

Educational Organisation Using ServiceNow

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Problem Statement:

In many educational organizations, student details, admissions, and progress are managed manually or with separate tools. This leads to mistakes, delays, and difficulty in tracking records.

There is a need for a single system where admissions, student details, and results can be managed easily. Using **ServiceNow**, we can create an online platform to:

- Handle student admissions step by step.
- Store student and parent details in one place.
- Automatically generate admission numbers.
- Calculate marks, percentages, and results without manual work.
- Make the whole process faster, accurate, and easier for staff.

Objective:

- To create a digital platform for managing admissions and student details using ServiceNow.
- To automate the generation of admission numbers for easy tracking.
- To design forms for storing student and parent information in a structured way.
- To build workflows for the admission process (New → In Progress → Joined → Rejected → Closed → Cancelled).
- To create a system that automatically calculates marks, total, percentage, and result status.
- To make the process faster, error-free, and easy to use for educational organizations.

Skills:

- ServiceNow Platform
- Update Sets
- Table Creation
- Form Layout & Design
- Number Maintenance
- Process Flow Design
- Client Scripts (JavaScript)
- Automation Skills
- Problem-Solving

TASK INITIATION

Milestone 1 : Setting Up ServiceNow Instance

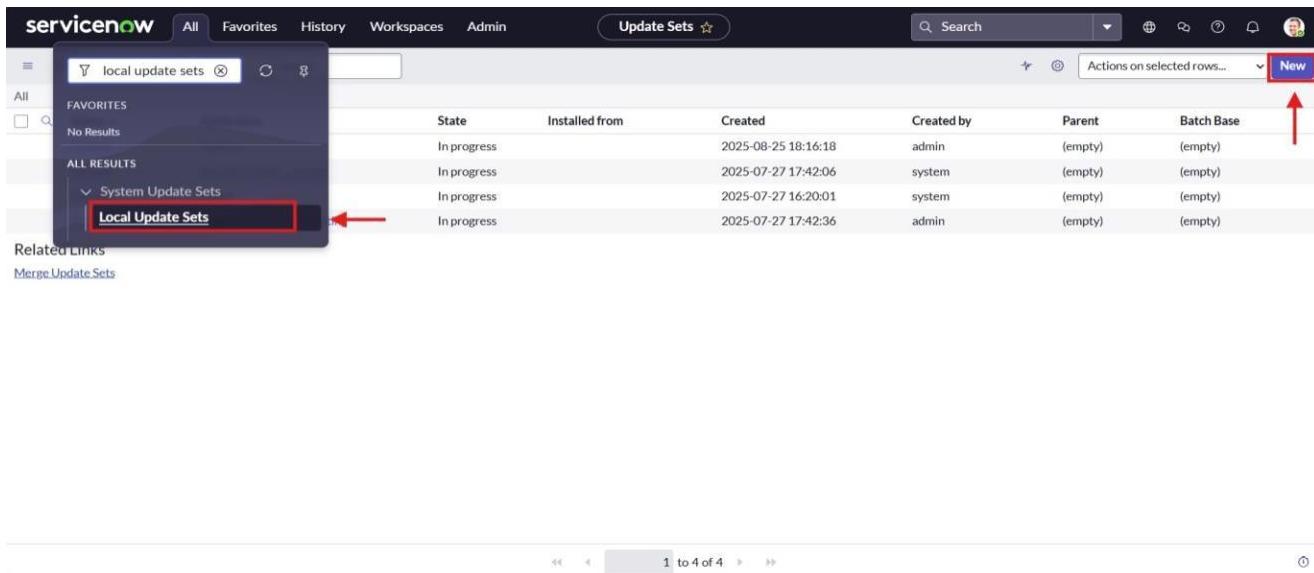
Activity 1: Create Instance

1. Go to developer.servicenow.com.
2. Sign up for a free developer account.
3. After logging in, click **Personal Developer Instance**.
4. Click **Request Instance** to create your own ServiceNow space.
5. Fill in the form and submit it.
6. You will get an email with your instance link, username, and password.
7. Log in with those details.
8. Now your ServiceNow instance is ready to use.

Milestone 2 : Creation of New Update Set

Activity 1: Create Update Set

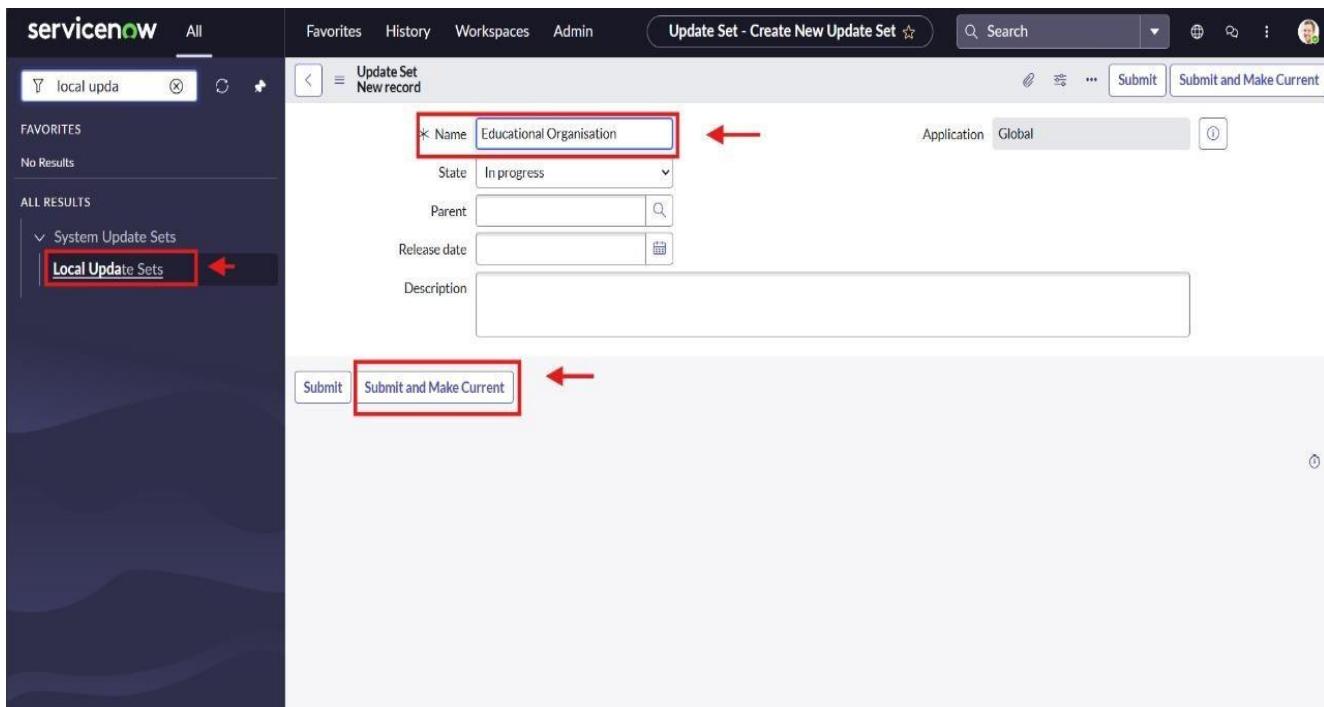
1. Go to All in ServiceNow.
2. In the filter search box, type **Local Update Sets** and click on it.
3. Click on **New**.



The screenshot shows the ServiceNow Update Sets list view. A red arrow points from the 'Local Update Sets' link in the navigation sidebar to the 'Local Update Sets' link in the results list. Another red arrow points from the 'New' button in the top right corner to the 'New' button in the 'Update Set - Create New Update Set' dialog.

	State	Installed from	Created	Created by	Parent	Batch Base
1	In progress		2025-08-25 18:16:18	admin	(empty)	(empty)
2	In progress		2025-07-27 17:42:06	system	(empty)	(empty)
3	In progress		2025-07-27 16:20:01	system	(empty)	(empty)
4	In progress		2025-07-27 17:42:36	admin	(empty)	(empty)

4. Enter the details:
 - **Name: Educational Organisation**
5. Click on **Submit and Make Current**.



The screenshot shows the 'Update Set - Create New Update Set' dialog. A red arrow points from the 'Local Update Sets' link in the navigation sidebar to the 'Local Update Sets' link in the results list. Another red arrow points from the 'Name' field containing 'Educational Organisation' to the 'Submit and Make Current' button at the bottom.

Update Set - Create New Update Set

Name: **Educational Organisation**

State: In progress

Parent:

Release date:

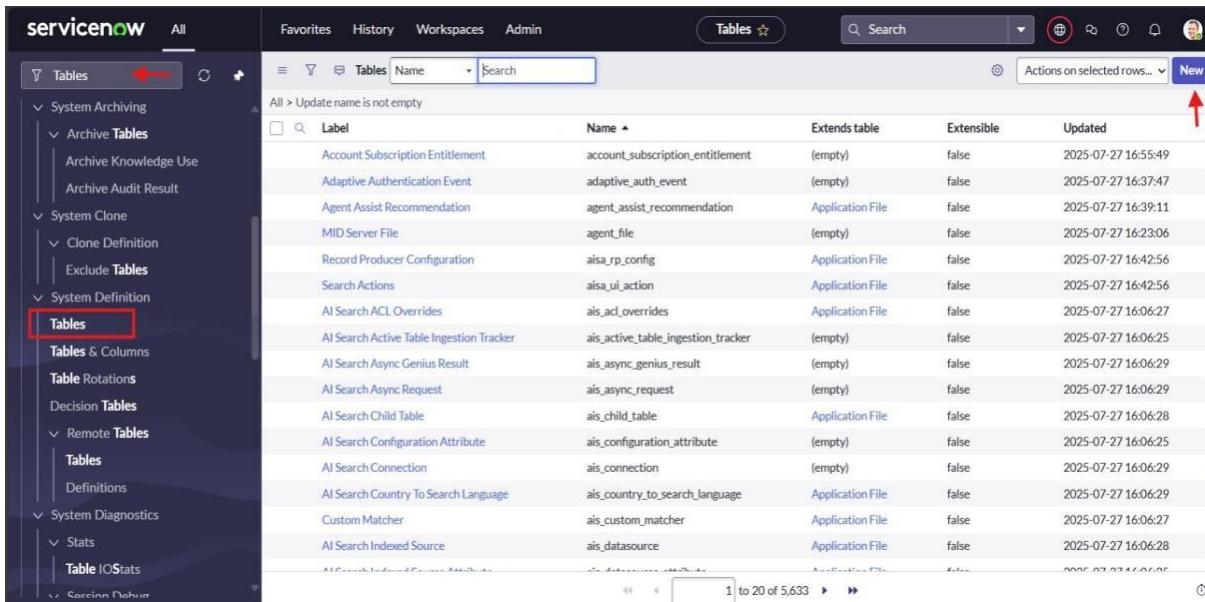
Description:

Submit **Submit and Make Current**

Milestone 3 : Creation of Table

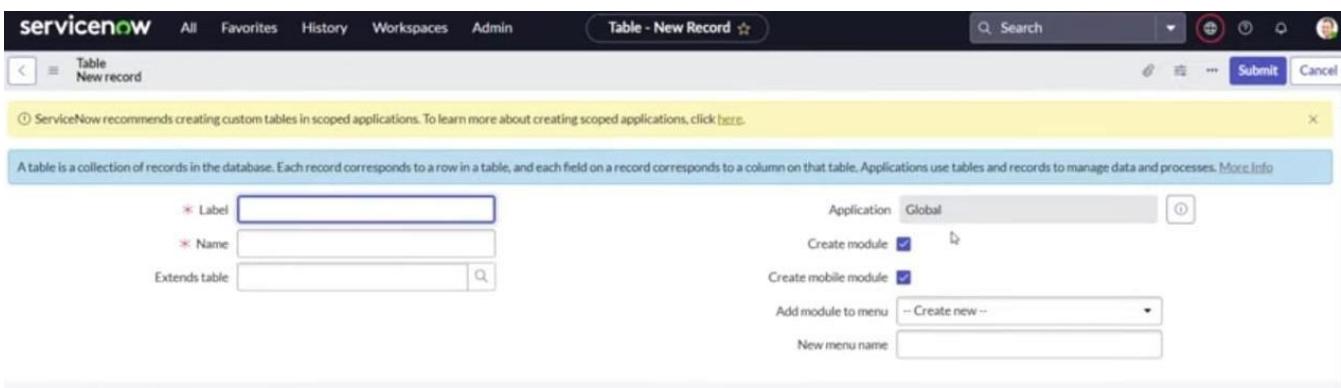
Activity 1: Create Table

1. In ServiceNow, go to All.
2. In the filter search box, type **Tables**.
3. Click on **Tables** under *System Definition*.
4. Click on **New**.



Label	Name	Extends table	Extensible	Updated
Account Subscription Entitlement	account_subscription_entitlement	(empty)	false	2025-07-27 16:55:49
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-07-27 16:37:47
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-07-27 16:39:11
MID Server File	agent_file	(empty)	false	2025-07-27 16:23:06
Record Producer Configuration	aisa_rp_config	Application File	false	2025-07-27 16:42:56
Search Actions	aisa_ui_action	Application File	false	2025-07-27 16:42:56
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-07-27 16:06:27
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-07-27 16:06:25
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-07-27 16:06:29
AI Search Async Request	ais_async_request	(empty)	false	2025-07-27 16:06:29
AI Search Child Table	ais_child_table	Application File	false	2025-07-27 16:06:28
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-07-27 16:06:25
AI Search Connection	ais_connection	(empty)	false	2025-07-27 16:06:29
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-07-27 16:06:29
Custom Matcher	ais_custom_matcher	Application File	false	2025-07-27 16:06:27
AI Search Indexed Source	ais_datasource	Application File	false	2025-07-27 16:06:28

5. Enter the **Label(Anything you want): Salesforce** >> Click on Name it will Automatically generate Api name.
6. Go to the header, right-click, and select **Save**.



7. 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 .

servicenow All Favorites History Workspaces Admin

Table - New Record ☆

< Table
New record

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

* Label	<input type="text"/>
* Name	<input type="text"/>
Extends table	<input type="text"/> Q

Cre

Ad

Columns * Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length
<input type="text"/>	Q X P		

Submit Cancel

- 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
Class	System Class Name	(empty)	80	jav
Created by	String	(empty)	40	
Created	Date/Time	(empty)	40	
Sys ID	Sys ID (GUID)	(empty)	32	
Updates	Integer	(empty)	40	
Updated by	String	(empty)	40	
Updated	Date/Time	(empty)	40	

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

Display false false false false false false false false false false

- Click on controls >> Enable Extensible.

Columns Controls Application Access

Extensible Q

Live feed

Prefix SAL

Number 1.000

Number of digits 7

Create access controls

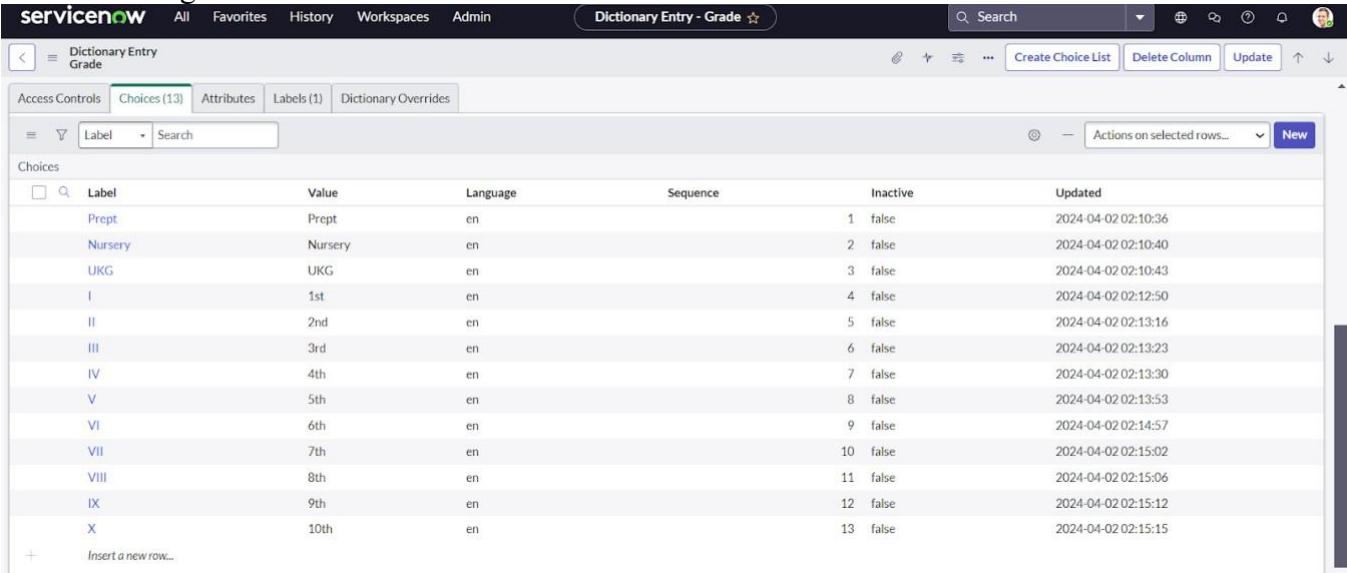
* User role u_salesforce_user Q i

- Click on “Admin Number” column, In Related Links Click on Advanced View

11. Default View (Enable Use dynamic default)
12. select Get Next Padded Number in Dynamic default value.
13. **Update**



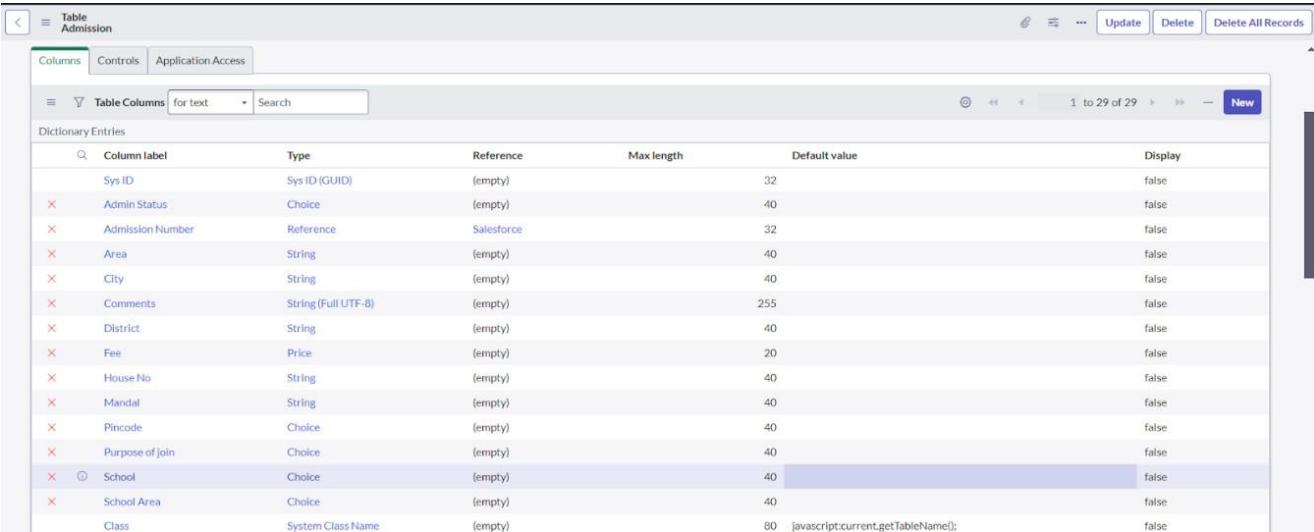
14. Click on “Grade” Column >> Click on Choices and give Label,Value and Sequence as given below.



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
UKG	UKG	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

Activity 2: Create Admission Table

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



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

servicenow All Favorites History Workspaces Admin Table - New Record

Table - New Record

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

* Label: Admission

* Name: u_admission

Extends table: **Salesforce**

Application: Global

Create module:

Create mobile module:

Add module to menu: **Salesforce**

Submit Cancel

Table Columns: for text

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
<input type="text"/>					

Submit Cancel

4. 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	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...

5. 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
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

Insert a new row...

6. 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...

7. Create choice for School Area as:

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides

Label Search Actions on selected rows... New

Choices

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

Insert a new row...

Activity 3: Create Student Progress Table

1. Create a **Student Progress Table** with Columns given.
2. Select Add module to menu >> **Salesforce**.
3. Create Fields as shown:

<input type="checkbox"/>	Admission Number	Reference	Salesforce	32	false
<input type="checkbox"/>	English	String	(empty)	40	false
<input type="checkbox"/>	Hindi	String	(empty)	40	false
<input type="checkbox"/>	Maths	String	(empty)	40	false
<input type="checkbox"/>	Percentage	String	(empty)	40	false
<input type="checkbox"/>	Result	String	(empty)	40	false
<input type="checkbox"/>	Science	String	(empty)	40	false
<input type="checkbox"/>	Social	String	(empty)	40	false
<input type="checkbox"/>	Telugu	String	(empty)	40	false
<input type="checkbox"/>	Total	String	(empty)	40	false

Insert a new row...

Milestone 4 : Form Layout

Configuring Table form for Student Progress Table

1. In the **Student Progress Table Page** , Click on Layout form .

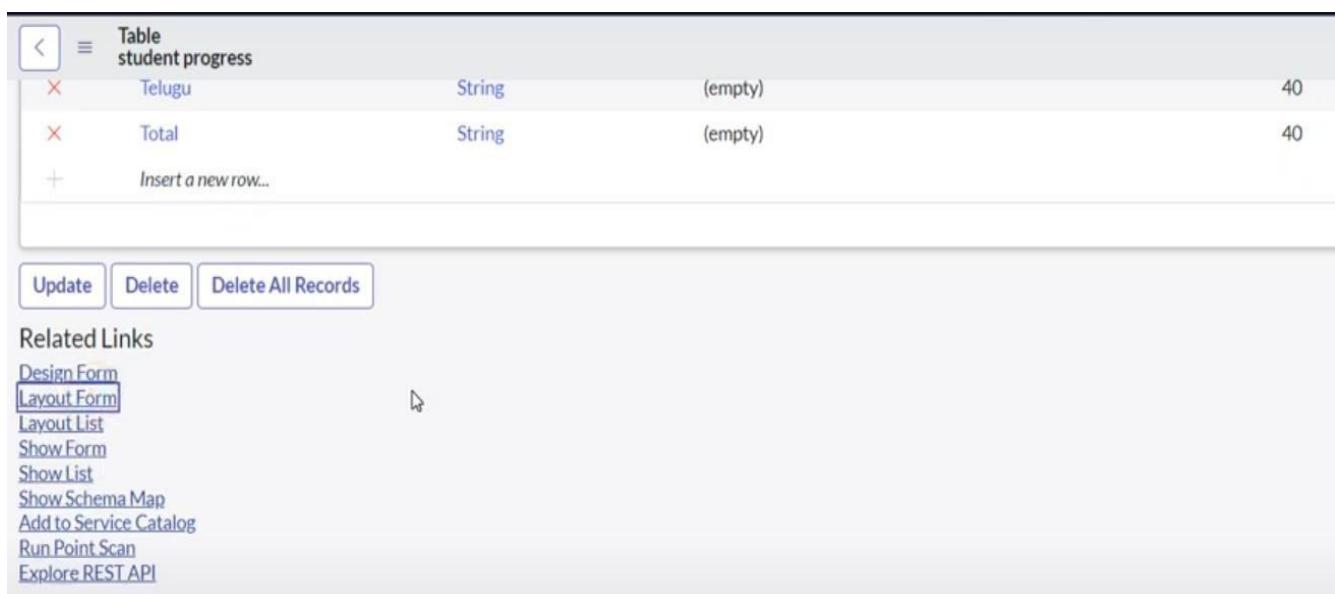
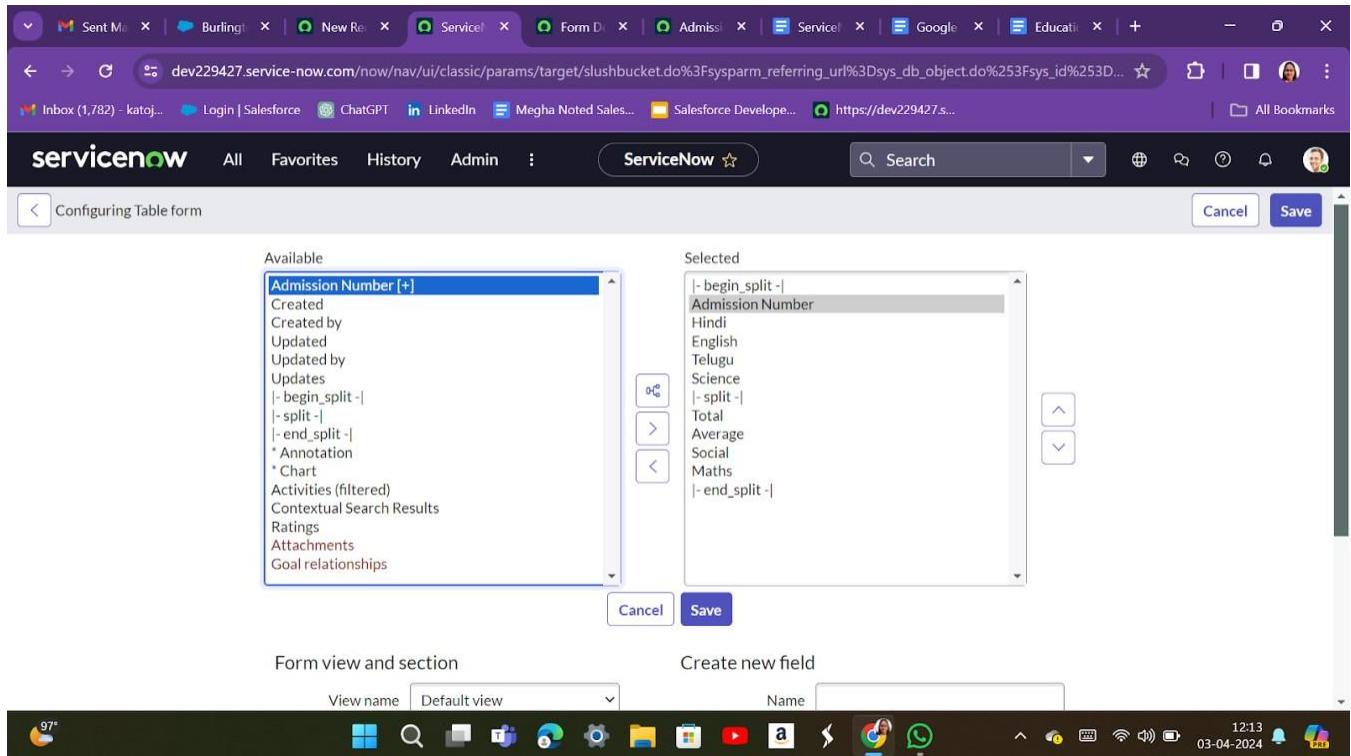


Table student progress				
<input type="checkbox"/>	Telugu	String	(empty)	40
<input type="checkbox"/>	Total	String	(empty)	40
<i>Insert a new row...</i>				

Related Links

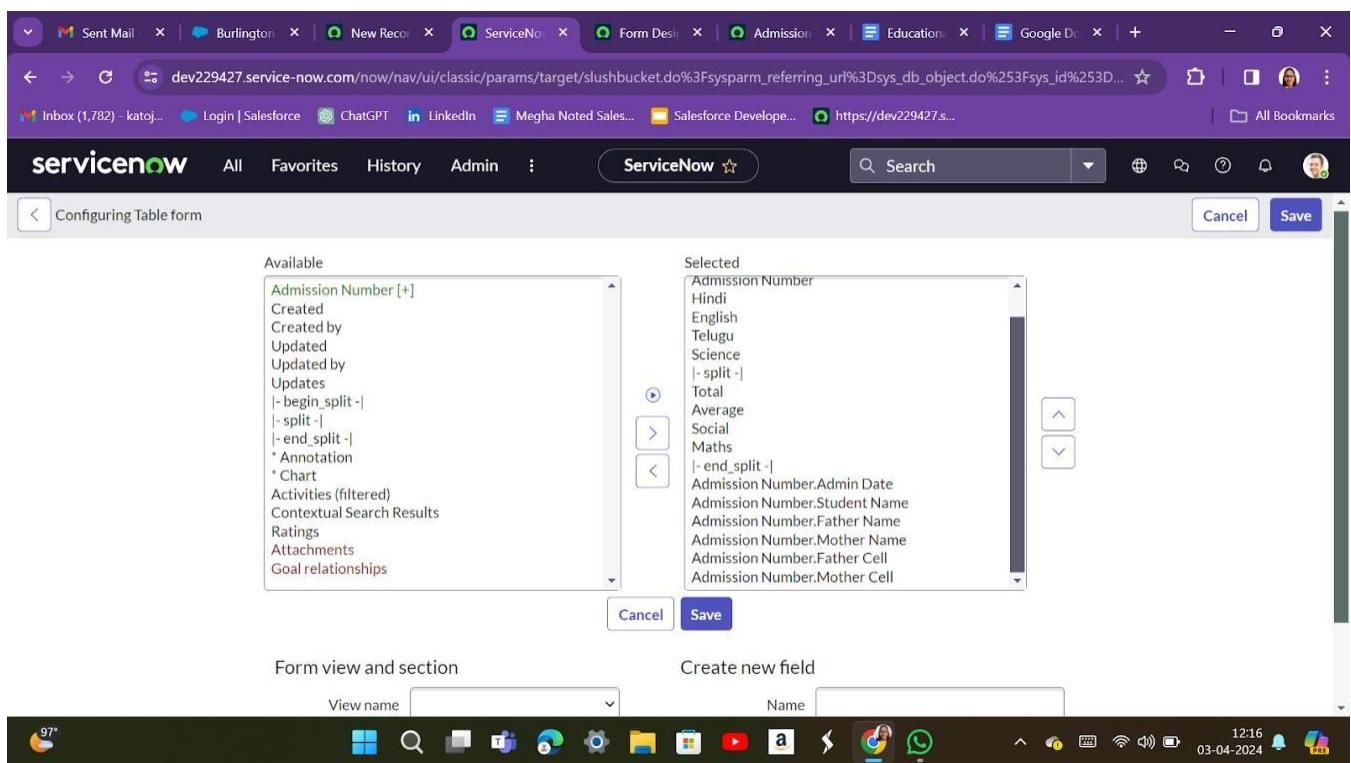
- [Design Form](#)
- [Layout Form](#)
- [Layout List](#)
- [Show Form](#)
- [Show List](#)
- [Show Schema Map](#)
- [Add to Service Catalog](#)
- [Run Point Scan](#)
- [Explore REST API](#)

2. Click on **Admission Number [+]** .



The screenshot shows the 'Configuring Table form' dialog in ServiceNow. The 'Available' list on the left contains fields such as 'Admission Number', 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', '|- begin_split -|', '|- split -|', '|- end_split -|', '* Annotation', '* Chart', 'Activities (filtered)', 'Contextual Search Results', 'Ratings', 'Attachments', and 'Goal relationships'. The 'Selected' list on the right contains 'Admission Number', 'Hindi', 'English', 'Telugu', 'Science', '|- split -|', 'Total', 'Average', 'Social', 'Maths', and '|- end_split -|'. At the bottom, there are 'Cancel' and 'Save' buttons.

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

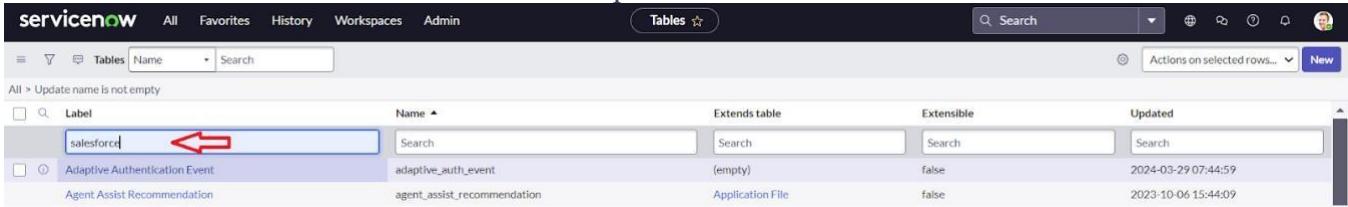


The screenshot shows the 'Configuring Table form' dialog in ServiceNow after saving. The 'Selected' list on the right now includes additional fields: 'Admission Number.Admin Date', 'Admission Number.Student Name', 'Admission Number.Father Name', 'Admission Number.Mother Name', 'Admission Number.Father Cell', and 'Admission Number.Mother Cell'. The 'Save' button is visible at the bottom.

Milestone 5 : Form Design

Activity 1: Creating Form Design for Salesforce Table

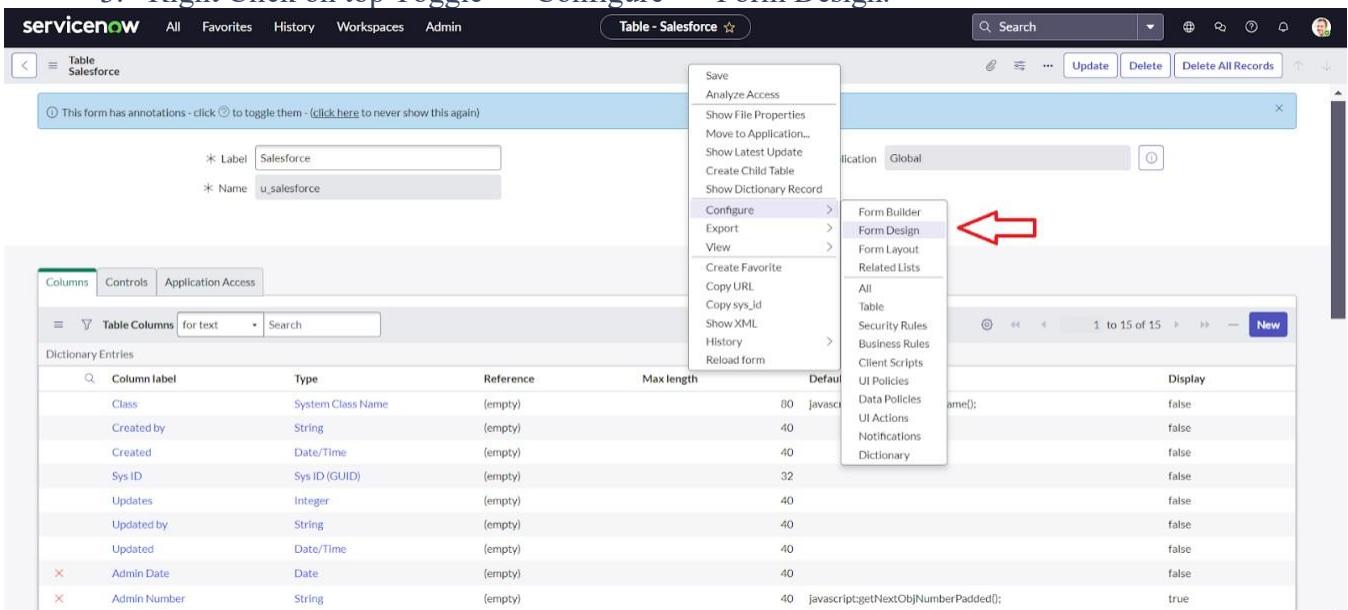
1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



All > Update name is not empty

Name	Extends table	Extensible	Updated
salesforce			
adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
agent_assist_recommendation	Application File	false	2023-10-06 15:44:09

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



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

* Label: Salesforce

* Name: u_salesforce

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default
Class	System Class Name	(empty)	80	javascript:getNextObjNumberPadded();
Created by	String	(empty)	40	
Created	Date/Time	(empty)	40	
Sys ID	Sys ID (GUID)	(empty)	32	
Updates	Integer	(empty)	40	
Updated by	String	(empty)	40	
Updated	Date/Time	(empty)	40	
Admin Date	Date	(empty)	40	
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();

4. In drop down select Salesforce(u_salesforce).

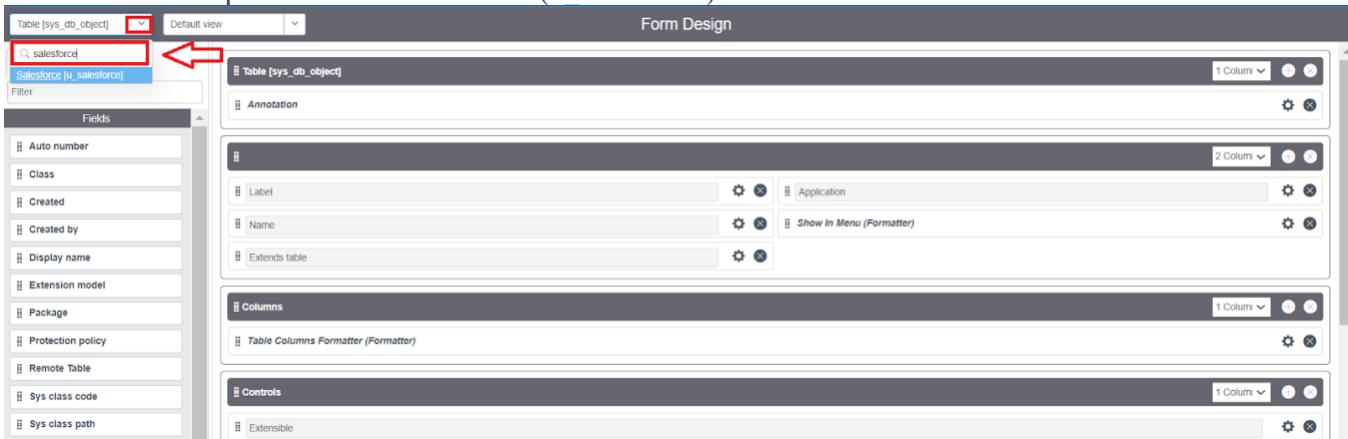


Table [sys_db_object] Default view Form Design

salesforce

Annotation

Label

Name

Extends table

Table Columns

Table Columns Formatter (Formatter)

Controls

Extensible

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

Salesforce [u_salesforce] Default view

Form Design

Fields Field Types

Filter

Fields

- Class
- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

2 Columns

Field	Label	Value
Admin Number	Admin Number	
Admin Date	Admin Date	
Grade	Grade	
Student Name	Student Name	
	Father Name	
	Mother Name	
	Father Cell	
	Mother Cell	

6. Save.

Activity 2: Creating Form Design for Admission Table

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

Admission [u_admission] Default view

Form Design

Fields Field Types

Filter

Fields

- Admin Number
- Class
- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

2 Cells

Process Flow (Formatter)

Field	Label	Value
Admission Number	Admission Number	
Purpose of join	Purpose of join	
Student Name	Student Name	
Father Name	Father Name	
Mother Name	Mother Name	
	Admin Date	
	Grade	
	Fee	
	Father Cell	
	Mother Cell	
	Admin Status	

2 Cells

Comments

2 Cells

School Details

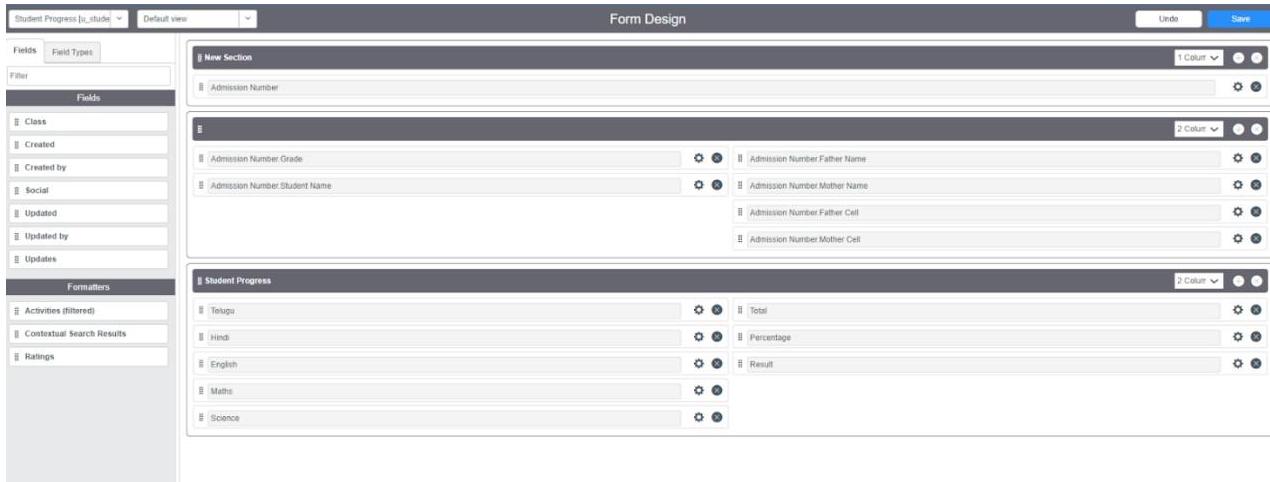
2 Cells

Address

2 Cells

Activity 3: Creating Form Design for Student progress Table

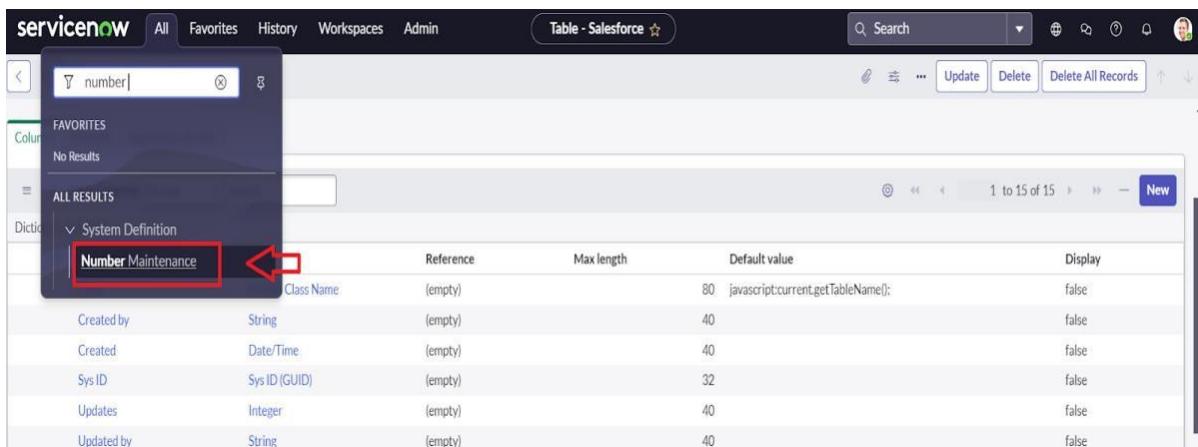
Follow the same steps as Activity1, Configure the fields as below and Save.



Milestone 6 : Number Maintenance

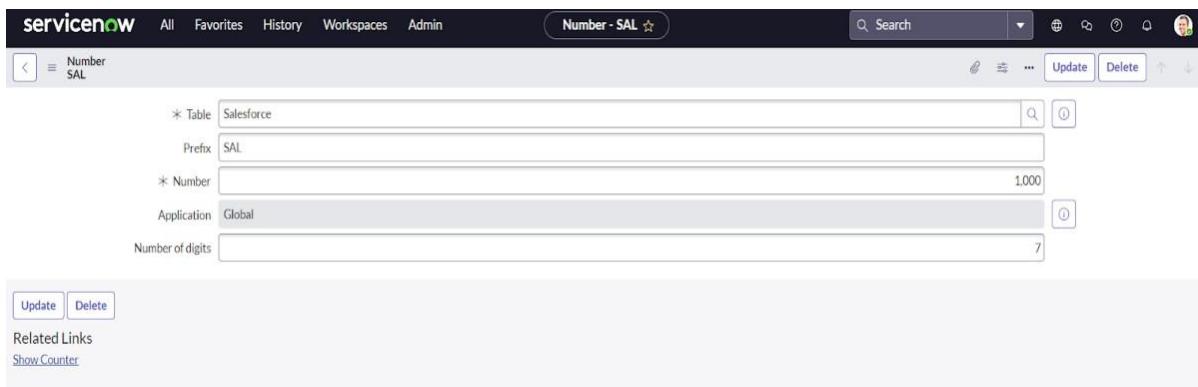
Activity 1: Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New



	Reference	Max length	Default value	Display
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

- Fill the details >> Submit.

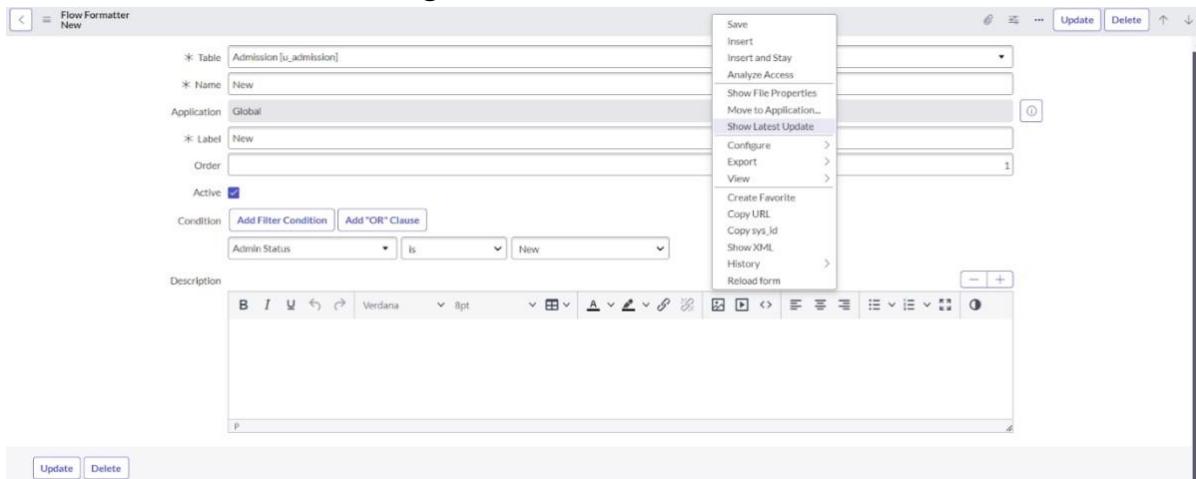


* Table	Salesforce
Prefix	SAL
* Number	1,000
Application	Global
Number of digits	7

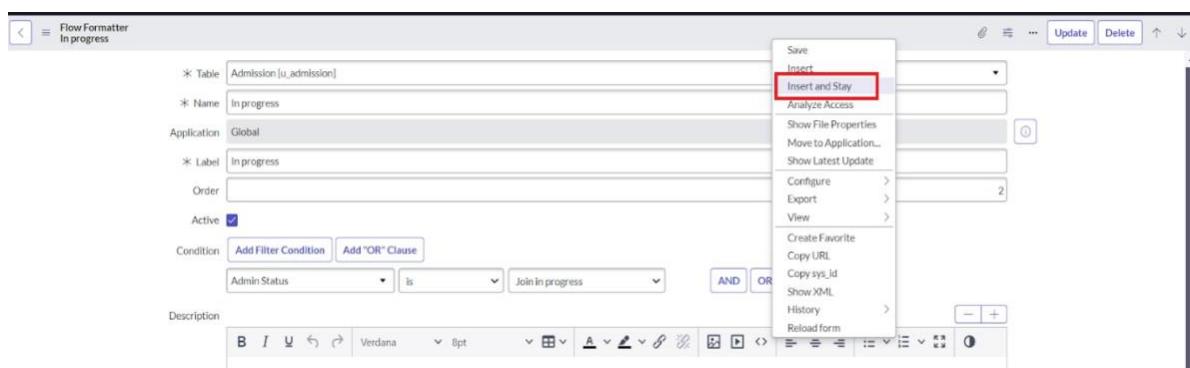
Milestone 7 : Process Flow

Activity 1: Creating Process Flow for Admission Table

- All >> Process Flow>> New.
- Fill the Details as given Below



- Right Click on toggle and click on the save .
- Replace the Name and Label as below and click on Insert on stay.

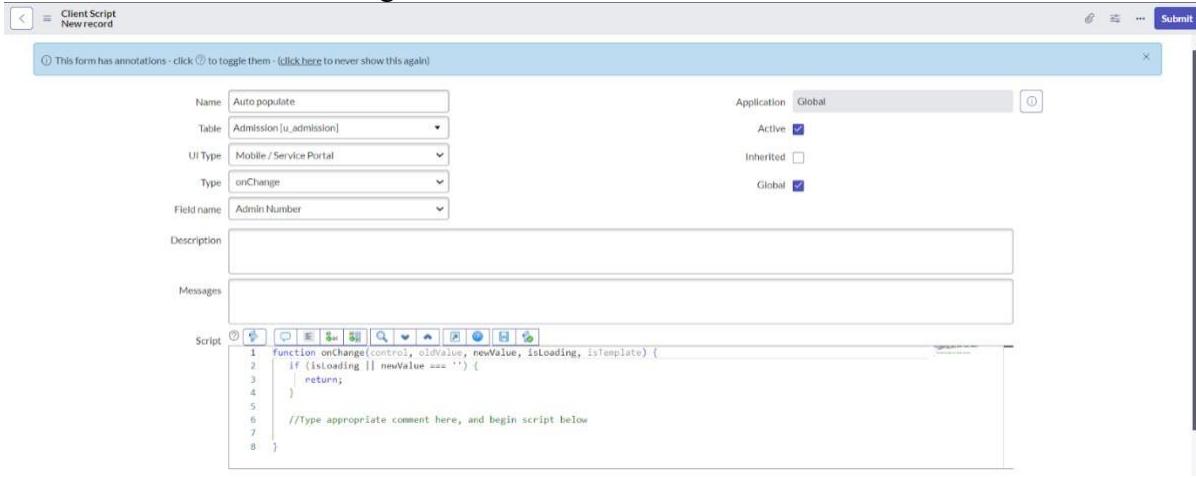


- Replace the Name and Label in order and click on Insert on stay.
 Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 8: Client Script

Activity 1: 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:	Auto populate	Application:	Global
Table:	Admission [u_admission]	Active:	<input checked="" type="checkbox"/>
UI Type:	Mobile / Service Portal	Inherited:	<input type="checkbox"/>
Type:	onChange	Global:	<input checked="" type="checkbox"/>
Field name:	Admin Number		
Description:			
Messages:			
Script:	<pre> 1 function onChange(control, oldValue, newValue, isLoading, isTemplate) { 2 if (isLoading newValue === '') { 3 return; 4 } 5 //Type appropriate comment here, and begin script below 6 7 8 </pre>		

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

```

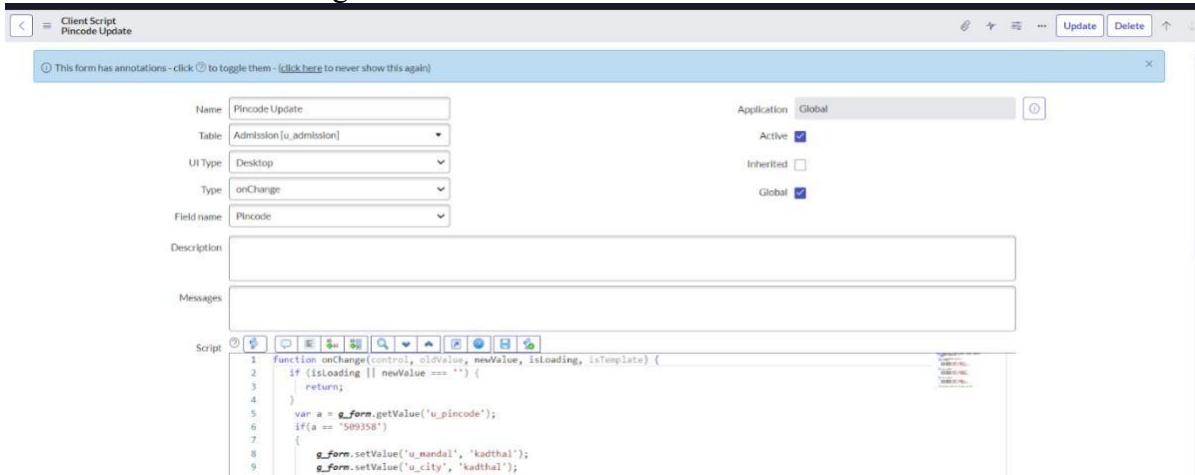
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
if (isLoading || newValue === "") {
    return;
}

//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);
}
    
```

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

- Fill the Details as given.



The screenshot shows the configuration of a client script named "Pincode Update". The "Name" field is set to "Pincode Update". The "Table" is "Admission [u_admission]". The "UI Type" is "Desktop" and the "Type" is "onChange". The "Field name" is "Pincode". The "Application" is "Global" and "Active" is checked. The "Script" tab contains the following code:

```

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 == '509358'){
7         g_form.setValue('u_mandal', 'kadthal');
8         g_form.setValue('u_city', 'kadthal');
9     }

```

- 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');

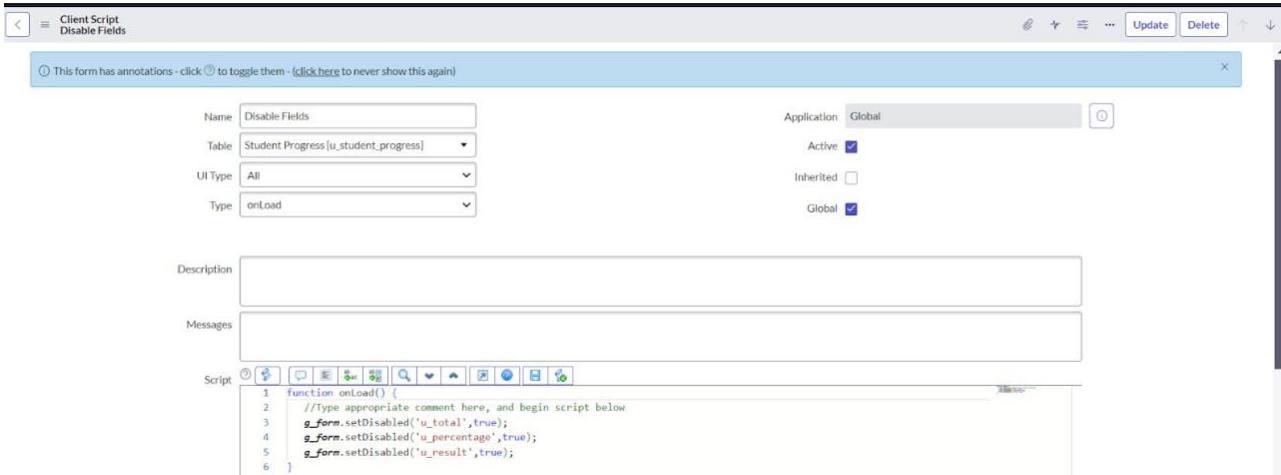
    }
    else if(a == '500079')
    {
        g_form.setValue('u_mandal', 'Abids');
        g_form.setValue('u_city', 'AsifNagar');
        g_form.setValue('u_district', 'Hyderabad');
    }
}
```

//Type appropriate comment here, and begin script below

```
}
```

Activity 3: Creating “Disable Fields” Client Scripts for Student progress Table

- Fill the Details as given.



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

Name: Disable Fields
Table: Student Progress [u_student_progress]
UI Type: All
Type: onLoad

Application: Global
Active:
Inherited:
Global:

Description:
Messages:
Script:

```

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.

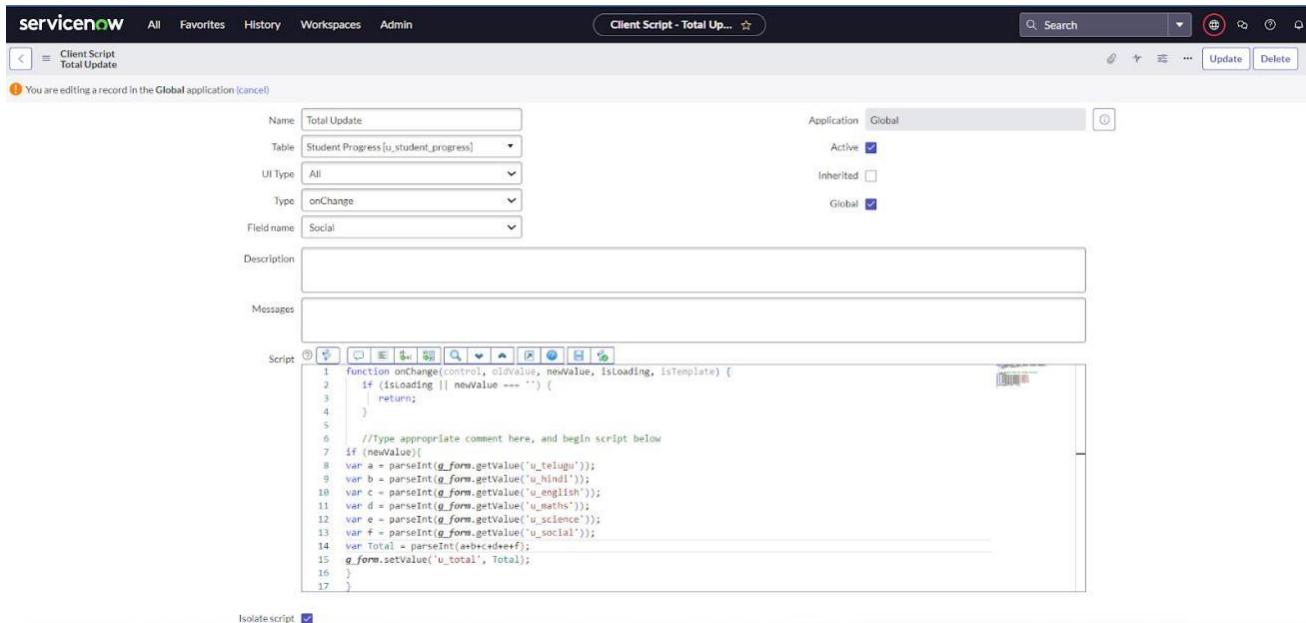
```
function onLoad() {
```

```
//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);
```

```
}
```

Activity 4: Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.



You are editing a record in the Global application (cancel)

Name: Total Update
Table: Student Progress [u_student_progress]
UI Type: All
Type: onChange
Field name: Social

Application: Global
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     if (newValue) {
8         var a = parseInt(g_form.getValue('u_telugu'));
9         var b = parseInt(g_form.getValue('u_hindi'));
10        var c = parseInt(g_form.getValue('u_english'));
11        var d = parseInt(g_form.getValue('u_maths'));
12        var e = parseInt(g_form.getValue('u_science'));
13        var f = parseInt(g_form.getValue('u_social'));
14        var Total = parseInt(a+b+c+d+e+f);
15        g_form.setValue('u_total', Total);
16    }
17 }
```

Isolate script:

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

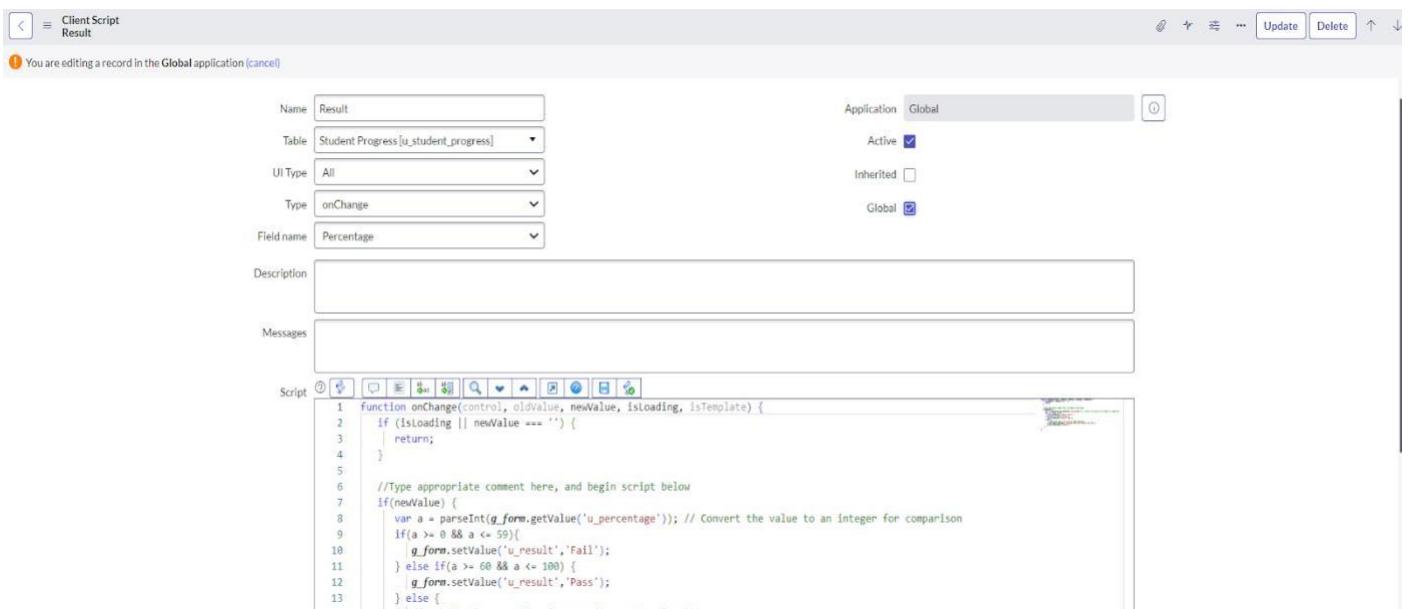
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
```

//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);
}
```

Activity 5: Creating “Total Update” Client Scripts for Student progress Table

- Fill the Details as given.



The screenshot shows the configuration for a client script named 'Result' on the 'Student Progress' table. The script type is 'onChange' for the 'Percentage' field. 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
    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 {
    }
```

The 'Script' tab is selected at the bottom of the interface.

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

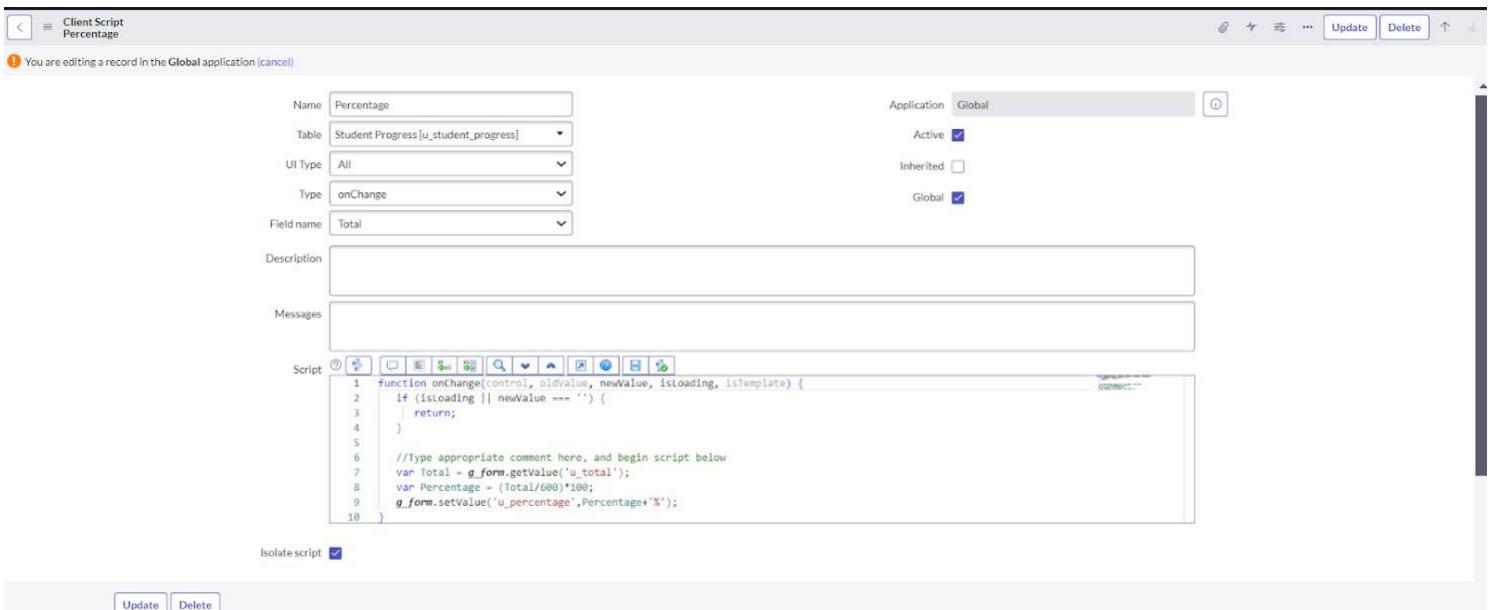
```

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');
        }
    }
}

```

Activity 6: Creating “Percentage” Client Scripts for Student progress Table

- Fill the Details as given.



The screenshot shows the configuration interface for a Client Script named "Percentage".

Details:

- Name: Percentage
- Table: Student Progress [u_student_progress]
- UI Type: All
- Type: onChange
- Field name: Total
- Description: (empty)
- Messages: (empty)

Application:

- Application: Global
- Active:
- Inherited:
- Global:

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     var Total = g_form.getValue('u_total');
8     var Percentage = (Total/600)*100;
9     g_form.setValue('u_percentage',Percentage+'%');
10
}

```

Buttons:

- Isolate script
- Update
- Delete

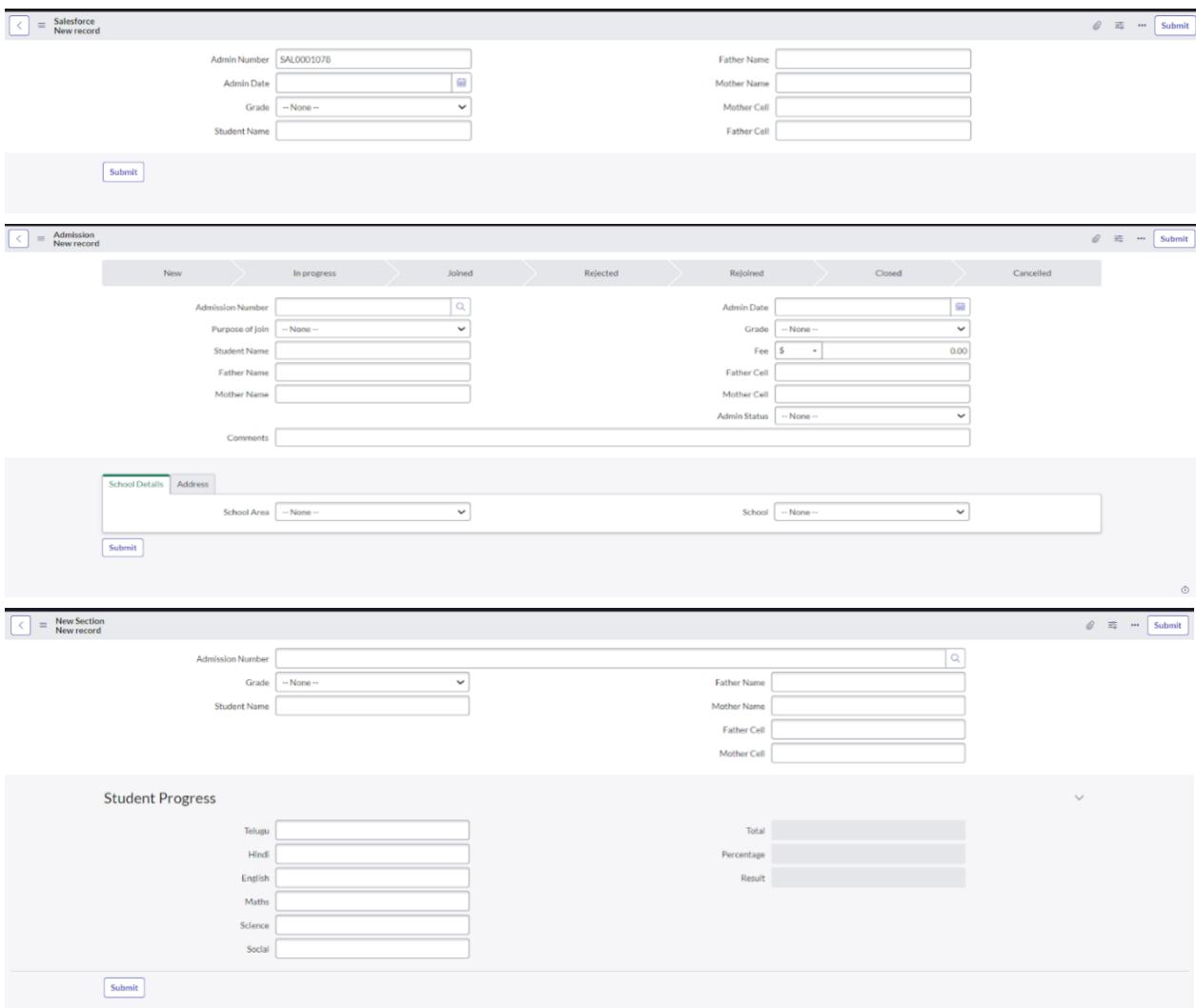
- Write the Code as below, Enable Isolate script and Save.

```
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+'%');
}
```

Milestone 9: Result



The image displays three screenshots of a Salesforce form interface, likely a custom object or a composite form:

- Top Screenshot:** A "Salesforce New record" screen. It contains fields for Admin Number (SAL0001078), Admin Date, Grade (None), Student Name, Father Name, Mother Name, Mother Cell, Father Cell, and Father Cell. A "Submit" button is at the bottom.
- Middle Screenshot:** An "Admission New record" screen. It shows a progress bar with steps: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. Fields include Admission Number, Purpose of Join (None), Student Name, Father Name, Mother Name, Admin Date, Grade, Fee (\$ 0.00), Father Cell, Mother Cell, and Admin Status. A "Comments" field is also present. Below this is a tabular section for "School Details" and "Address".
- Bottom Screenshot:** A "New Section New record" screen. It includes fields for Admin Number, Grade (None), Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. Below this is a "Student Progress" section with fields for Telugu, Hindi, English, Maths, Science, Social, Total, Percentage, and Result. A "Submit" button is located at the bottom of this section.

Conclusion :

The project “Educational Organisation Using ServiceNow” successfully streamlines and automates the admission and student management process in educational institutions. By creating structured tables, forms, and workflows, the system simplifies admissions, stores student and parent details securely, generates admission numbers automatically, and calculates results without manual effort. This reduces errors, saves time for staff, and ensures transparency in record management. Overall, the project demonstrates how ServiceNow can be effectively used to build a digital platform that improves efficiency, accuracy, and user experience in educational organizations.