

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.

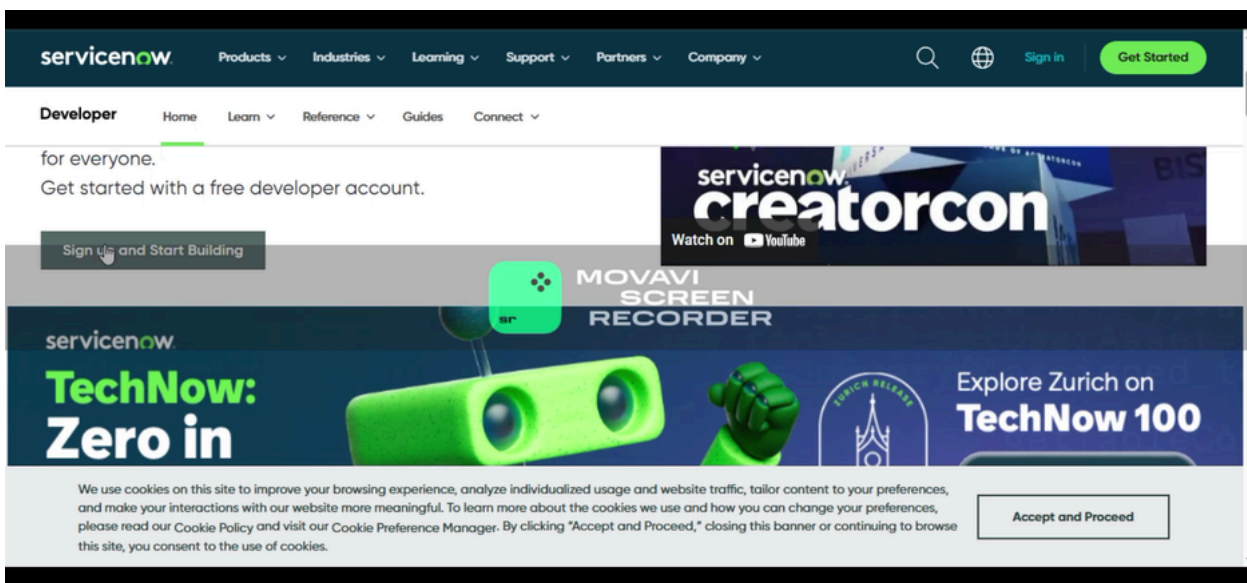
OBJECTIVE:Using ServiceNow, the process is automated, accurate, and efficient for managing education workflows.

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

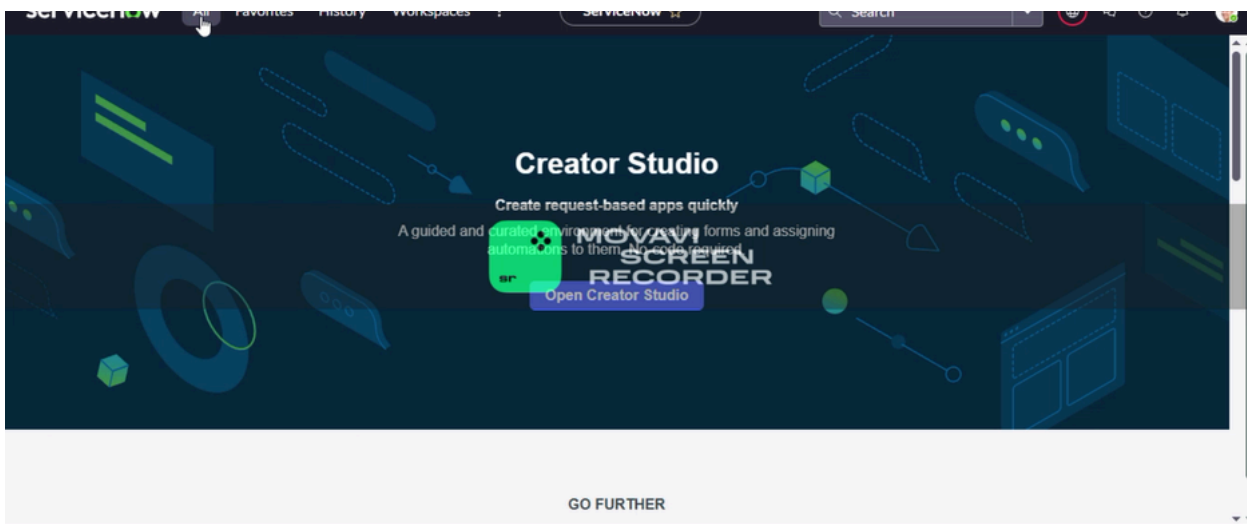
TASK INITIATION :

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.

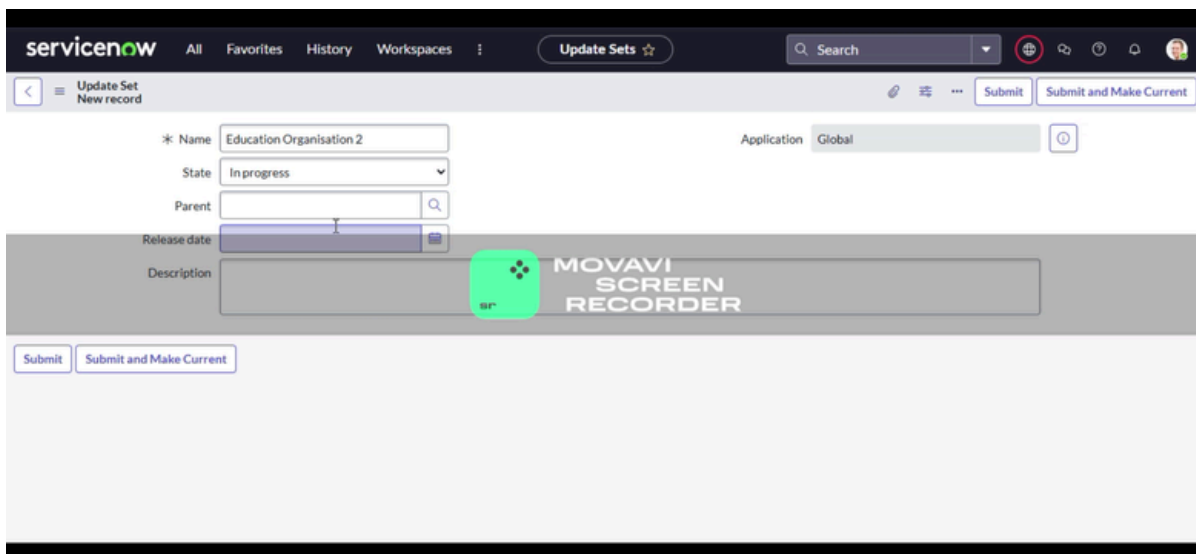
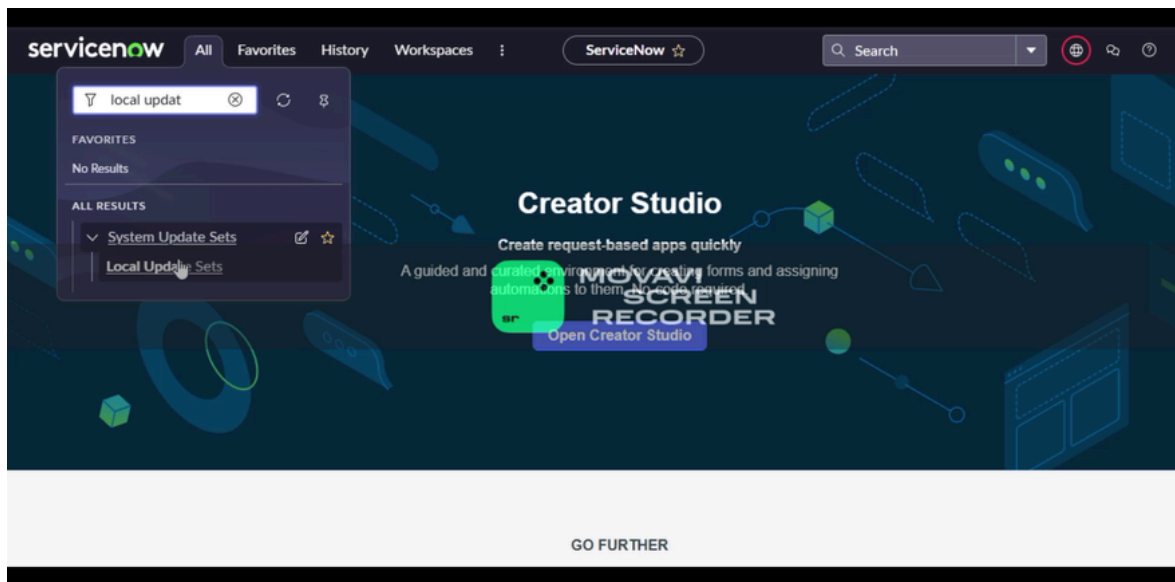


4. You'll receive an email with the instance details once it's ready.
5. Log in to your ServiceNow instance using the provided credentials.
6. Now you will navigate to the ServiceNow.



MILESTONE 2: Creating a Update Set

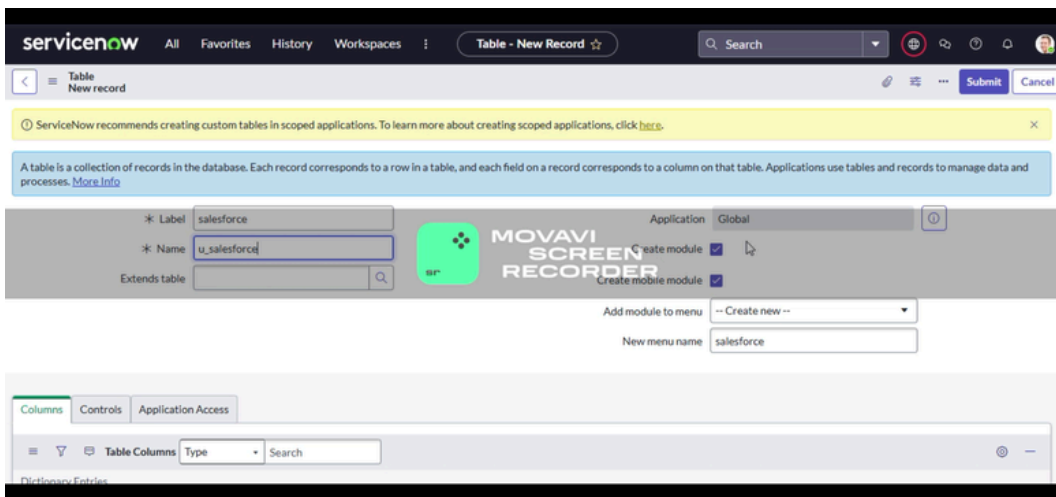
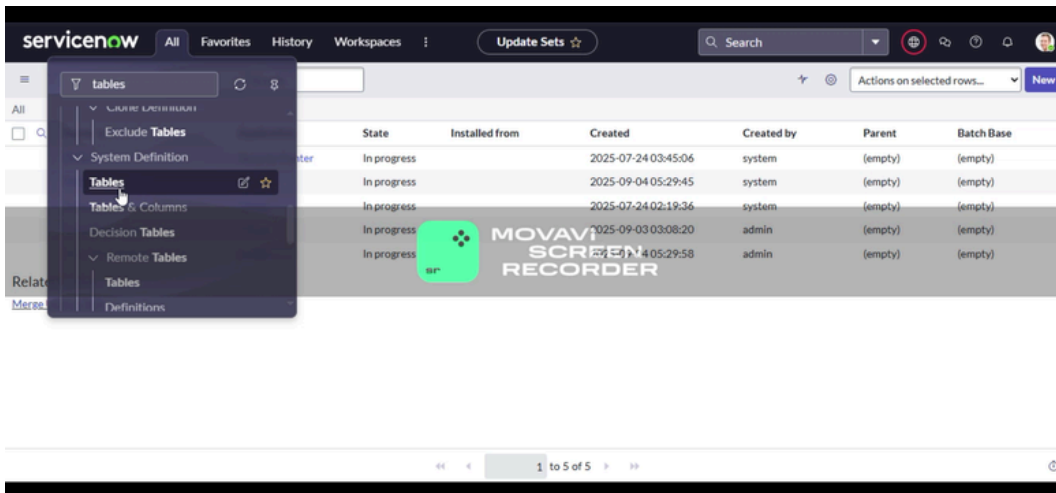
1. Click on All >> Local update sets.
2. Click on New.
3. Enter the details Name: Educational Organisation.
4. Click on Submit.
5. Click on Make Current.



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.

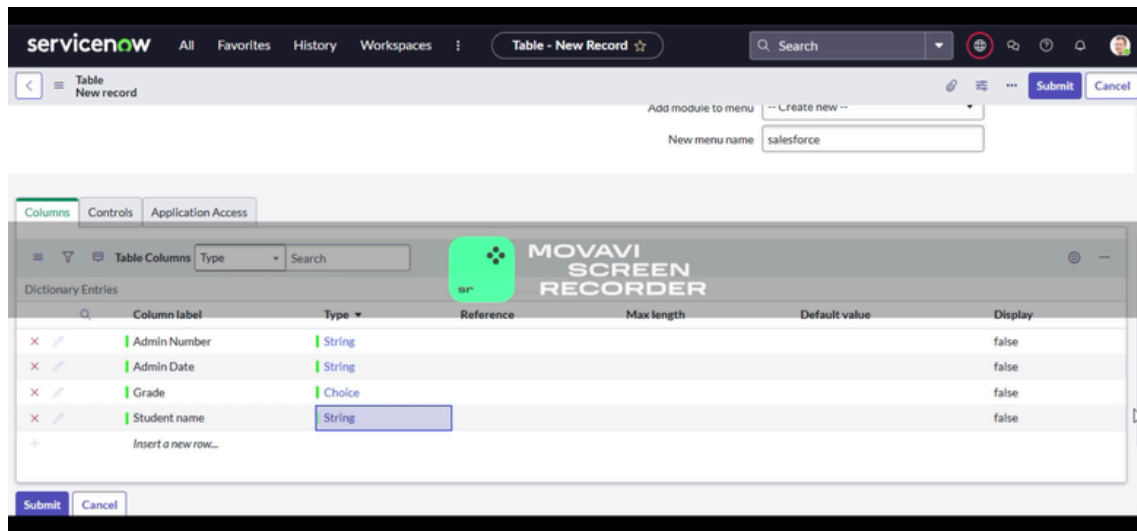
8. Click on the “Admin Number” column:

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.

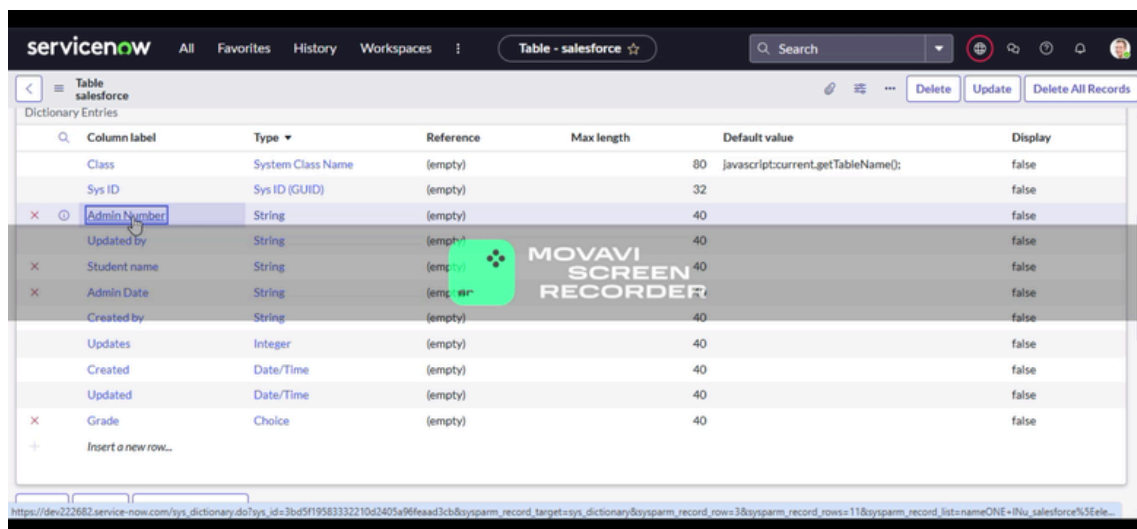


servicenow All Favorites History Workspaces Table - New Record

Table Columns Type Search

Column label	Type	Reference	Max length	Default value	Display
Admin Number	String				false
Admin Date	String				false
Grade	Choice				false
Student name	String				false

Submit Cancel



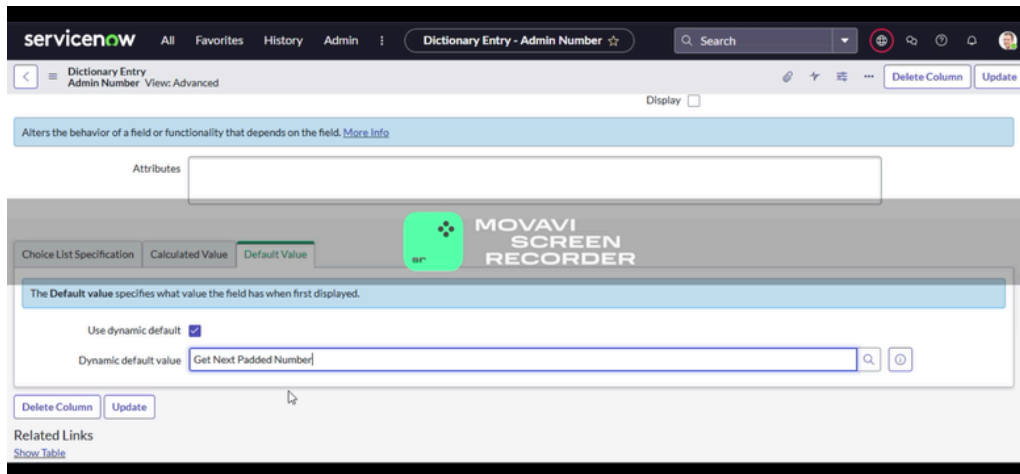
servicenow All Favorites History Workspaces Table - salesforce

Table Columns Type Search

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

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 Dictionary Entry - Admin Number

Attributes

Choice List Specification | Calculated Value | **Default Value**

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

Use dynamic default ☒

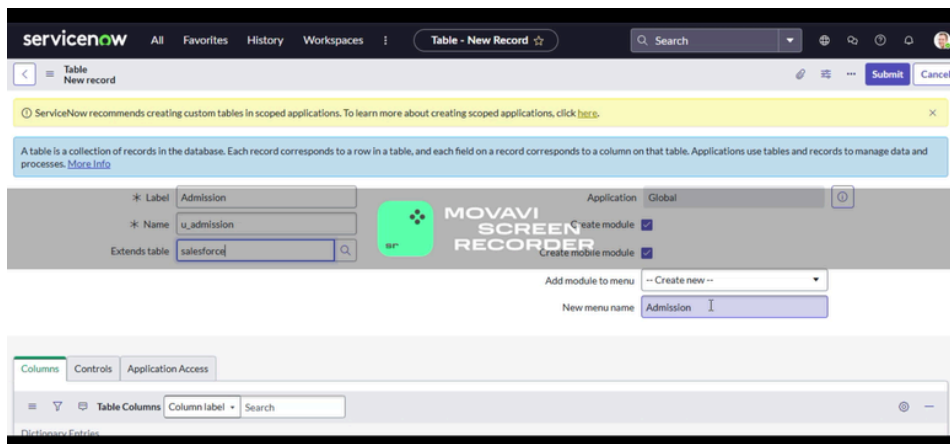
Dynamic default value: Get Next Padded Number

Buttons: 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 Table - New Record

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 ☒

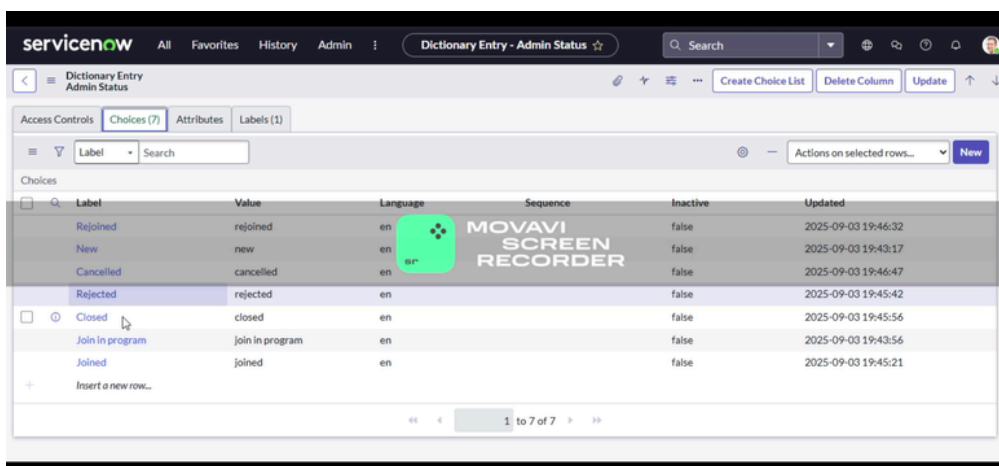
Create mobile module ☒

Add module to menu: -- Create new --

New menu name: Admission

Columns | Controls | Application Access

Table Columns: Column label Search



ServiceNow Dictionary Entry - Admin Status

Access Controls | **Choices (7)** | Attributes | Labels (1)

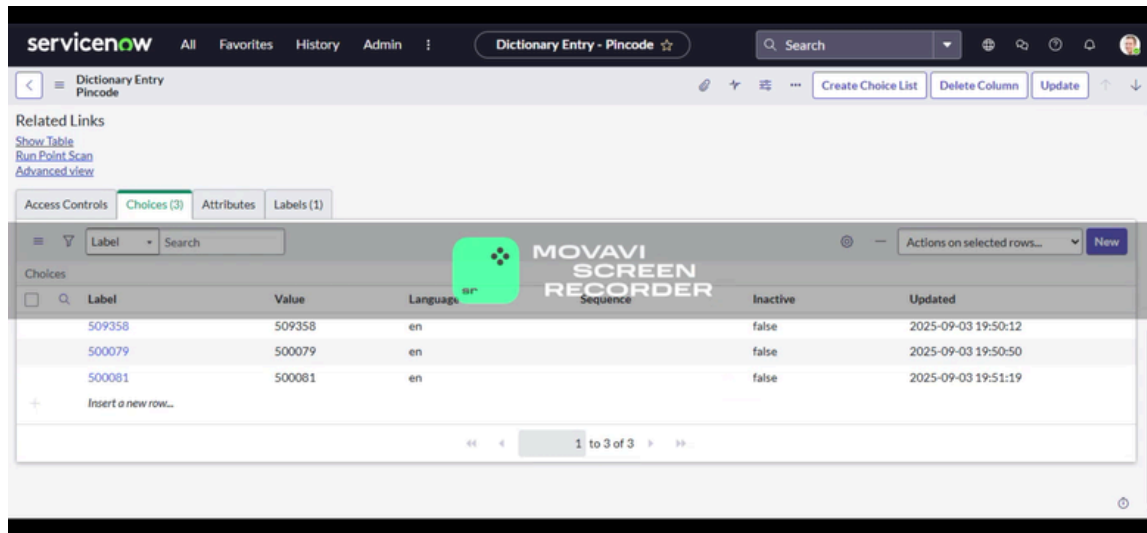
Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
Rejoined	rejoined	en		false	2025-09-03 19:46:32
New	new	en		false	2025-09-03 19:43:17
Cancelled	cancelled	en		false	2025-09-03 19:46:47
Rejected	rejected	en		false	2025-09-03 19:45:42
Closed	closed	en		false	2025-09-03 19:45:56
Join in program	join in program	en		false	2025-09-03 19:43:56
Joined	joined	en		false	2025-09-03 19:45:21
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

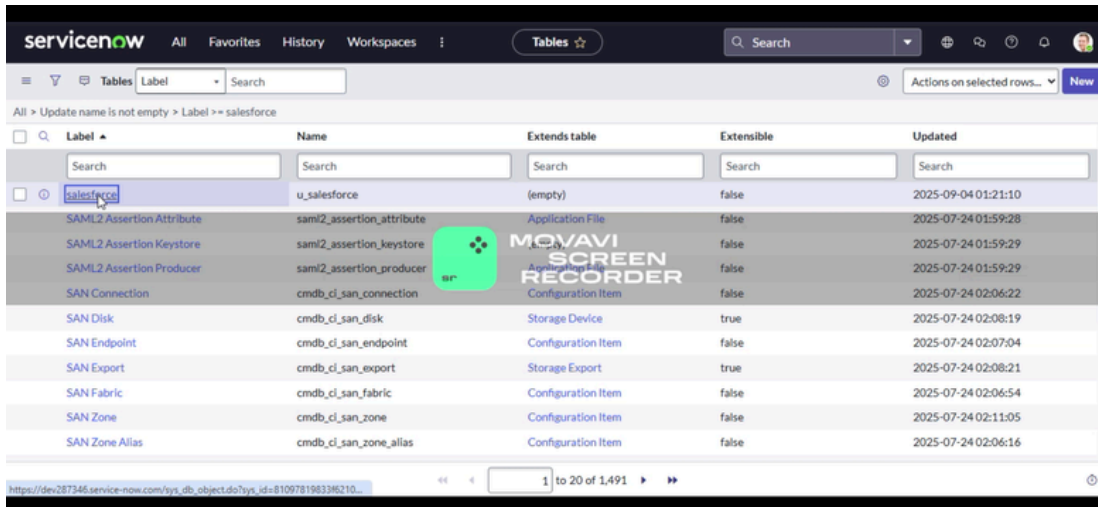
Name:

Type: String

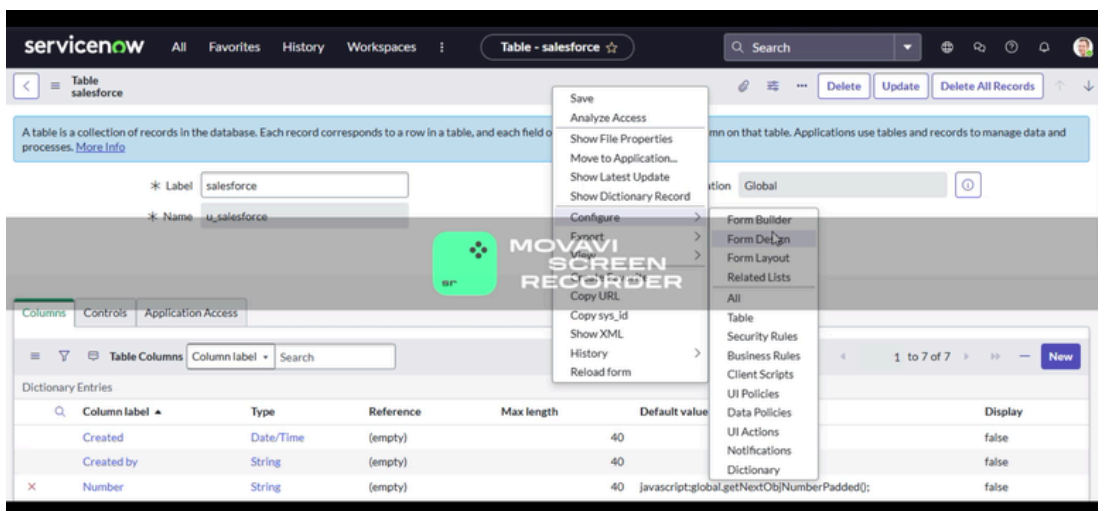
MILESTONE 5: FORM DESIGN

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).

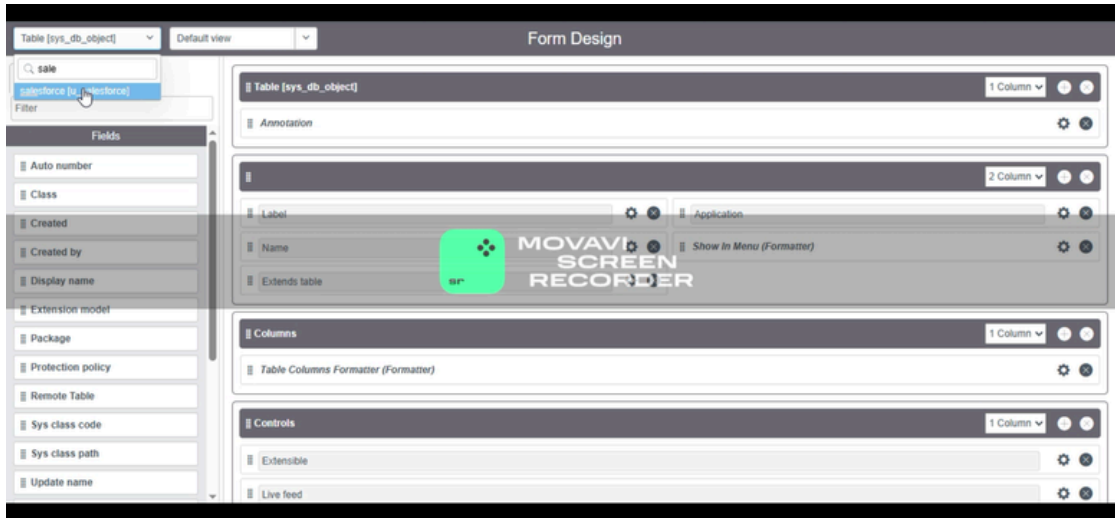


Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
u_salesforce	u_salesforce	(empty)	false	2025-09-04 01:21:10
SAML2 Assertion Attribute	saml2_assertion_attribute	Application File	false	2025-07-24 01:59:28
SAML2 Assertion Keystore	saml2_assertion_keystore	Configuration Item	false	2025-07-24 01:59:29
SAML2 Assertion Producer	saml2_assertion_producer	Configuration Item	false	2025-07-24 01:59:29
SAN Connection	cmdb_ci_san_connection	Configuration Item	false	2025-07-24 02:06:22
SAN Disk	cmdb_ci_san_disk	Storage Device	true	2025-07-24 02:08:19
SAN Endpoint	cmdb_ci_san_endpoint	Configuration Item	false	2025-07-24 02:07:04
SAN Export	cmdb_ci_san_export	Storage Export	true	2025-07-24 02:08:21
SAN Fabric	cmdb_ci_san_fabric	Configuration Item	false	2025-07-24 02:06:54
SAN Zone	cmdb_ci_san_zone	Configuration Item	false	2025-07-24 02:11:05
SAN Zone Alias	cmdb_ci_san_zone_alias	Configuration Item	false	2025-07-24 02:06:16



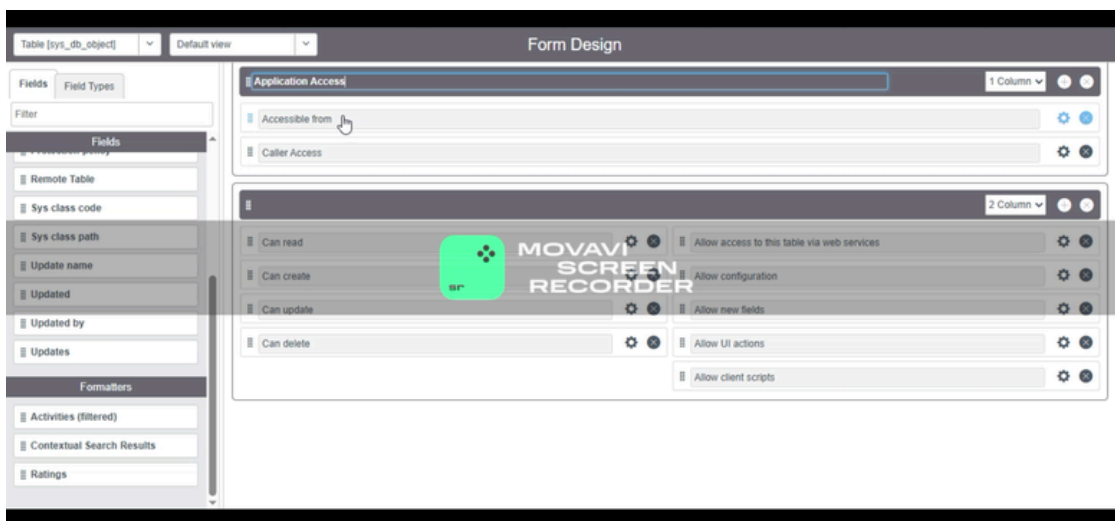
Column label	Type	Reference	Max length	Default value
Created	Date/Time	(empty)	40	
Created by	String	(empty)	40	
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();

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



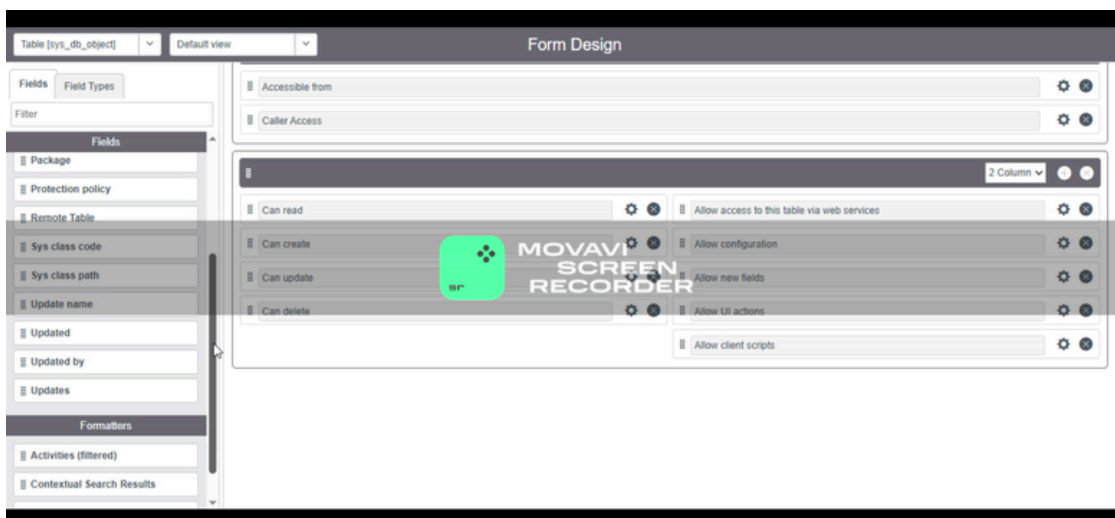
Creating Form Design for Admission Table

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



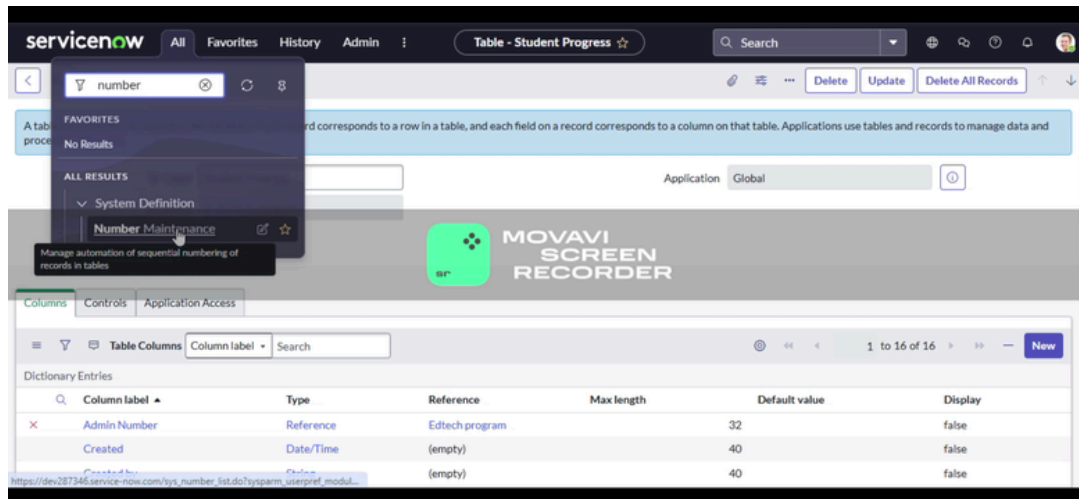
Creating Form Design for Student progress Table

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.



servicenow All Favorites History Admin Table - Student Progress Search

FAVORITES No Results

ALL RESULTS

System Definition

Number Maintenance

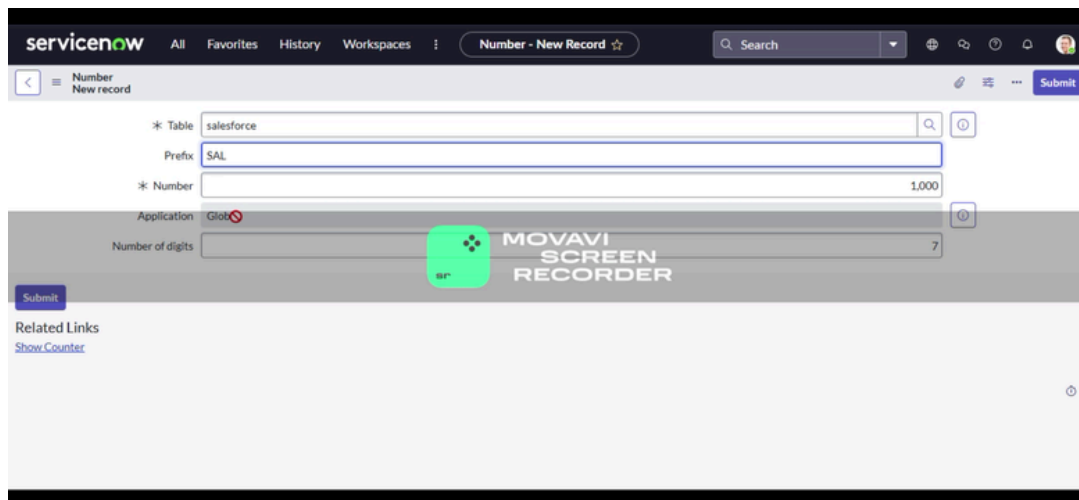
Manage automation of sequential numbering of records in tables

Columns Controls Application Access

Table Columns Column label Search

Dictionary Entries

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



servicenow All Favorites History Workspaces Number - New Record Search

Number New record Submit

* Table salesforce

Prefix SAL

* Number 1,000

Application GloK

Number of digits 7

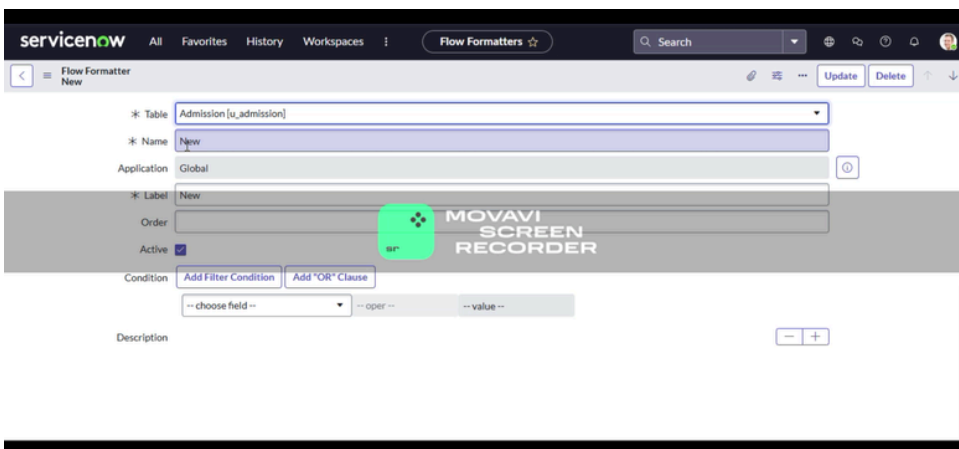
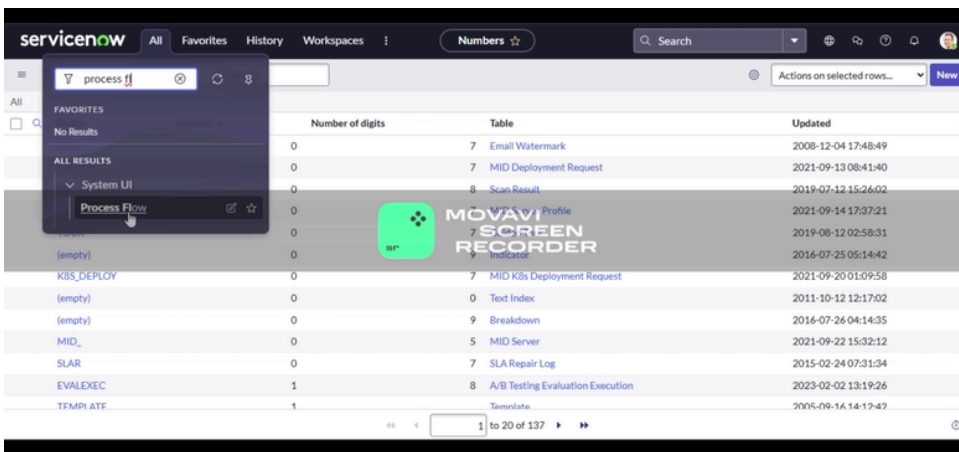
Submit

Related Links

Show Counter

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

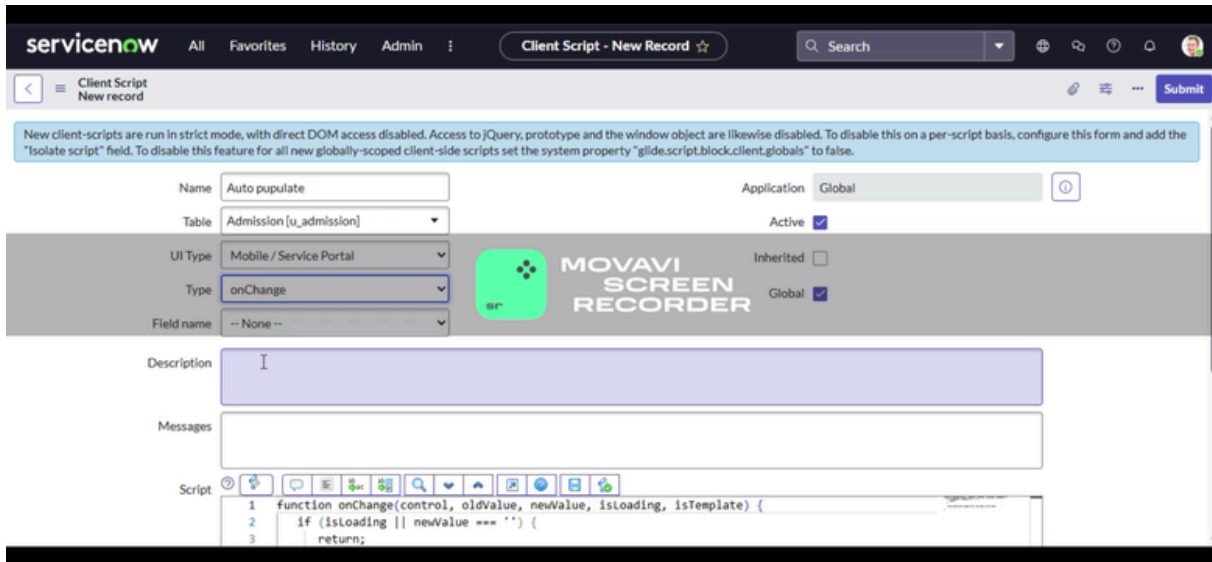
MILESTONE 8: Client Script

ACTIVITY 1: Creating "Auto populate" Client Scripts for Admission Table

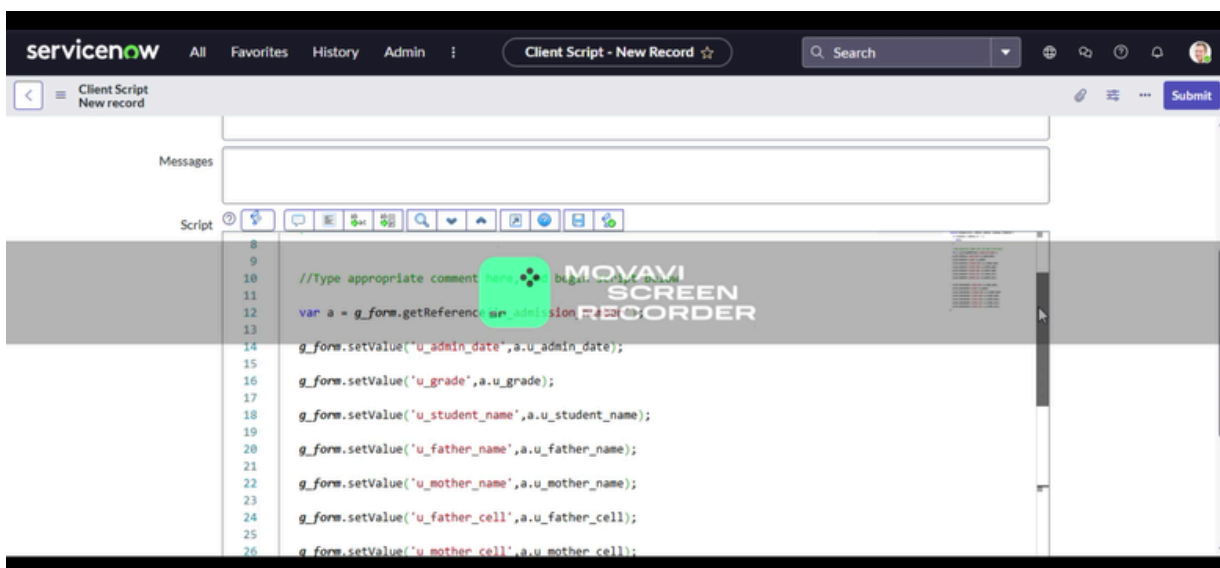
All >> Client Scripts >> New.

Fill the Details as given.

Write the Code as below, Enable Isolate script and Save.

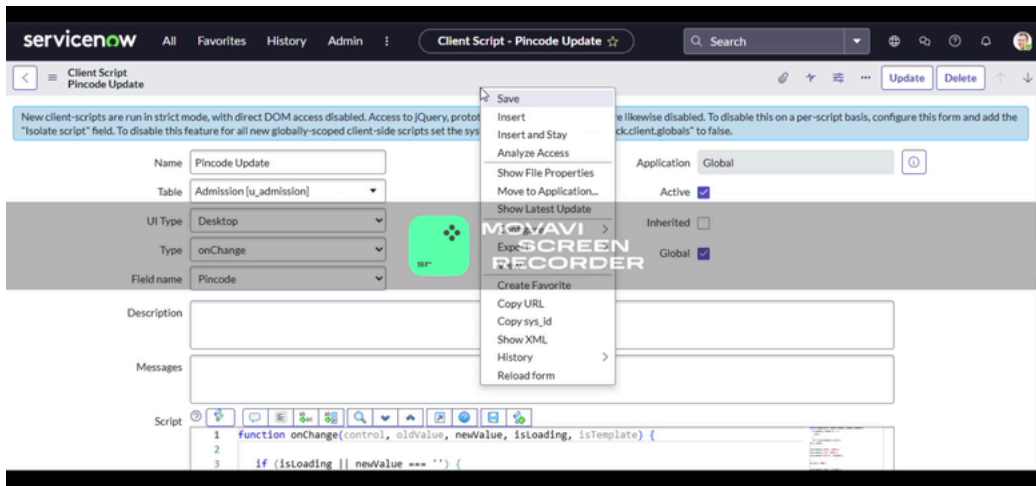


write the script for the table

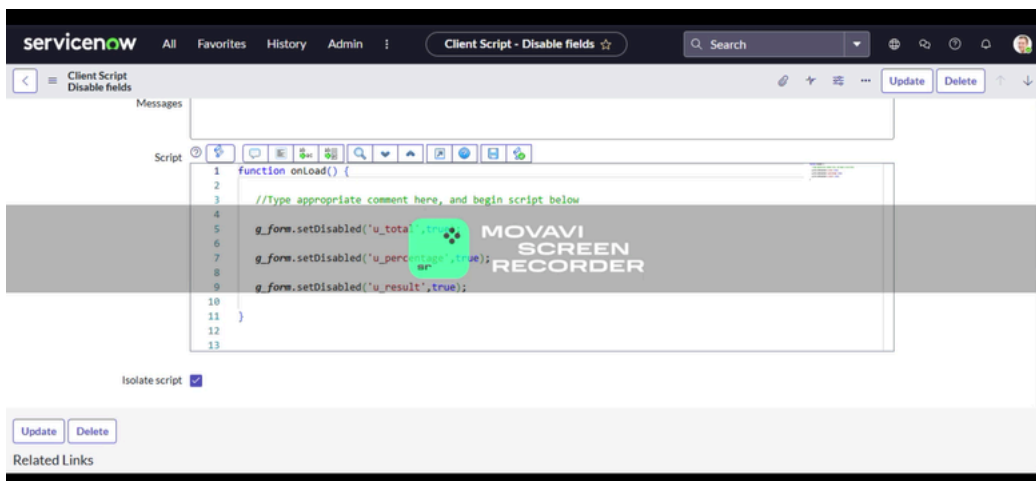


ACTIVITY 2: Creating "Pincode Update" Client Scripts for Admission Table

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

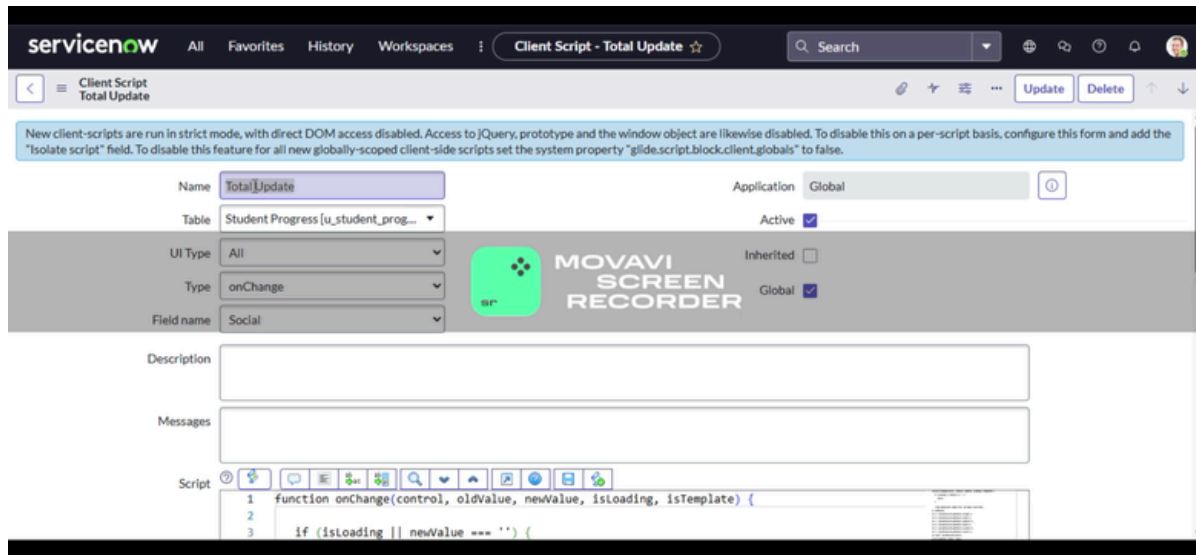


Type: (e.g., onChange, onLoad, or onSubmit → depending on requirement)
Field Name: (choose the field the script should trigger on, e.g., Pincode)
Enable Isolate Script (check the box).



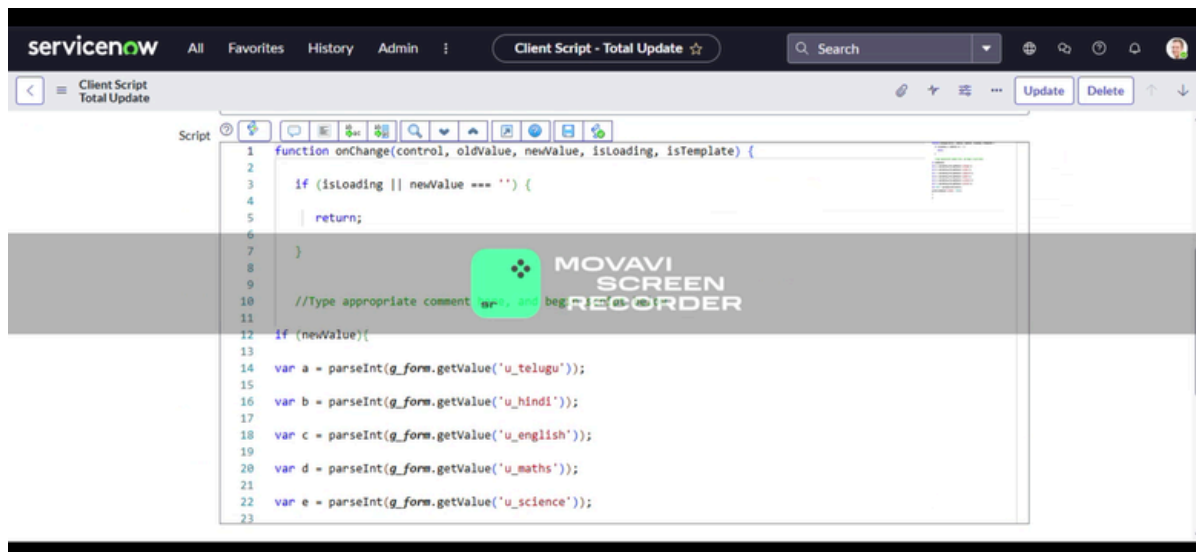
Creating "Total Update" Client Scripts for Student progress Table

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



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'. The 'Type' is 'onChange'. The '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 code
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.