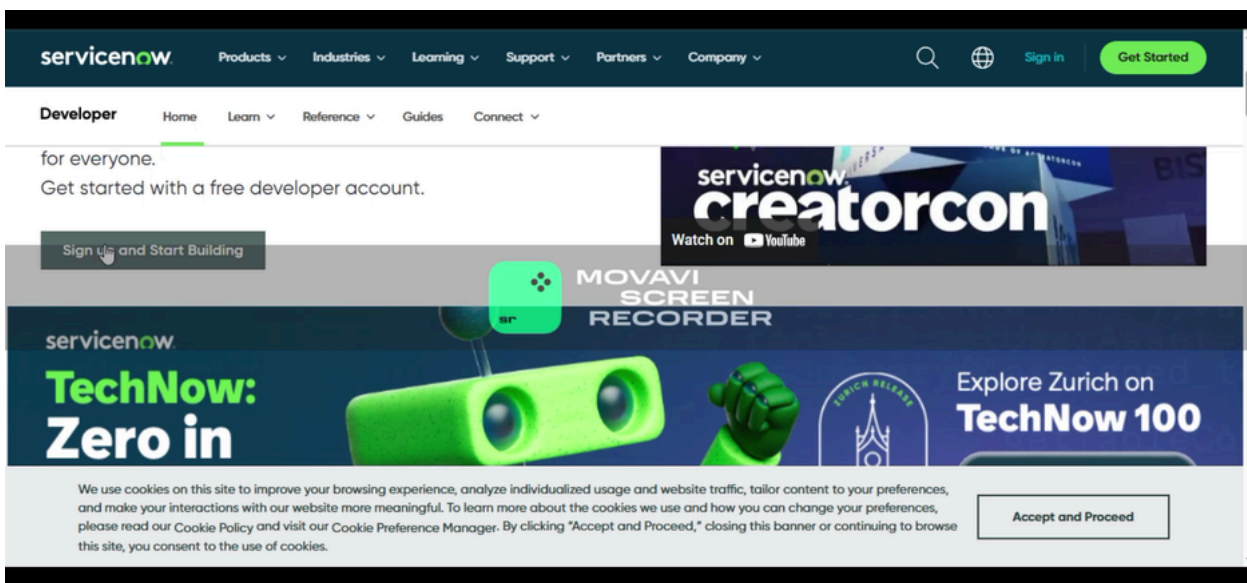
OBJECTIVE:Using ServiceNow, the process is automated, accurate, and efficient for managing education workflows.

SKILL:Creating tables, forms, and process flows in ServiceNow; writing client scripts for automation; configuring layouts; and managing student data efficiently.

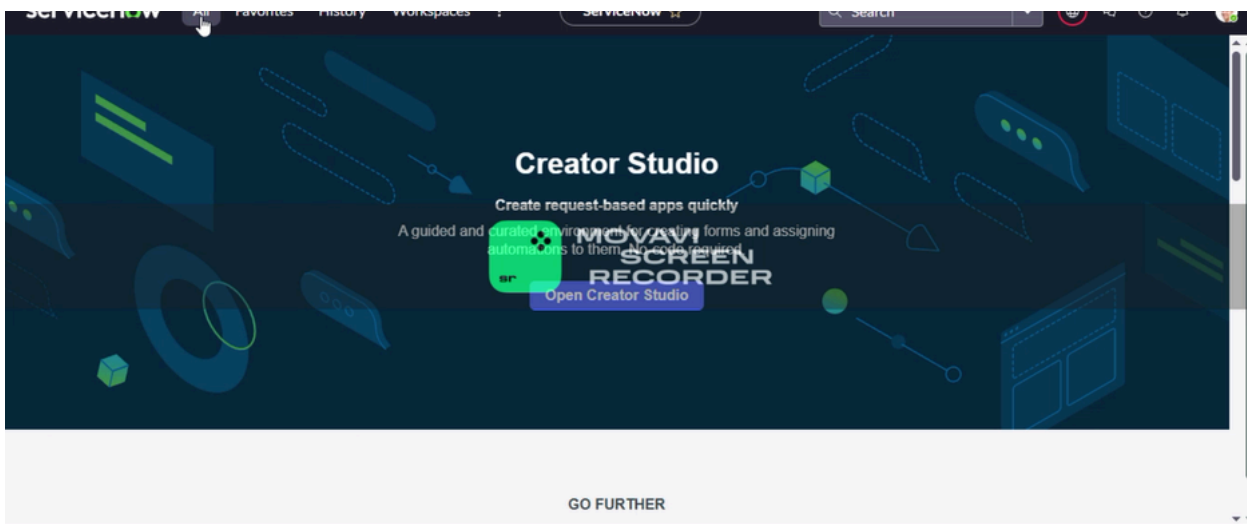
TASK INITIATION :

MILESTONE 1: Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site
 "https://developer.servicenow.com".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
 Fill out the required information and submit the request.

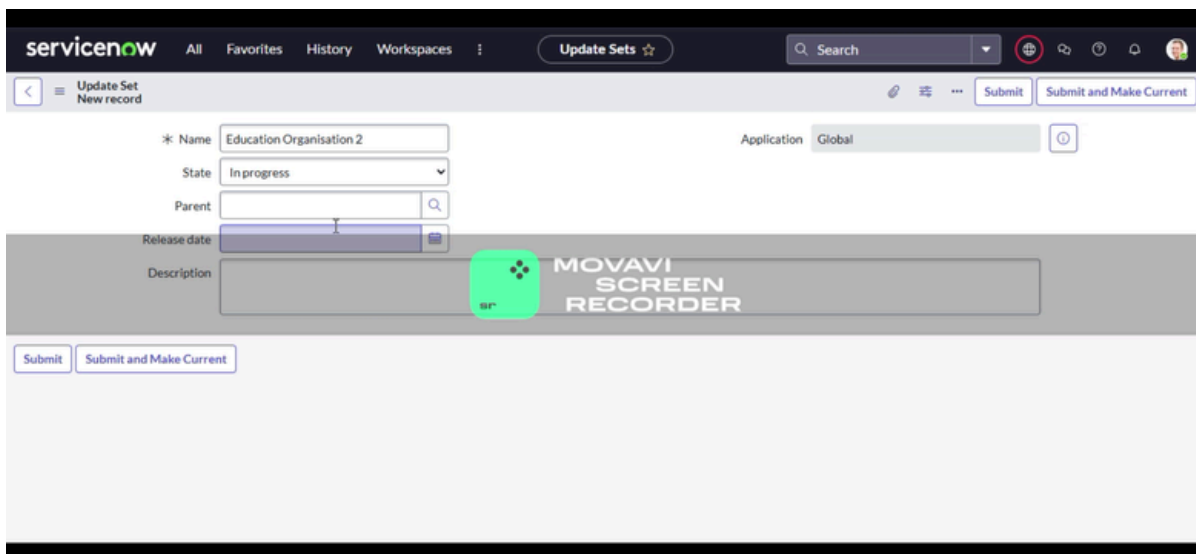
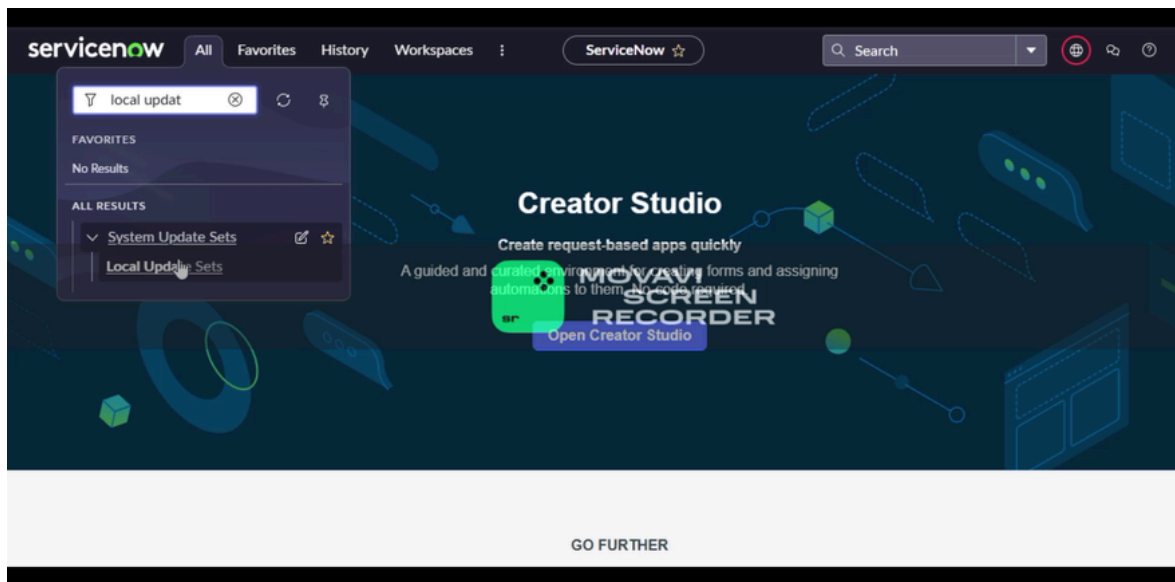


4. You'll receive an email with the instance details once it's ready.
5. Log in to your ServiceNow instance using the provided credentials.
6. Now you will navigate to the ServiceNow.



MILESTONE 2: Creating a Update Set

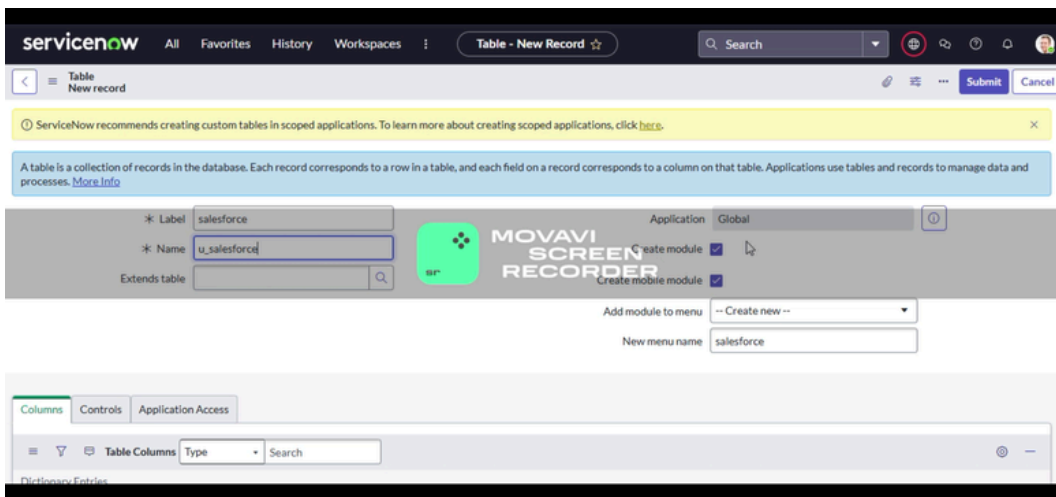
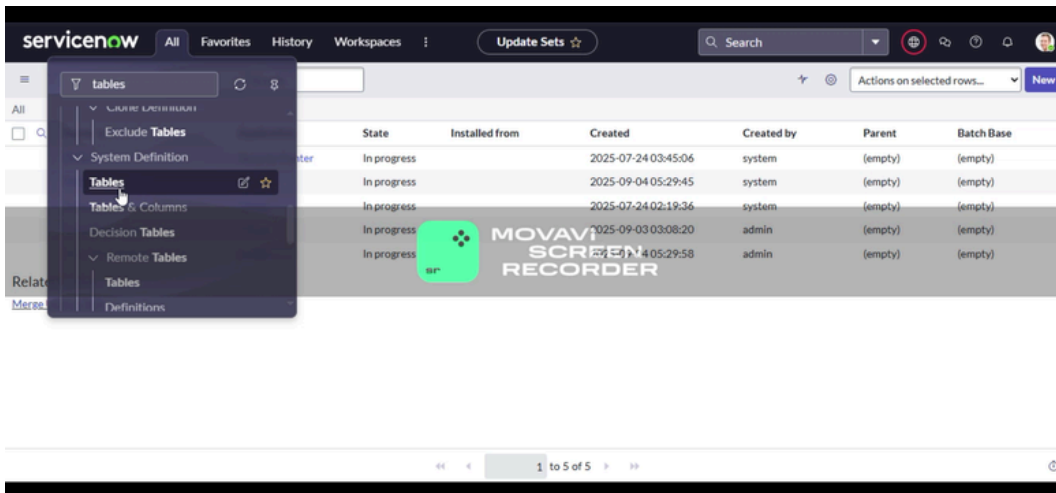
1. Click on All >> Local update sets.
2. Click on New.
3. Enter the details Name: Educational Organisation.
4. Click on Submit.
5. Click on Make Current.



MILESTONE 3: Creating a Table

ACTIVITY 1:

1. Click on All >> Tables.
2. Click on New.
3. Enter the Label (Anything you want): Salesforce.
4. Click on Name → it will automatically generate the API name.
5. Create columns as given below:
Double click on Column label.
Enter the column labels.
Click on the tick mark.
Give the Type as specified.



6. For “Admin Number”:

Set Display = True.

Right click on the toggle bar on top → Save.

7. Click on Controls → Enable Extensible.

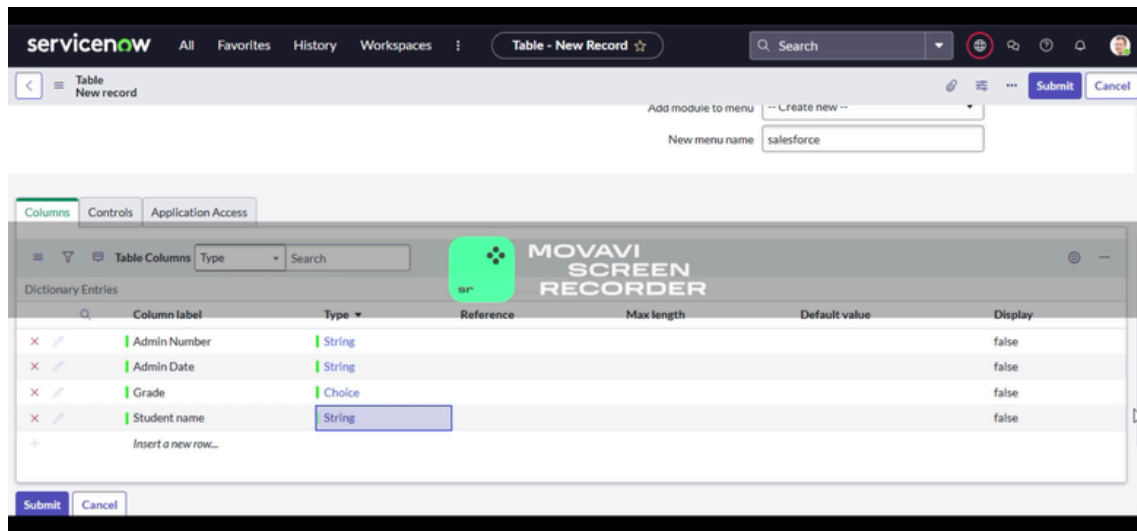
8. Click on the “Admin Number” column:

In Related Links → Click on Advanced View.

In Default View, enable Use dynamic default.

Select Get Next Padded Number in Dynamic default value.

Click Update.



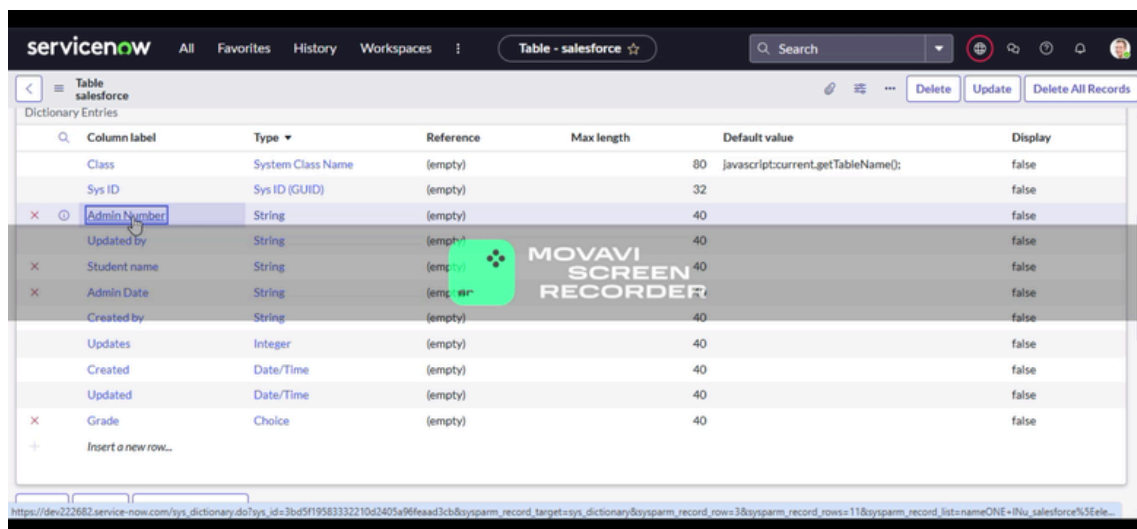
servicenow All Favorites History Workspaces Table - New Record

Table Columns Type Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admin Number	String				false
Admin Date	String				false
Grade	Choice				false
Student name	String				false
Insert a new row...					

Submit Cancel



servicenow All Favorites History Workspaces Table - salesforce

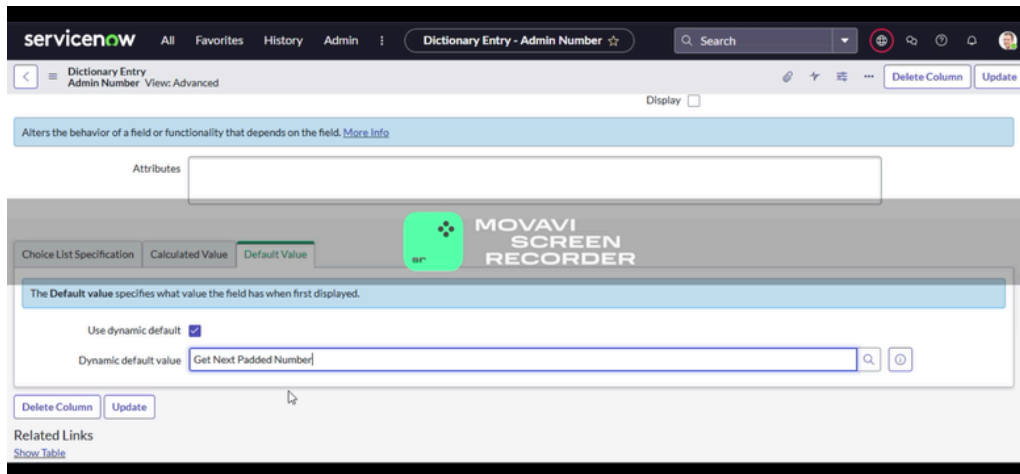
Table salesforce

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Class	System Class Name	(empty)	80	javascript:current.getTableInfo();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Number	String	(empty)	40		false
Updated by	String	(empty)	40		false
Student name	String	(empty)	40		false
Admin Date	String	(empty)	40		false
Created by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Grade	Choice	(empty)	40		false
Insert a new row...					

Delete Update Delete All Records

https://dev222682.service-now.com/sys_dictionary.do?sys_id=3bd5f19563332210d2405a96fead3cb&sysparm_record_target=sys_dictionary&sysparm_record_row=3&sysparm_record_rows=11&sysparm_record_list=nameONE+INU_salesforce%5Eele...



servicenow All Favorites History Admin Dictionary Entry - Admin Number ☆ Search

Dictionary Entry Admin Number View: Advanced Display

Attributes

Choice List Specification Calculated Value **Default Value**

The Default value specifies what value the field has when first displayed.

Use dynamic default ☒

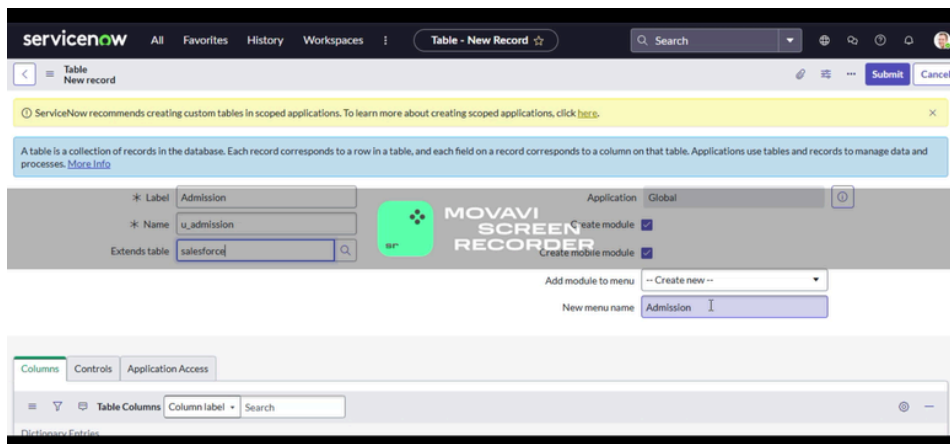
Dynamic default value Get Next Padded Number

Delete Column Update

Related Links Show Table

ACTIVITY 2: Creating Admission Table

1. Go to All >> Tables.
2. Click on New.
3. Enter Label: Admission.
4. In Extends Table, select Salesforce.
5. Check the box Add module to menu >> Salesforce.
6. Create fields (columns) as shown in the requirement (enter Column Label, choose Type, and click the tick mark).



servicenow All Favorites History Workspaces Table - New Record ☆ Search

Table New record Submit Cancel

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 Admission

* Name u_admission

Extends table salesforce

Application Global

Create module ☒

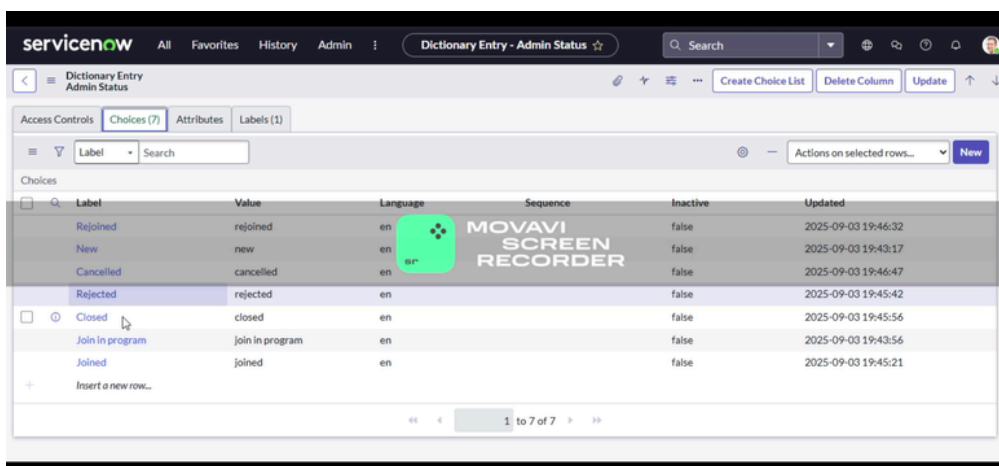
Create mobile module ☒

Add module to menu -- Create new --

New menu name Admission

Columns Controls Application Access

Table Columns Column label Search



servicenow All Favorites History Admin Dictionary Entry - Admin Status ☆ Search

Dictionary Entry Admin Status Create Choice List Delete Column Update

Access Controls Choices (7) Attributes Labels (1)

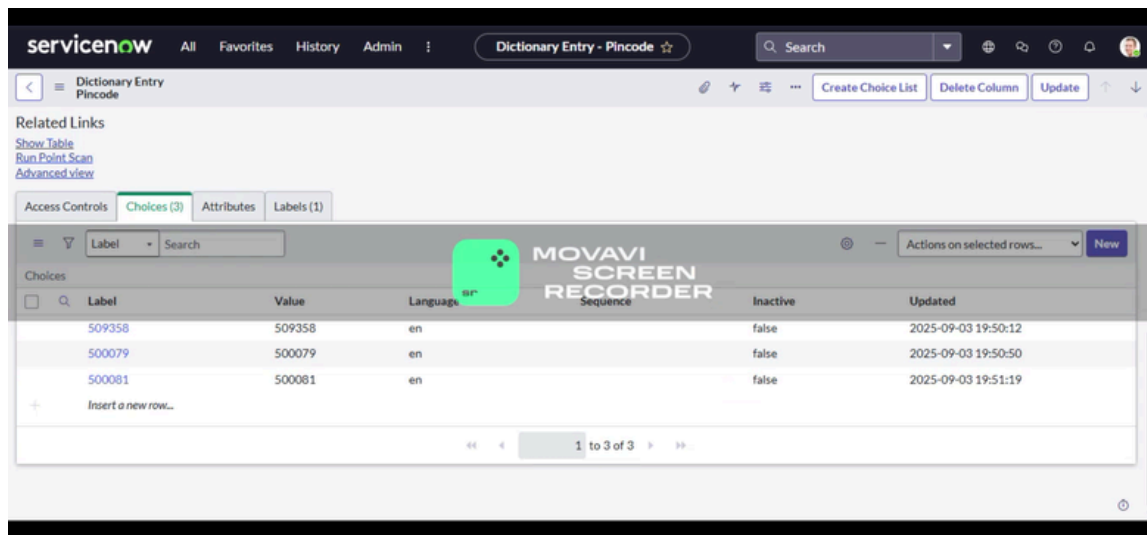
Label Search

Choices

	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	Rejoined	rejoined	en		false	2025-09-03 19:46:32
<input type="checkbox"/>	New	new	en		false	2025-09-03 19:43:17
<input type="checkbox"/>	Cancelled	cancelled	en		false	2025-09-03 19:46:47
<input type="checkbox"/>	Rejected	rejected	en		false	2025-09-03 19:45:42
<input type="checkbox"/>	Closed	closed	en		false	2025-09-03 19:45:56
<input type="checkbox"/>	Join in program	join in program	en		false	2025-09-03 19:43:56
<input type="checkbox"/>	Joined	joined	en		false	2025-09-03 19:45:21
<input type="checkbox"/>	Insert a new row...					

1 to 7 of 7

7. For Admin Status → Create Choices with Label, Value, and Sequence as given.
8. For Pincode → Create Choices with Label, Value, and Sequence as given.
9. For Purpose of Join → Create Choices with Label, Value, and Sequence as given.
10. For School → Create Choices with Label, Value, and Sequence as given.
11. For School Area → Create Choices with Label, Value, and Sequence as given.



The screenshot shows the ServiceNow interface for 'Dictionary Entry - Pincode'. It displays a table of 'Choices' with columns: Label, Value, Language, Sequence, Inactive, and Updated. There are 3 choices listed.

Label	Value	Language	Sequence	Inactive	Updated
509358	509358	en		false	2025-09-03 19:50:12
500079	500079	en		false	2025-09-03 19:50:50
500081	500081	en		false	2025-09-03 19:51:19

ACTIVITY 3: Creating Student Progress Table

1. Enter Label: Student Progress.
2. In Extends Table, you may keep it as None (or select a parent if required).
3. Check the box Add module to menu >> Salesforce.
4. Create the fields (columns) as given:
Enter Column Label.
Choose the appropriate Type (String, Integer, Choice, Date, etc.).
Click the tick mark to save each field
5. Create the fields (columns) as given:
Enter Column Label.
Choose the appropriate Type (String, Integer, Choice, Date, etc.).
Click the tick mark to save each field.

servicenow All Favorites History Admin Table - Student Progress Search

Table Student Progress

×	Admin Number	Reference	Edtech program	32	false
×	Created	Date/Time	(empty)	40	false
×	Created by	String	(empty)	40	false
×	English	String	Edtech program	40	false
×	Hindi	String	Edtech program	40	false
×	Maths	String	Edtech program	40	false
×	Percentage	String	Edtech program	40	false
×	Result	String	Edtech program	40	false
×	Science	String	Edtech program	40	false
×	Social	String	Edtech program	40	false
×	Sys ID	Sys ID (GUID)	(empty)	32	false
×	Telugu	String	Edtech program	40	false
×	Total	String	Edtech program	40	false
×	Updated	Date/Time	(empty)	40	false
×	Updated by	String	(empty)	40	false
×			(empty)	40	false

https://dev287346.servicenow.com/sys_dictionary.do?sys_id=0cf3b34583762108...

MILESTONE 4: Form Layout

1. In the Student Progress Table page, click on Layout form.
2. In the Layout form, click on Admission Number [+].
3. From the Available side, select the following Admission Number fields.
4. Move them to the Selected side
5. After selecting, click Save.

servicenow All Favorites History Workspaces ServiceNow Search

Configuring Table form

Back

Available

- Admin Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- [- begin_split -]
- [- split -]
- [- end_split -]
- * Annotation
- * Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments

Selected

- [- begin_split -]
- Social
- Maths
- English
- Science
- Admin Number
- [- split -]
- Result
- Percentage
- [- end_split -]

Cancel Save

Form view and section

View name: Default view

Section: Student Progress

Create new field

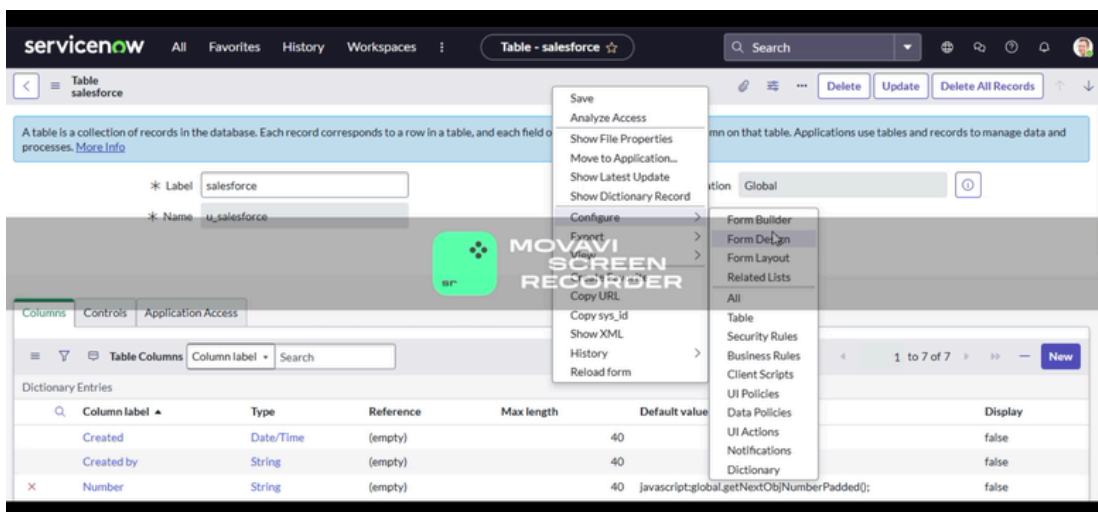
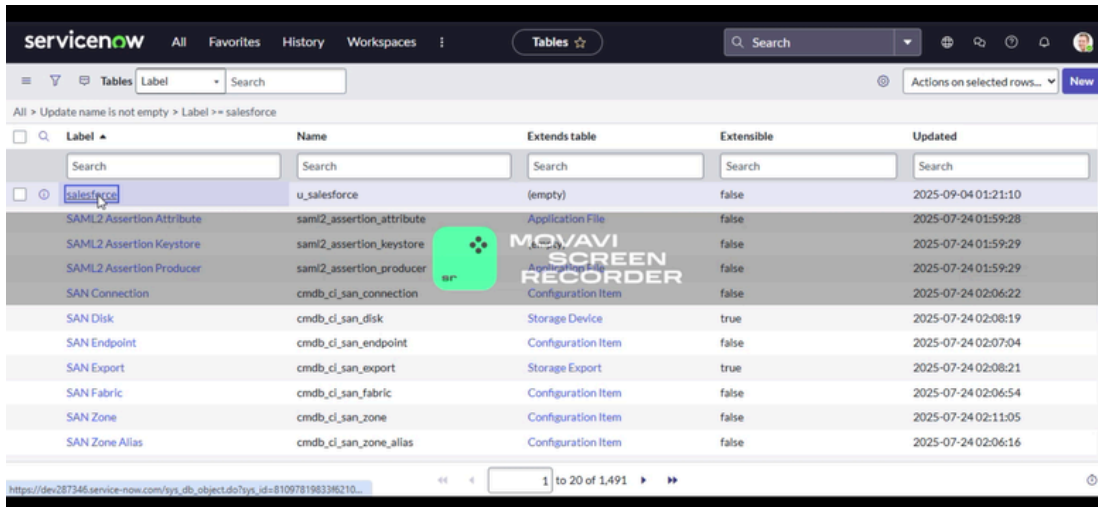
Name:

Type: String

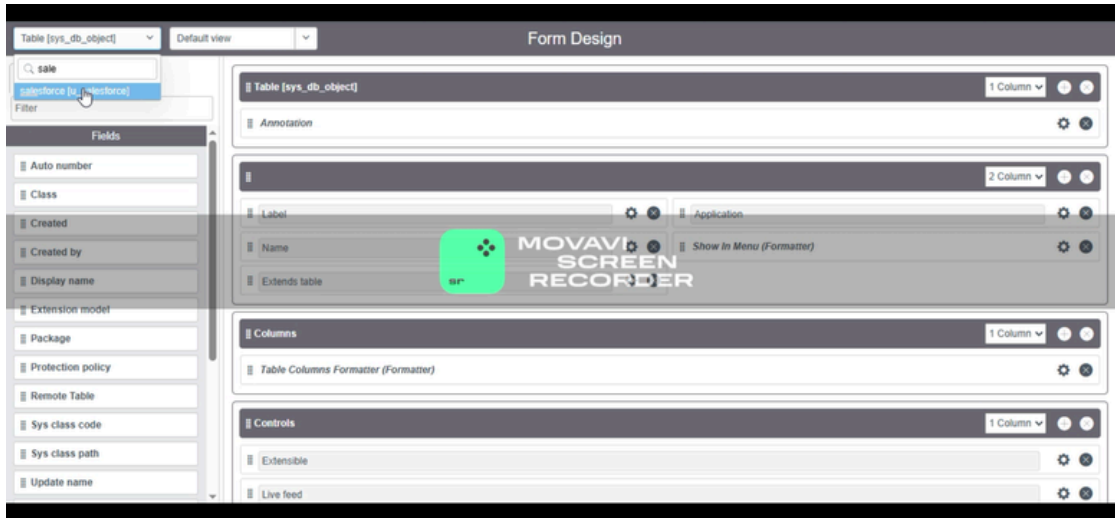
MILESTONE 5: FORM DESIGN

Creating Form Design for Salesforce Table

1. Go to All >> System Definition >> Tables.
2. In the Label search box, type Salesforce and open the Salesforce table.
3. Right click on the top toggle bar → select Configure >> Form Design.
4. In the Form Design page, from the dropdown, select Salesforce (u_salesforce).

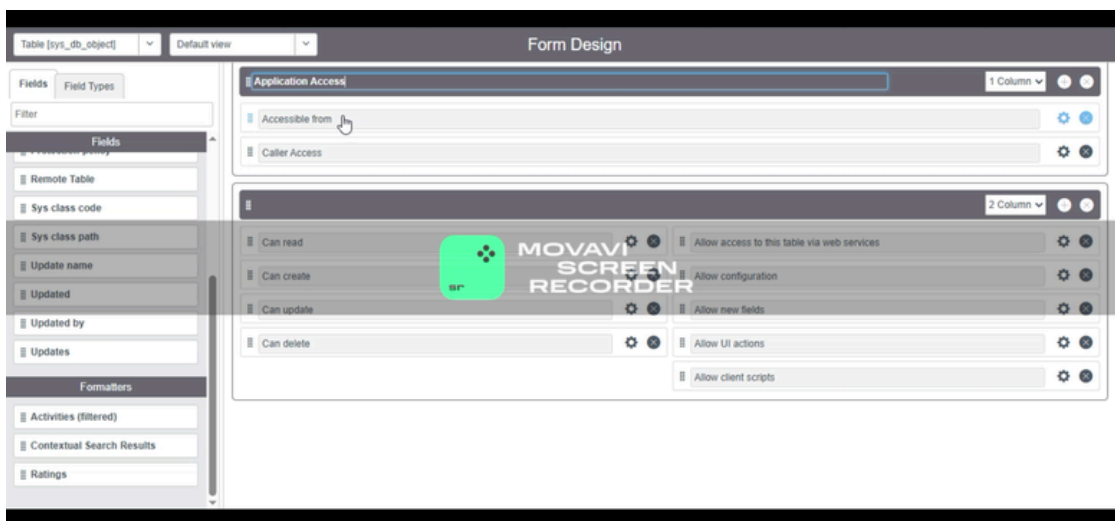


5. Drag and drop the required fields from the right panel to the form layout on the left side, in the required order.
6. Save



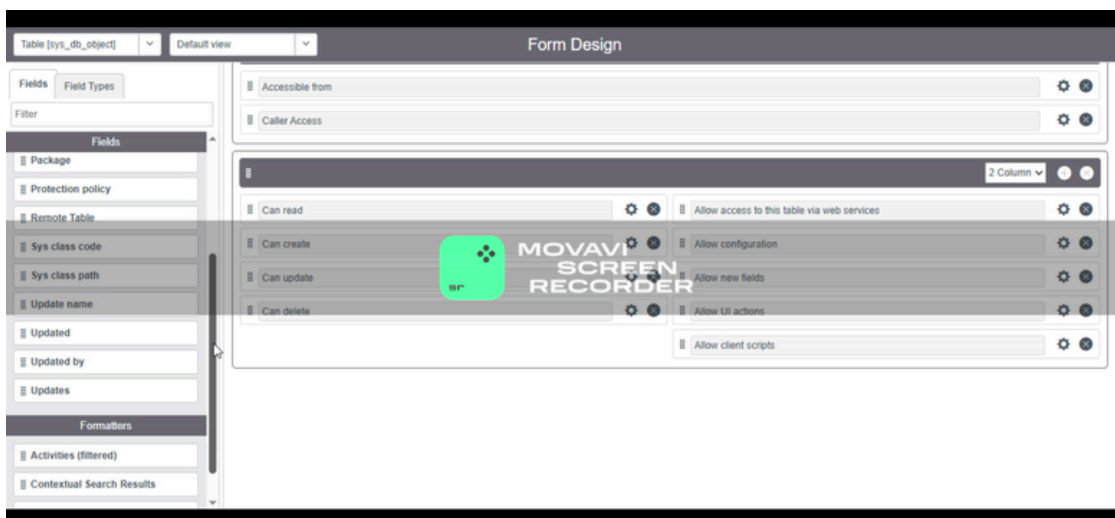
Creating Form Design for Admission Table

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



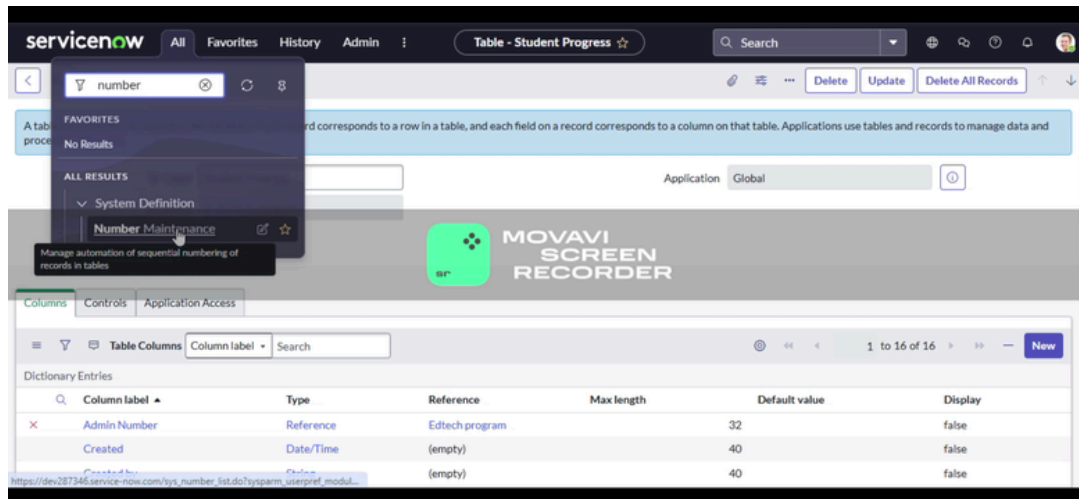
Creating Form Design for Student progress Table

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



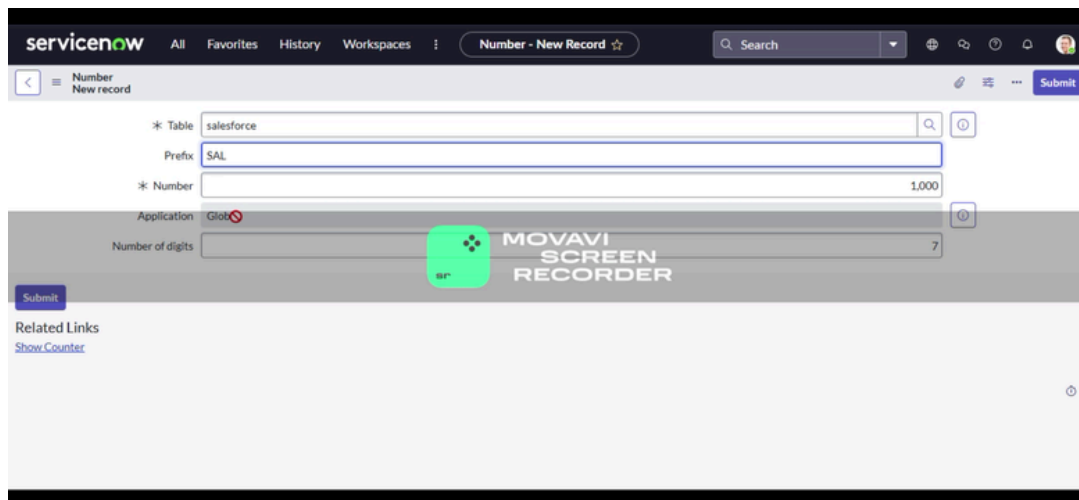
MILESTONE 6: Creating Number Maintenance for Admin Number

1. Go to All >> Number Maintenance.
2. Click on New.
3. Fill in the required details (e.g., Table, Prefix, Number, etc.).
4. Click on Submit.



The screenshot shows the ServiceNow 'Number Maintenance' configuration page. The 'Table' field is set to 'Admin Number', 'Prefix' is 'SAL', and 'Number' is '1,000'. The 'Number of digits' is set to '7'. The 'Application' is set to 'Global'. The 'Table Columns' section shows a list of columns with their respective types and references.

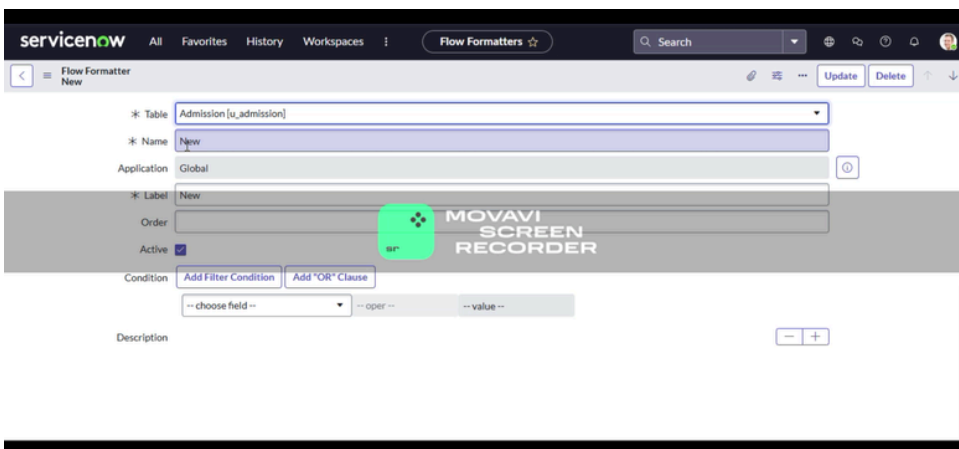
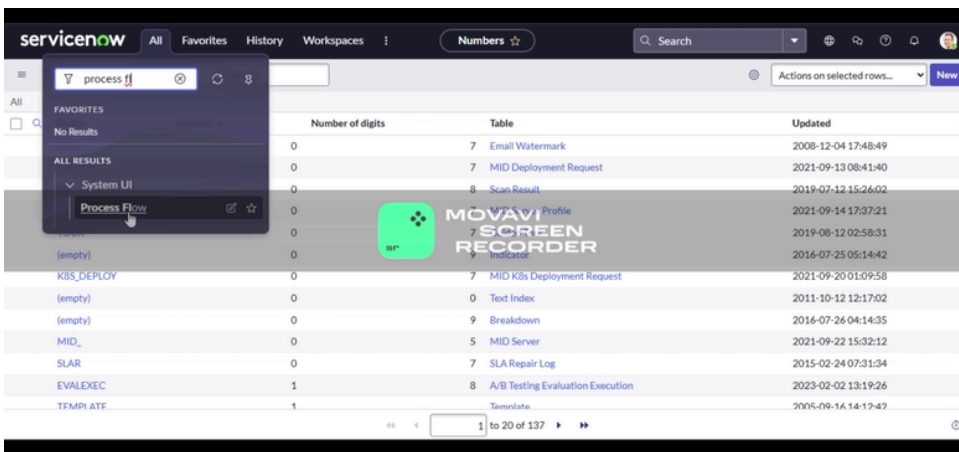
Column label	Type	Reference	Max length	Default value	Display
Admin Number	Reference	Edtech program	32	false	false
Created	Date/Time	(empty)	40	false	false
		(empty)	40	false	false



The screenshot shows the ServiceNow 'Number - New Record' form. The 'Table' field is set to 'salesforce', 'Prefix' is 'SAL', and 'Number' is '1,000'. The 'Number of digits' is set to '7'. The 'Application' is set to 'Global'. The 'Submit' button is visible at the bottom left.

MILESTONE 7: Creating Process Flow for Admission Table

1. Go to All >> Process Flow.
2. Click on New.
3. Fill in the required details.
4. Right click on the top toggle bar → click on Save.
5. Replace the Name and Label as given below, then click Insert and Stay each time



6. Arrange the order of states as follows:

New
 In Progress
 Joined
 Rejected
 Closed
 Cancelled

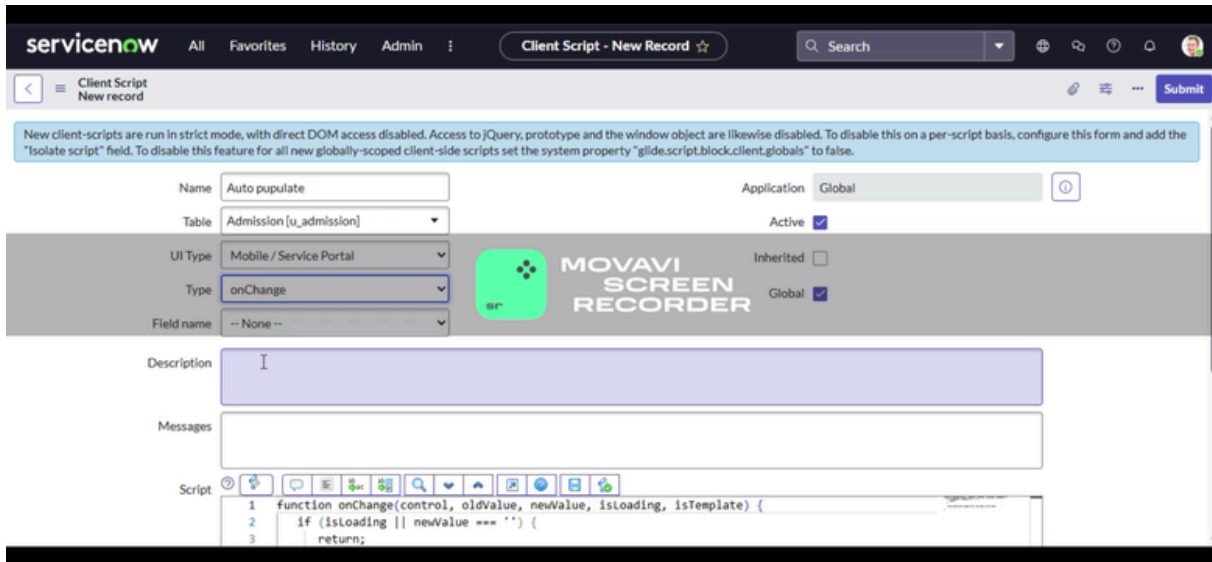
MILESTONE 8: Client Script

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.



The screenshot shows the 'Client Script - New Record' form in ServiceNow. The form includes the following fields:

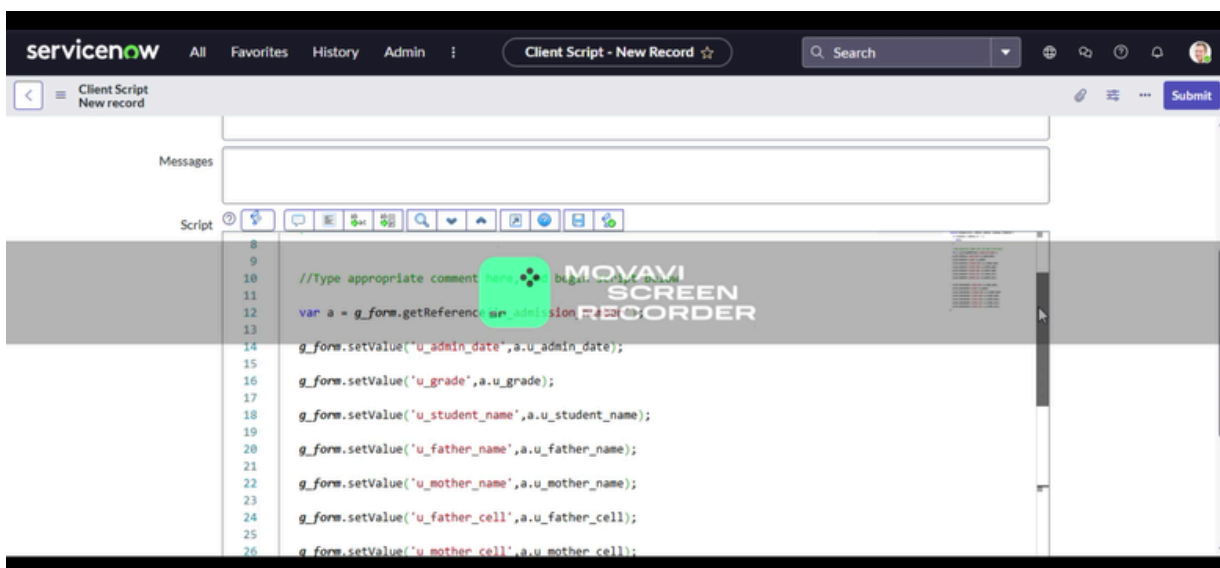
- Name:** Auto populate
- Table:** Admission [u_admission]
- Application:** Global
- Active:** ☒
- UI Type:** Mobile / Service Portal
- Type:** onChange
- Inherited:** ☐
- Field name:** -- None --
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;

```

write the script for the table



The screenshot shows the 'Client Script - New Record' form in ServiceNow, with the script completed. The script is as follows:

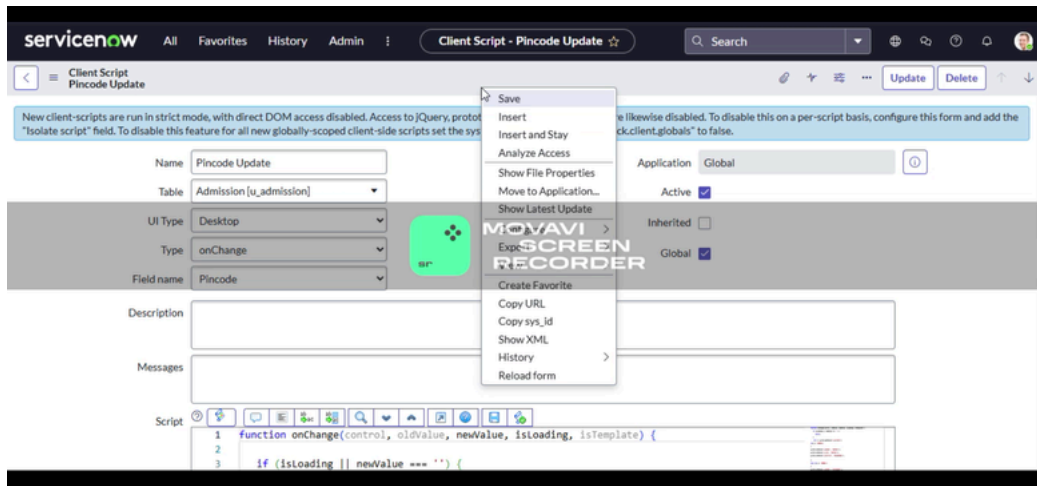
```

8
9
10 //Type appropriate comment here.
11
12 var a = g_form.getReference('u_admission');
13
14 g_form.setValue('u_admin_date',a.u_admin_date);
15
16 g_form.setValue('u_grade',a.u_grade);
17
18 g_form.setValue('u_student_name',a.u_student_name);
19
20 g_form.setValue('u_father_name',a.u_father_name);
21
22 g_form.setValue('u_mother_name',a.u_mother_name);
23
24 g_form.setValue('u_father_cell',a.u_father_cell);
25
26 g_form.setValue('u_mother_cell',a.u_mother_cell);

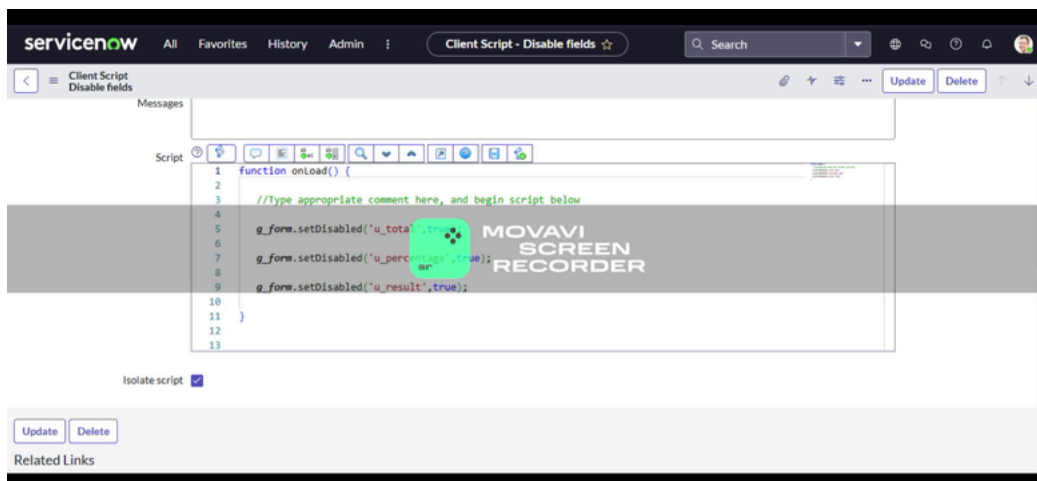
```

ACTIVITY 2: Creating "Pincode Update" Client Scripts for Admission Table

1. Go to All >> Client Scripts.
2. Click on New.
3. Fill in the details:
Name: Pincode Update
Table: Admission

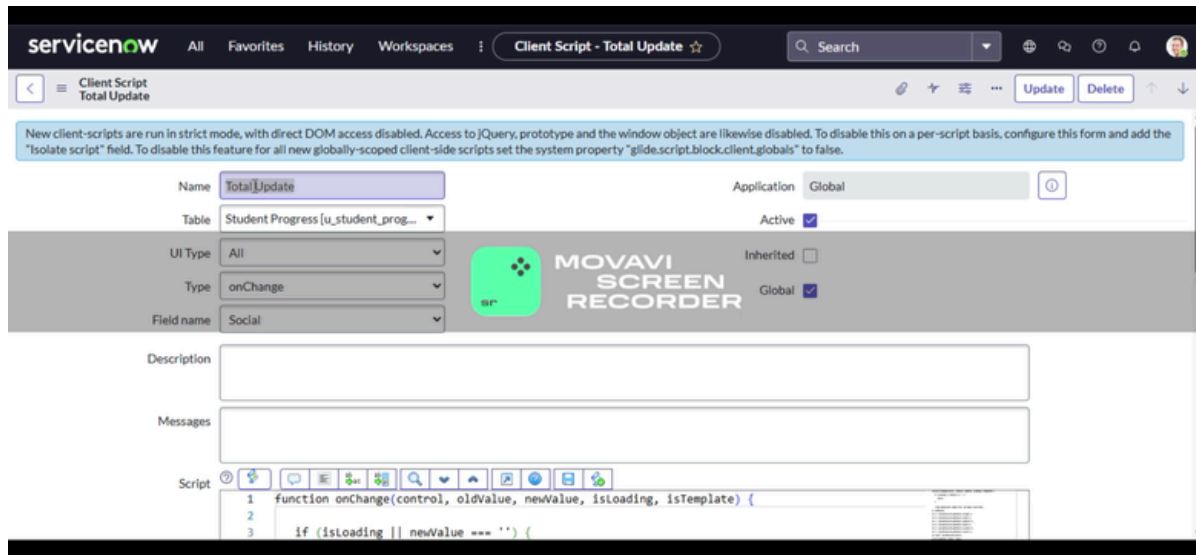


Type: (e.g., onChange, onLoad, or onSubmit → depending on requirement)
Field Name: (choose the field the script should trigger on, e.g., Pincode)
Enable Isolate Script (check the box).



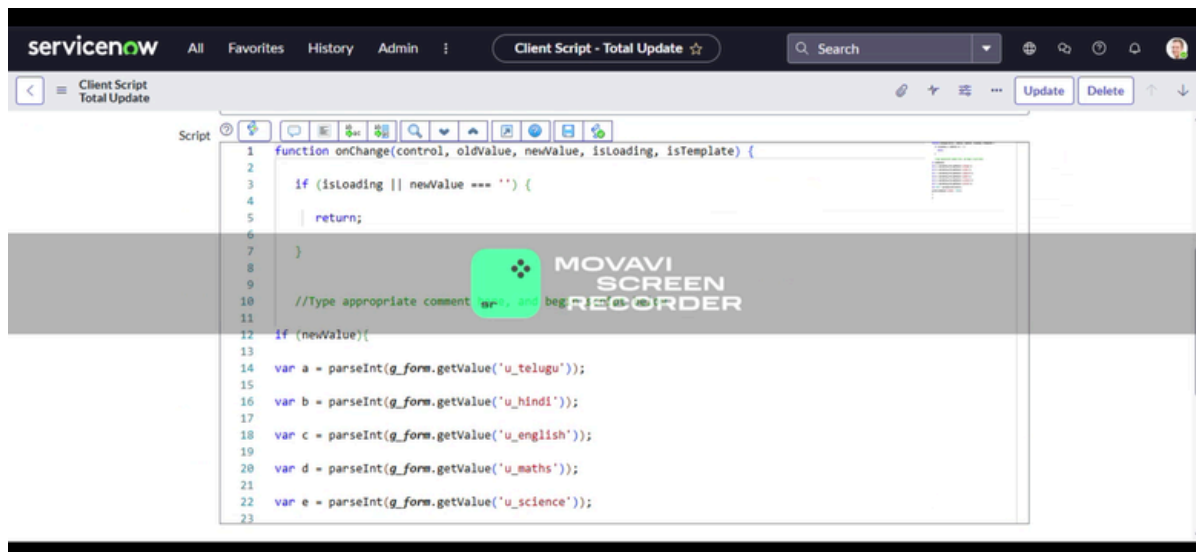
Creating "Total Update" Client Scripts for Student progress Table

1. Go to All >> Client Scripts.
 2. Click on New.
 3. Fill the details:
- Name: Total Update



The screenshot shows the ServiceNow 'Client Script - Total Update' configuration page. The 'Name' field is set to 'TotalUpdate'. The 'Table' is 'Student Progress [u_student_prog...]'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'UI Type' is 'All', 'Type' is 'onChange', and 'Field name' is 'Social'. The 'Description' and 'Messages' fields are empty. The 'Script' field contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
```



The screenshot shows the ServiceNow 'Client Script - Total Update' configuration page with the full script code entered in the 'Script' field:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7   //Type appropriate comment when you begin to write a script.
8
9   if (newValue){
10    var a = parseInt(g_form.getValue('u_telugu'));
11    var b = parseInt(g_form.getValue('u_hindi'));
12    var c = parseInt(g_form.getValue('u_english'));
13    var d = parseInt(g_form.getValue('u_maths'));
14    var e = parseInt(g_form.getValue('u_science'));
```

CONCLUSION: Using ServiceNow, the process is automated, accurate, and efficient for managing education workflows.