PROJECT TITLE

EDUCATION ORGANISATION USING SERVICE NOW

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.

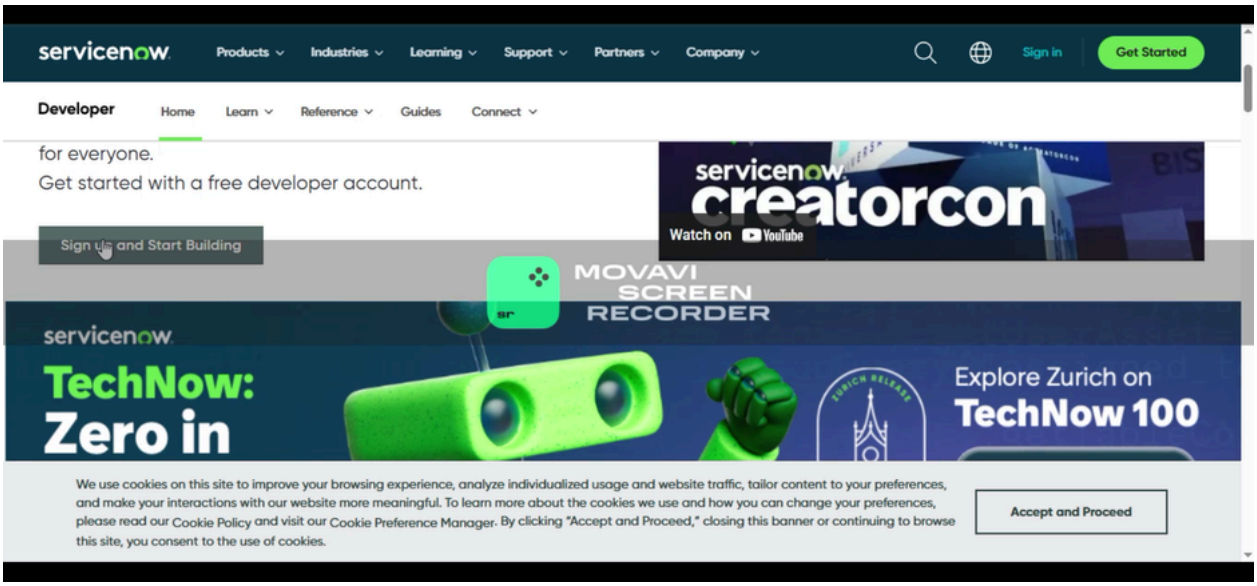
SKILL:Creating tables, forms, and process flows in ServiceNow; writing client scripts for automation; configuring layouts; and managing student data efficiently.

TASK INITIATION :

MILESTONE 1: Setting up ServiceNow Instance

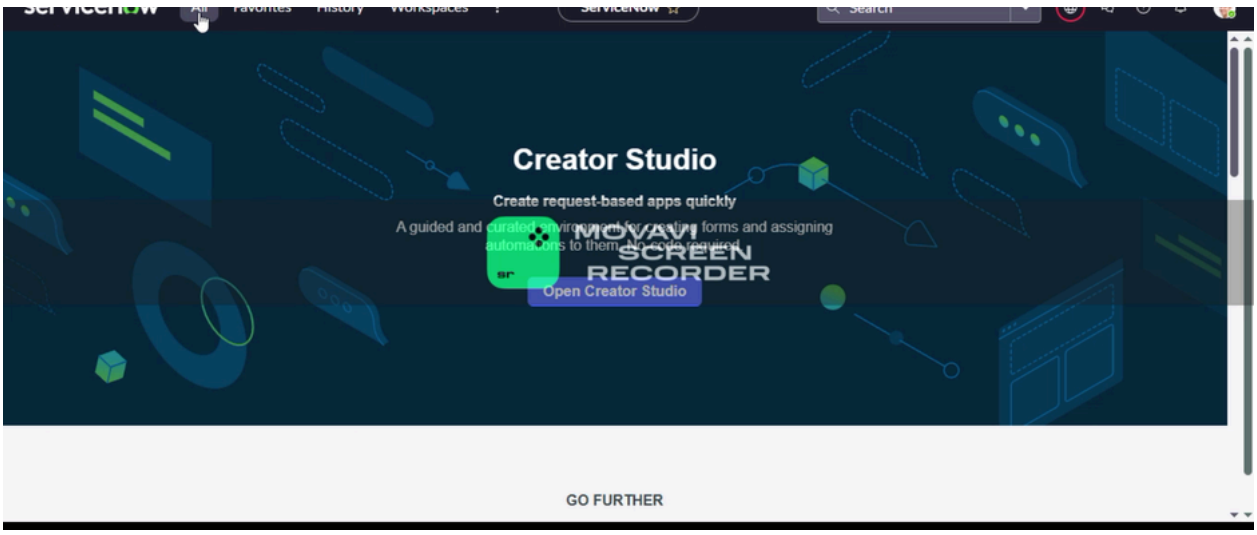
1.Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".
2.Once logged in, navigate to the "Personal Developer Instance" section.

3.Click on "Request Instance" to create a new ServiceNow instance.
Fill out the required information and submit the request.



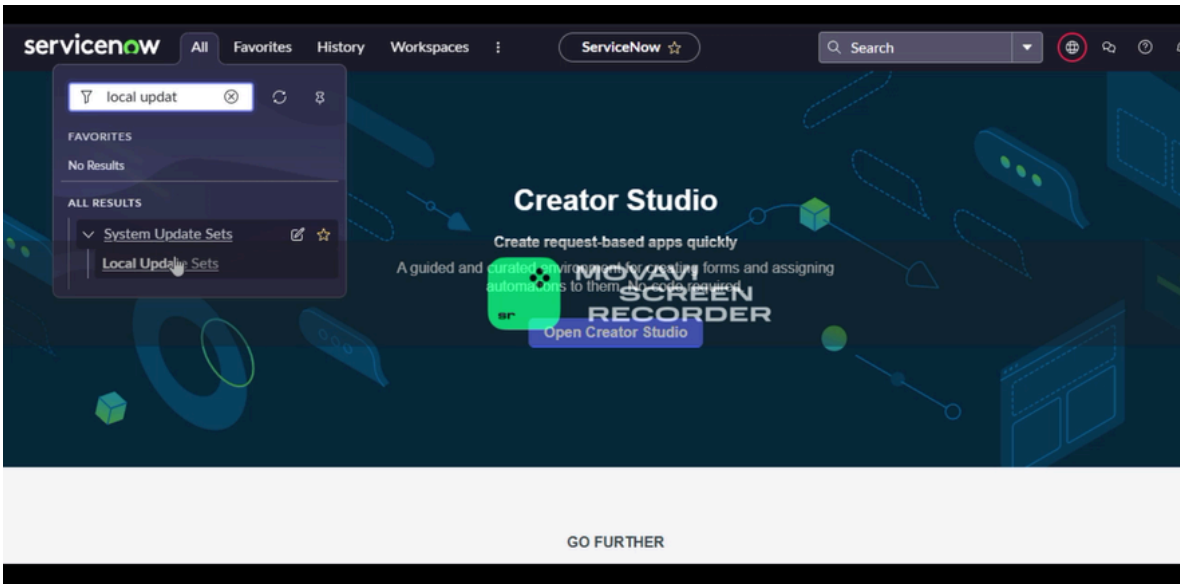
4.You'll receive an email with the instance details once it's ready.
5.Log in to your ServiceNow instance using the provided credentials.

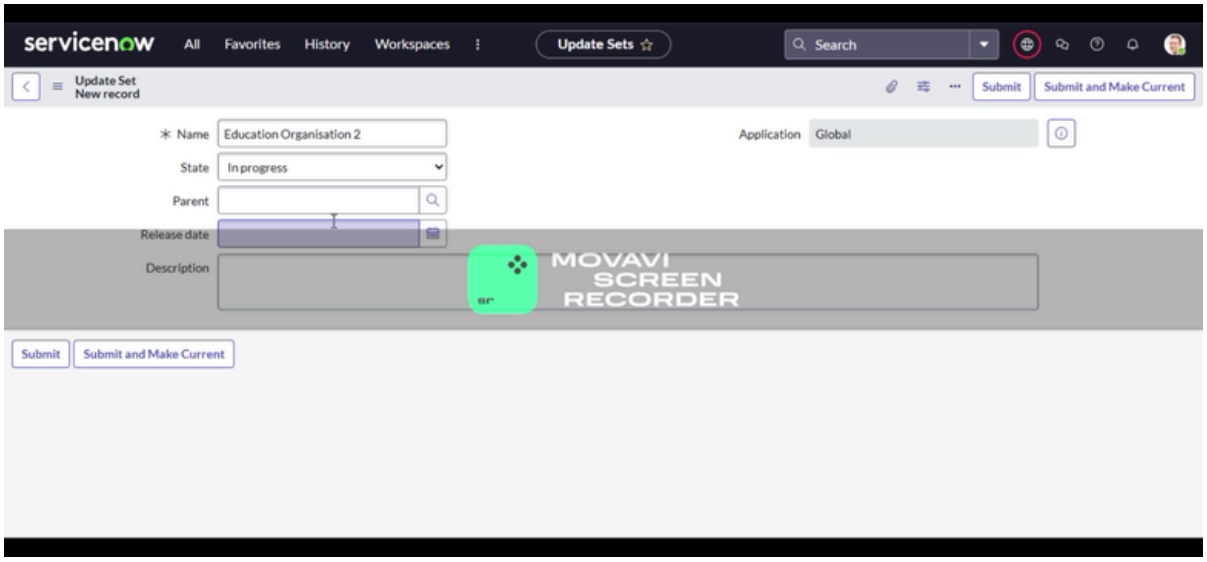
6.Now you will navigate to the ServiceNow.



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.



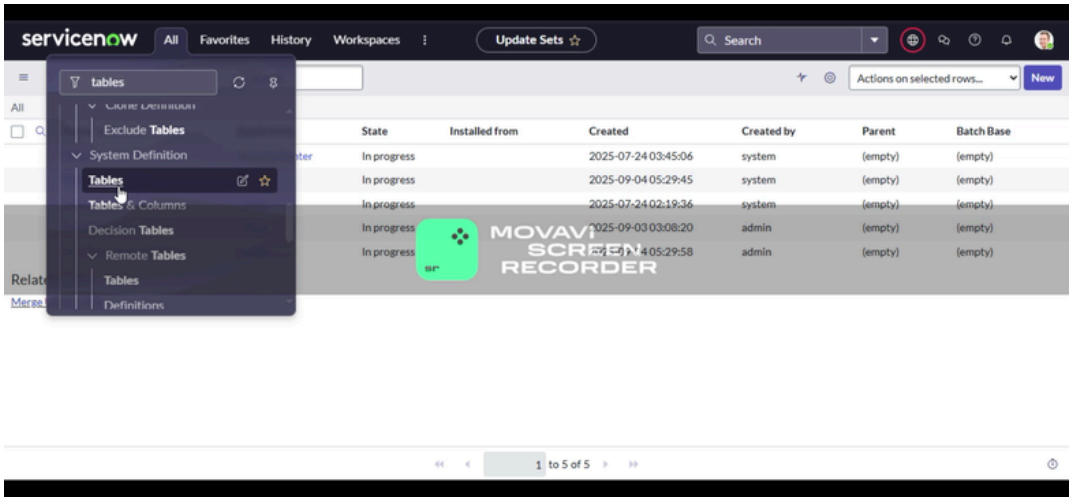


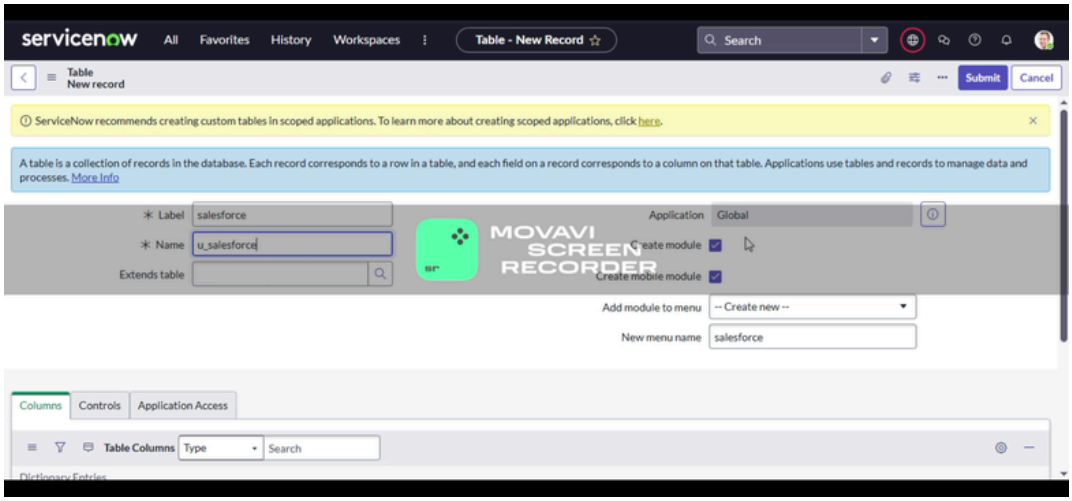
MILESTONE 3: Creating a Table

ACTIVITY 1:

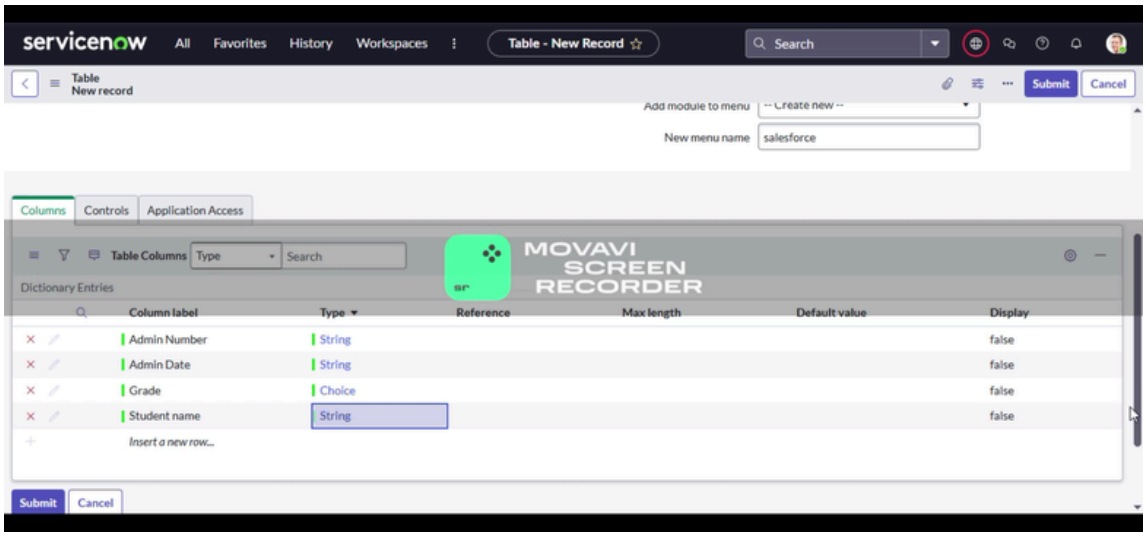
1. Click on All >> Tables.
2. Click on New.
3. Enter the Label (Anything you want): Salesforce.
4. Click on Name → it will automatically generate the API name.
5. Create columns as given below:

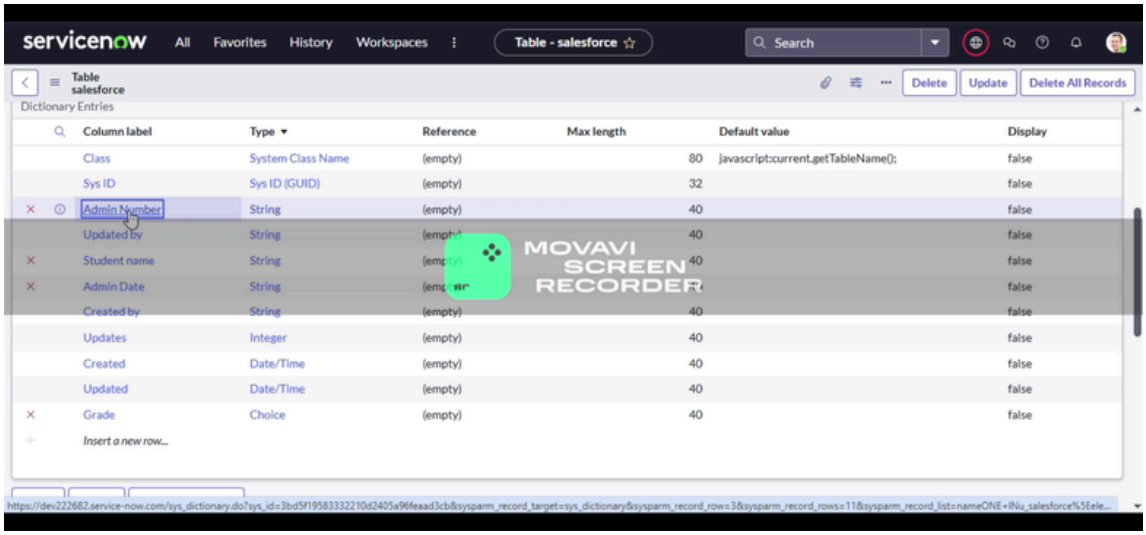
Double click on Column label.
Enter the column labels.
Click on the tick mark.
Give the Type as specified.

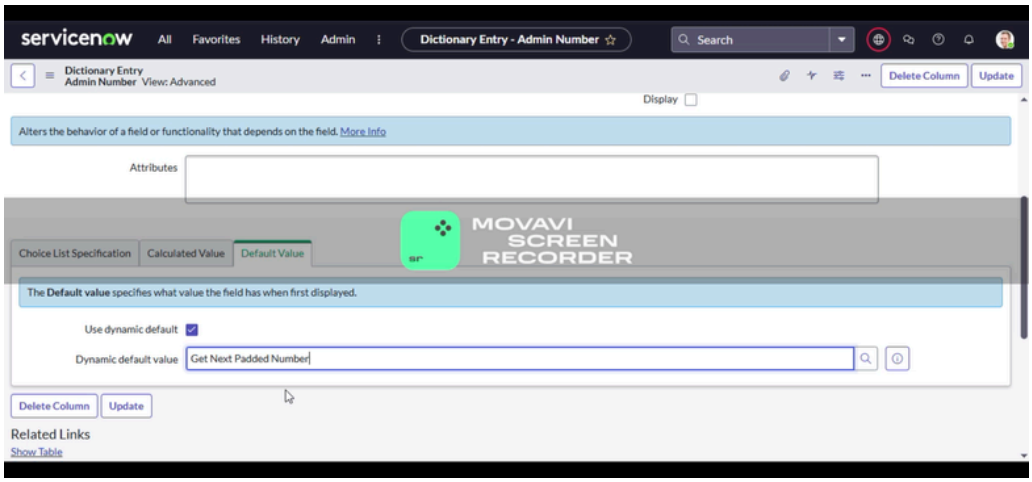




6. For “Admin Number”:
Set Display = True.
Right click on the toggle bar on top → Save.
7. Click on Controls → Enable Extensible.
8. Click on the “Admin Number” column:
In Related Links → Click on Advanced View.
In Default View, enable Use dynamic default.
Select Get Next Padded Number in Dynamic default value.
Click Update.

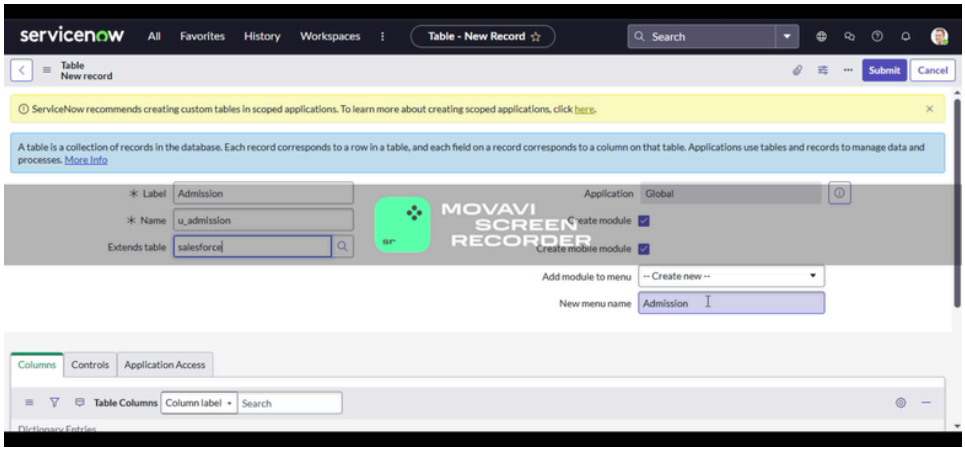


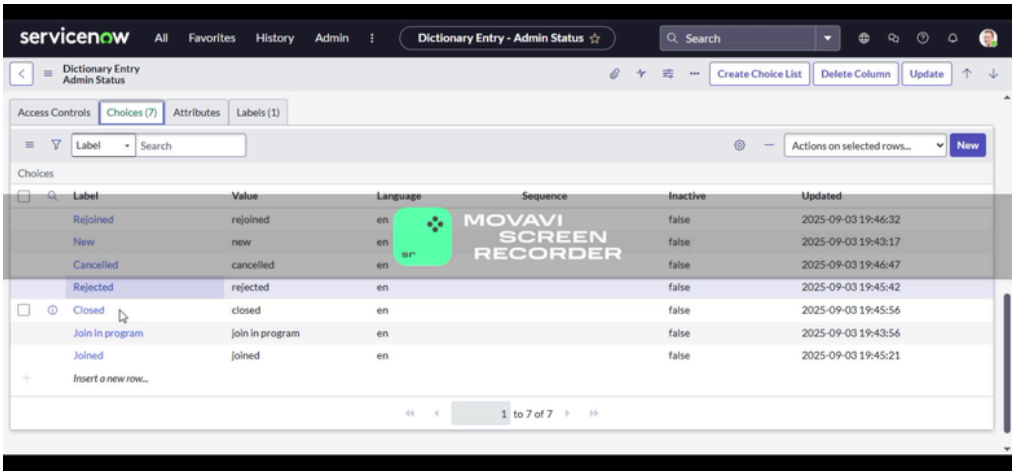




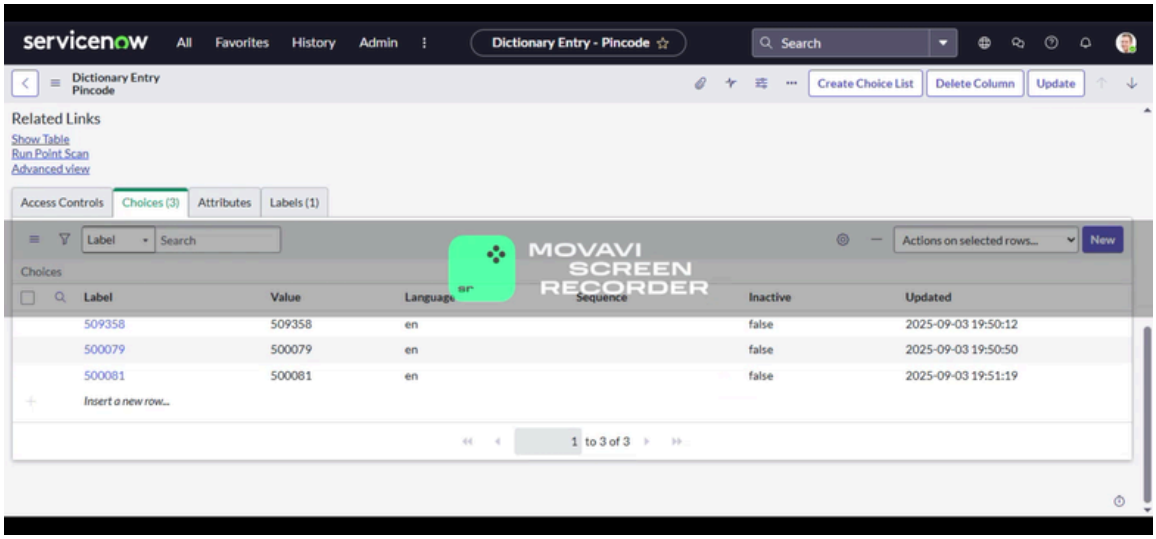
ACTIVITY 2 : Creating Admission Table

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).



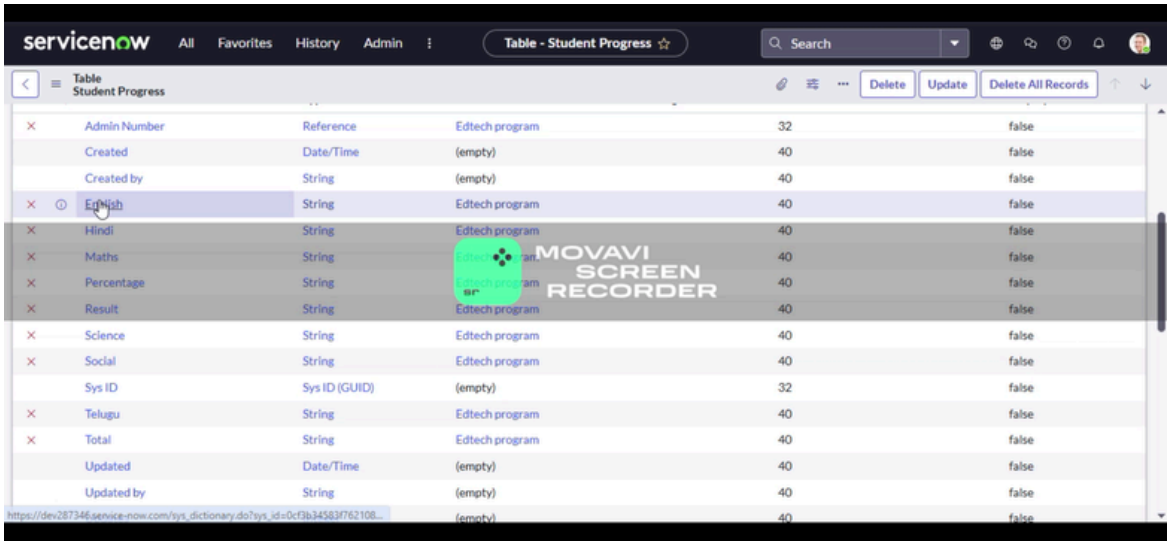


7. For Admin Status → Create Choices with Label, Value, and Sequence as given.
8. For Pincode → Create Choices with Label, Value, and Sequence as given.
9. For Purpose of Join → Create Choices with Label, Value, and Sequence as given.
10. For School → Create Choices with Label, Value, and Sequence as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



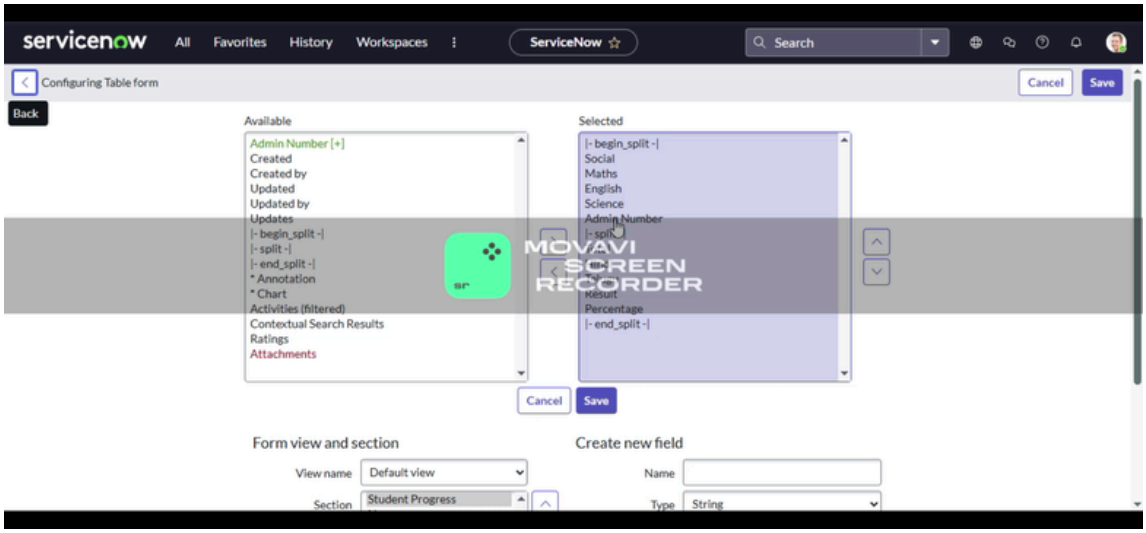
ACTIVITY 3: Creating Student Progress Table

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.



MILESTONE 4: Form Layout

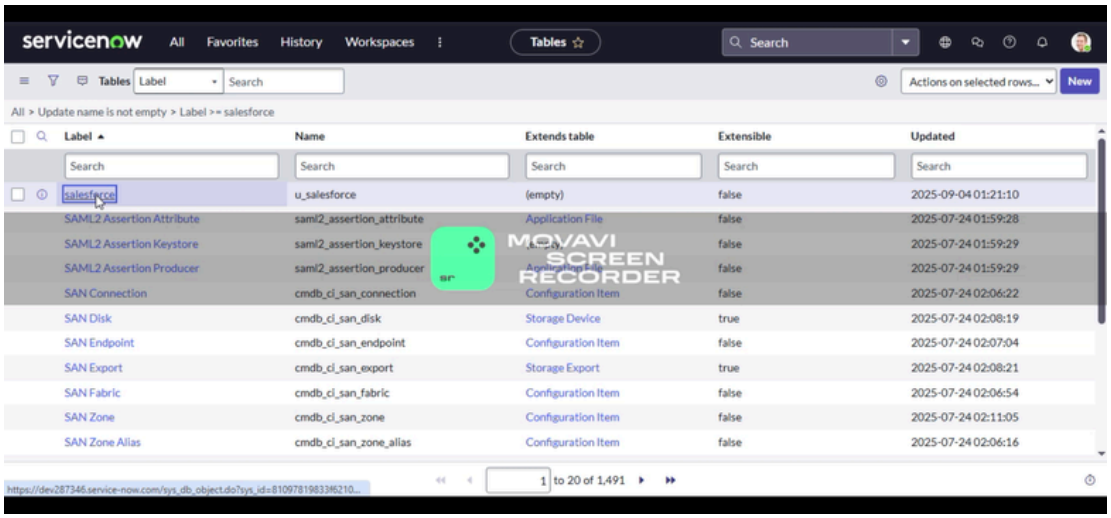
1. In the Student Progress Table page, click on Layout form.
2. In the Layout form, click on Admission Number [+].
3. From the Available side, select the following Admission Number fields.
4. Move them to the Selected the side
5. After selecting, click Save.

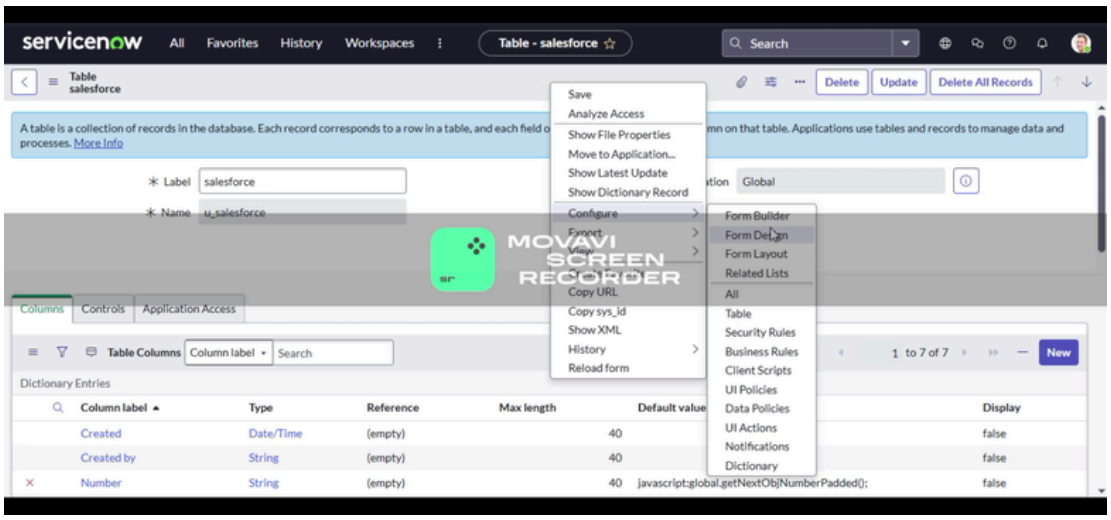


MILESTONE 5: FORM DESIGN

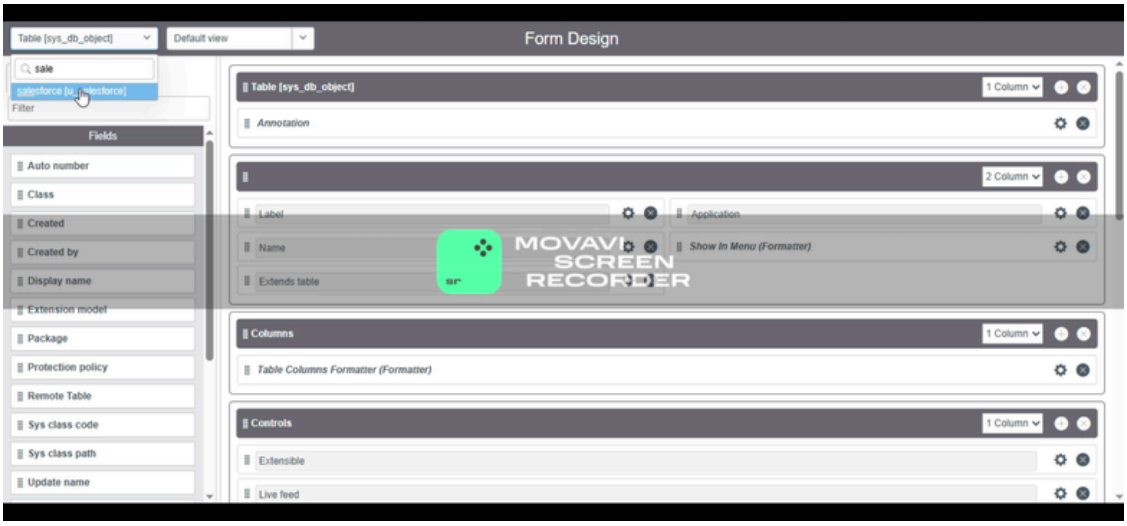
Creating Form Design for Salesforce Table

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 therequired order.
6.Save

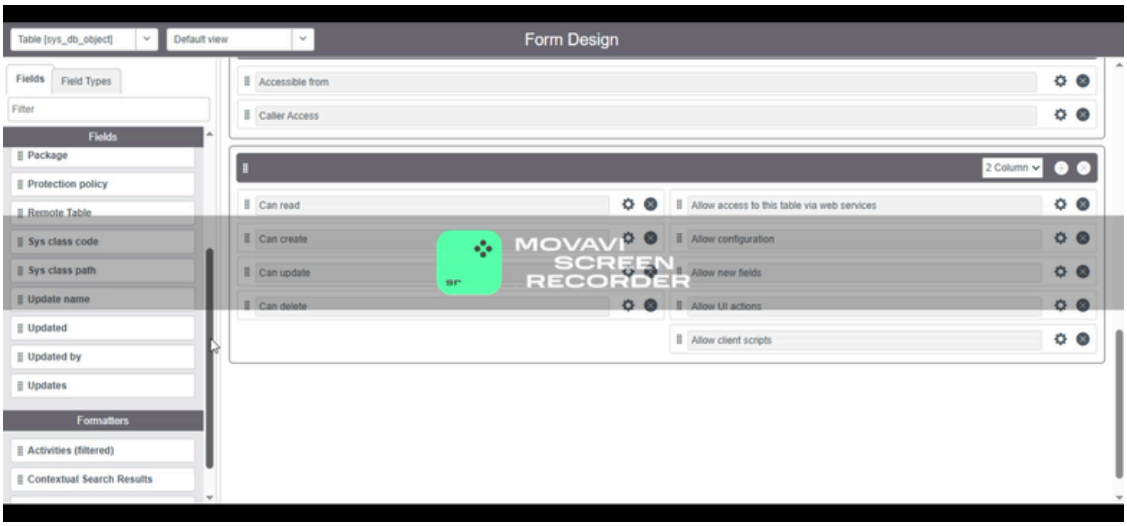


Creating Form Design for Admission Table

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

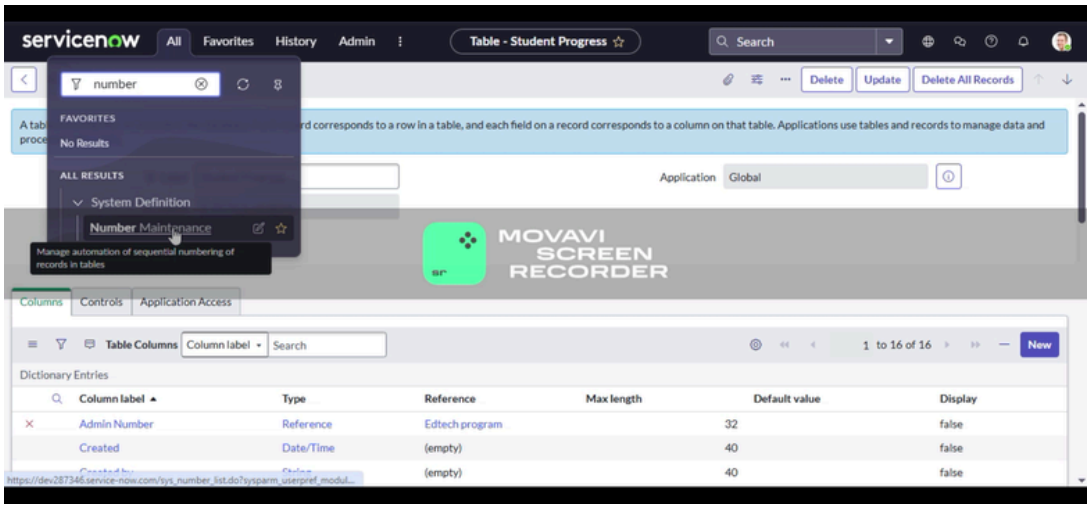
Creating Form Design for Student progress Table

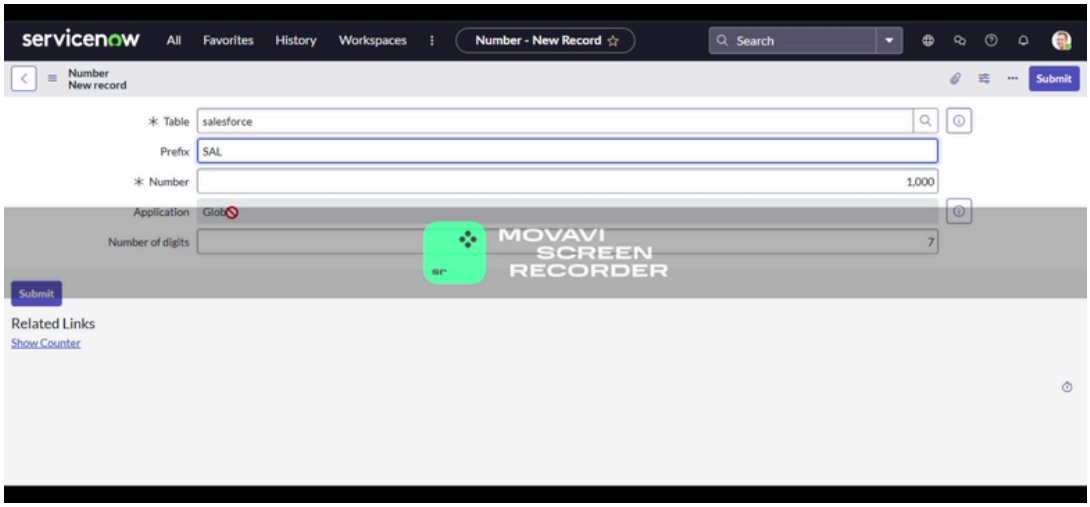
Follow the same steps as Activity1,Configure the fields as below and Save.



MILESTONE 6: Creating Number Maintenance for Admin Number

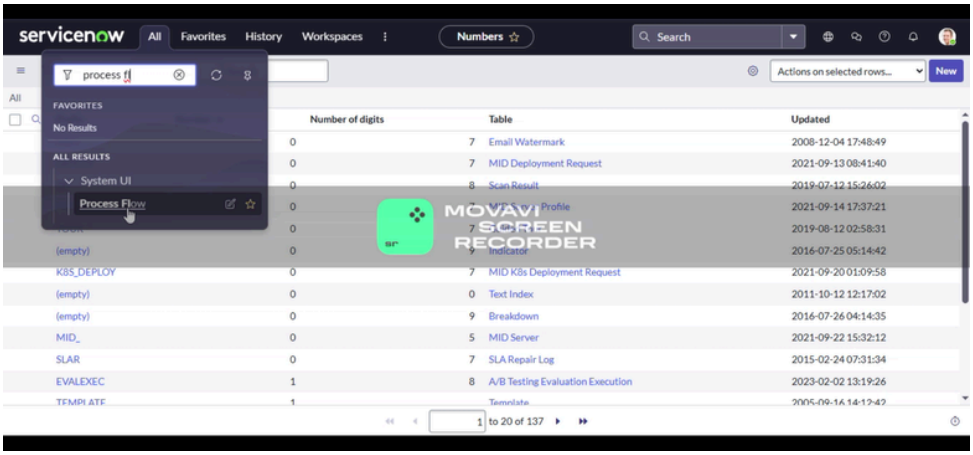
1. Go to All >> Number Maintenance.
2. Click on New.
3. Fill in the required details (e.g., Table, Prefix, Number, etc.).
4. Click on Submit.

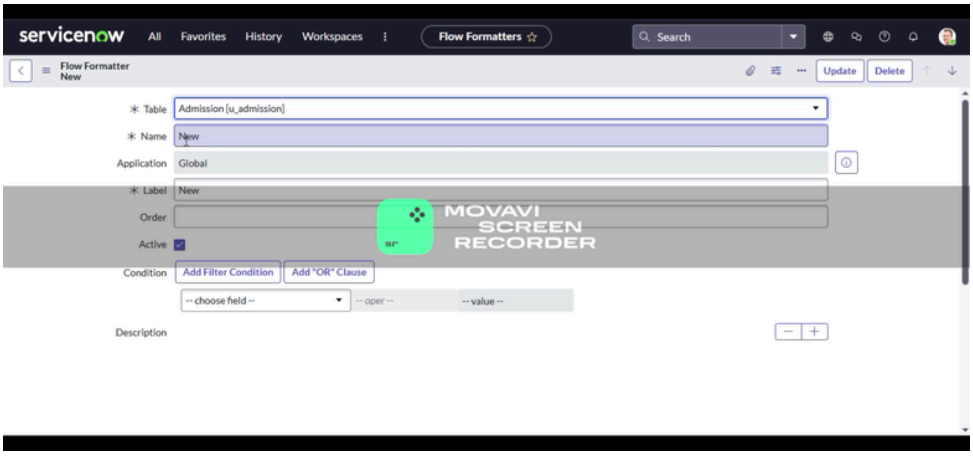




MILESTONE 7: Creating Process Flow for Admission Table

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



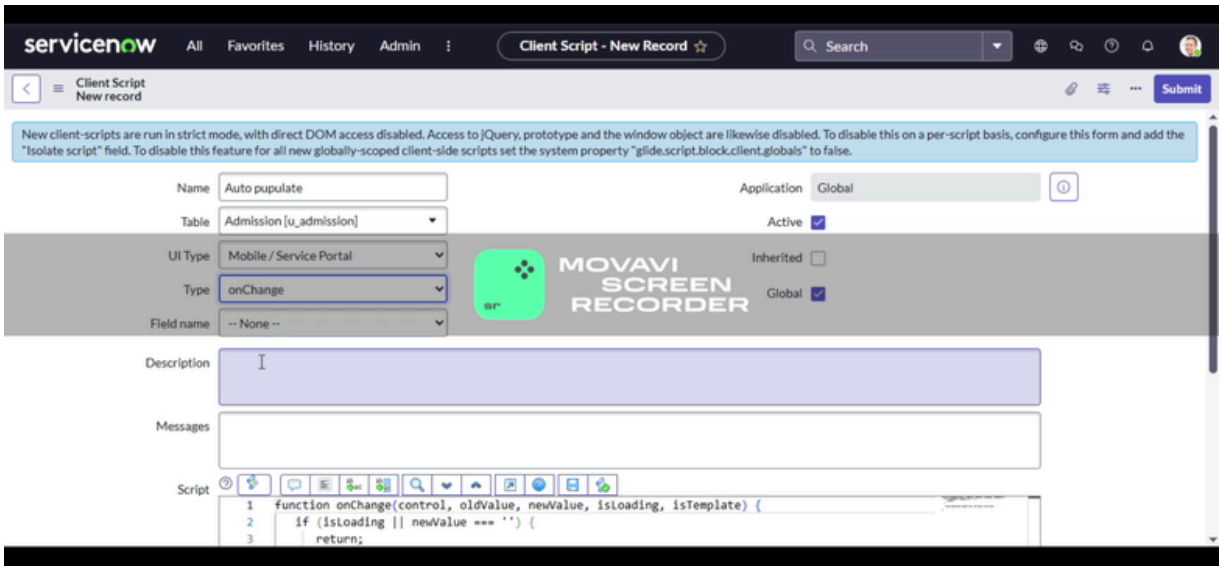


6. Arrange the order of states as follows:
New
In Progress
Joined
Rejected
Closed
Cancelled

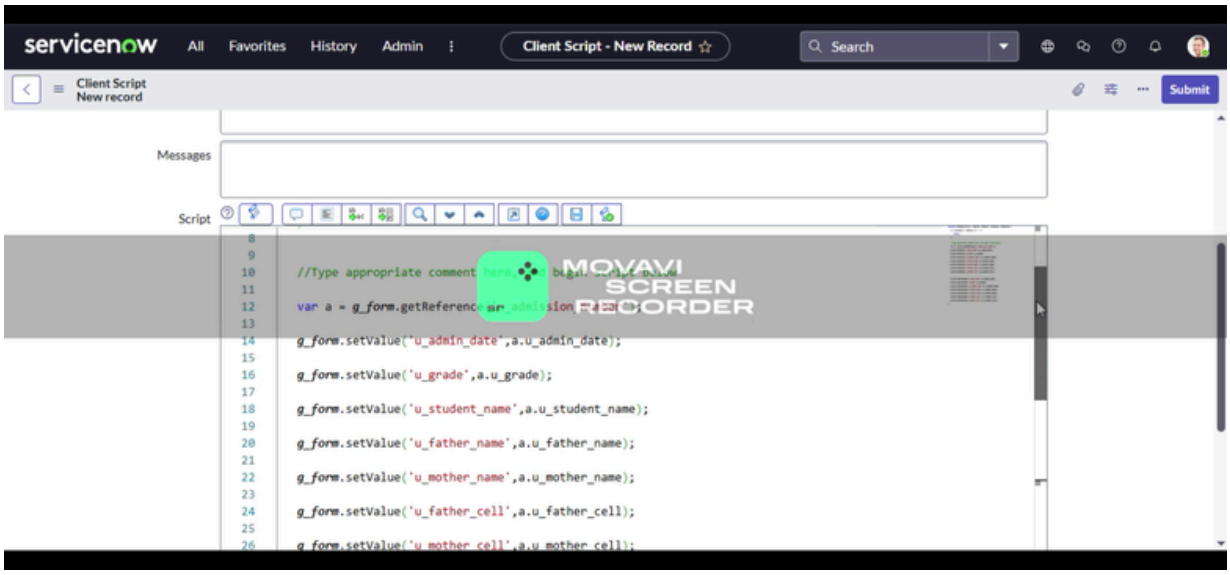
MILESTONE 8: Client Script

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.

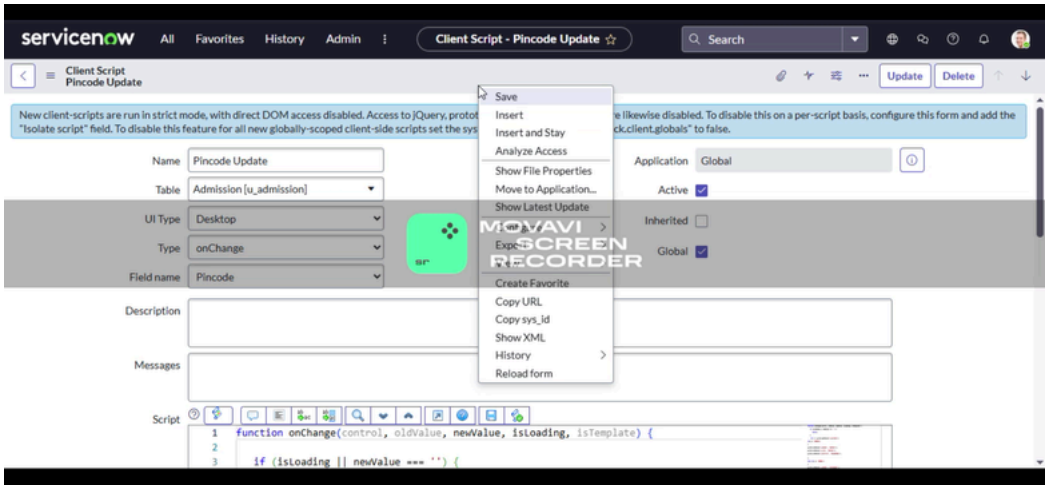


write the script for the table

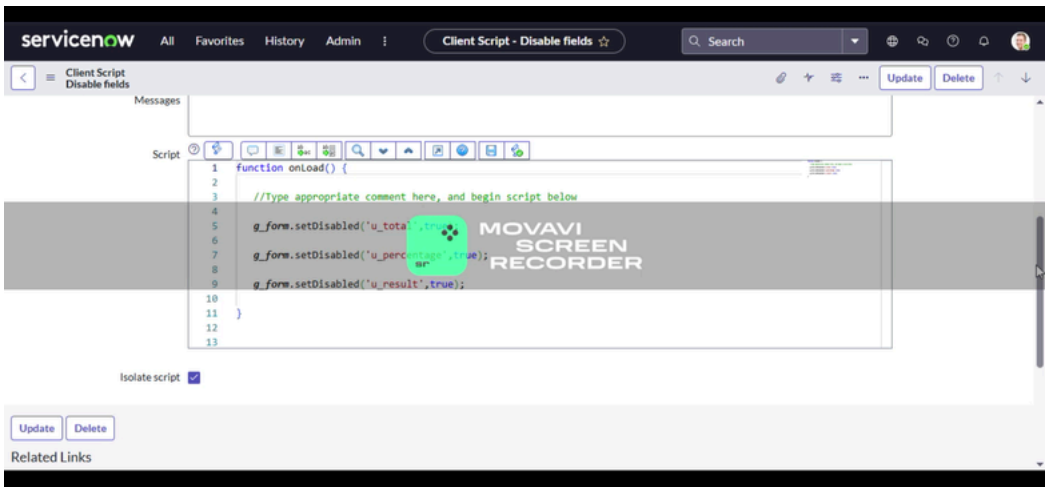


ACTIVITY 2: Creating “Pincode Update” Client Scripts for Admission Table

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



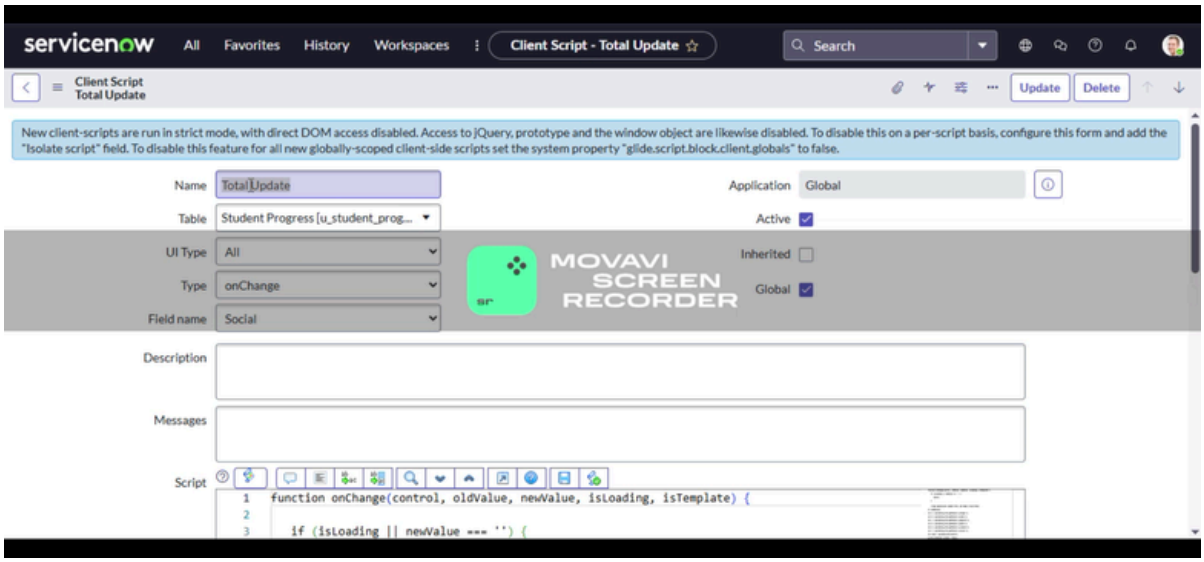
Type: (e.g., onChange, onLoad, or onSubmit → depending on requirement)
Field Name: (choose the field the script should trigger on, e.g., Pincode)
Enable Isolate Script (check the box).

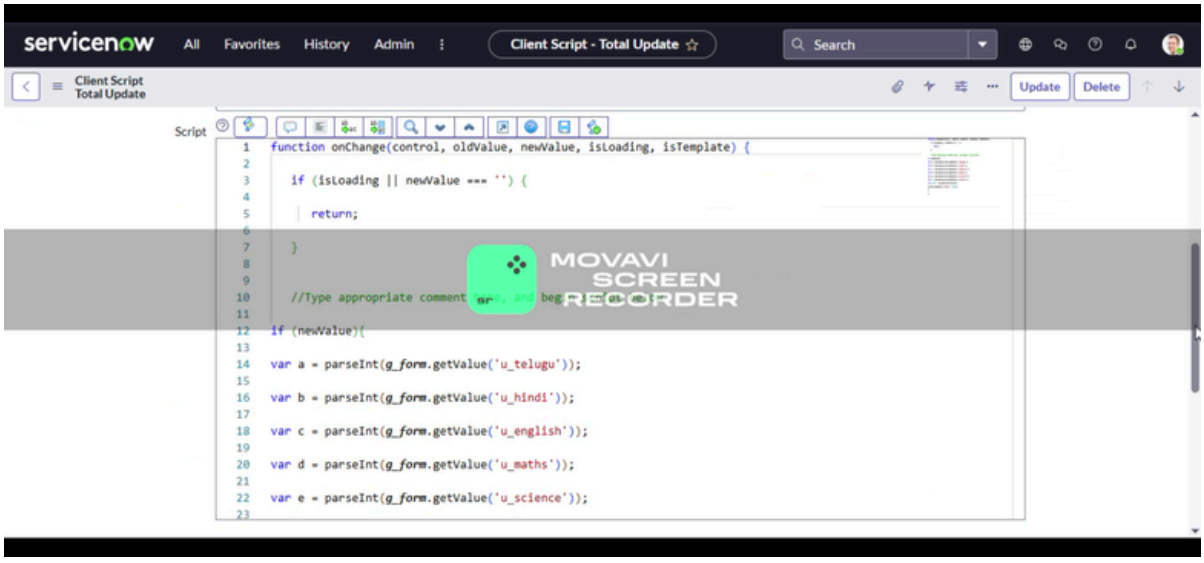


Creating “Total Update” Client Scripts for Student progress Table

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

Name: Total Update





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