

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**.

servicenow

All Favorites History Workspaces Admin Update Sets

local update sets

Actions on selected rows... New

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

Related Links

Merge Update Sets

1 to 4 of 4

4. Enter the details:

- **Name: Educational Organisation**

5. Click on **Submit and Make Current**.

servicenow

All Favorites History Workspaces Admin Update Set - Create New Update Set

local upda

Update Set New record

Name Educational Organisation

State In progress

Parent

Release date

Description

Application Global

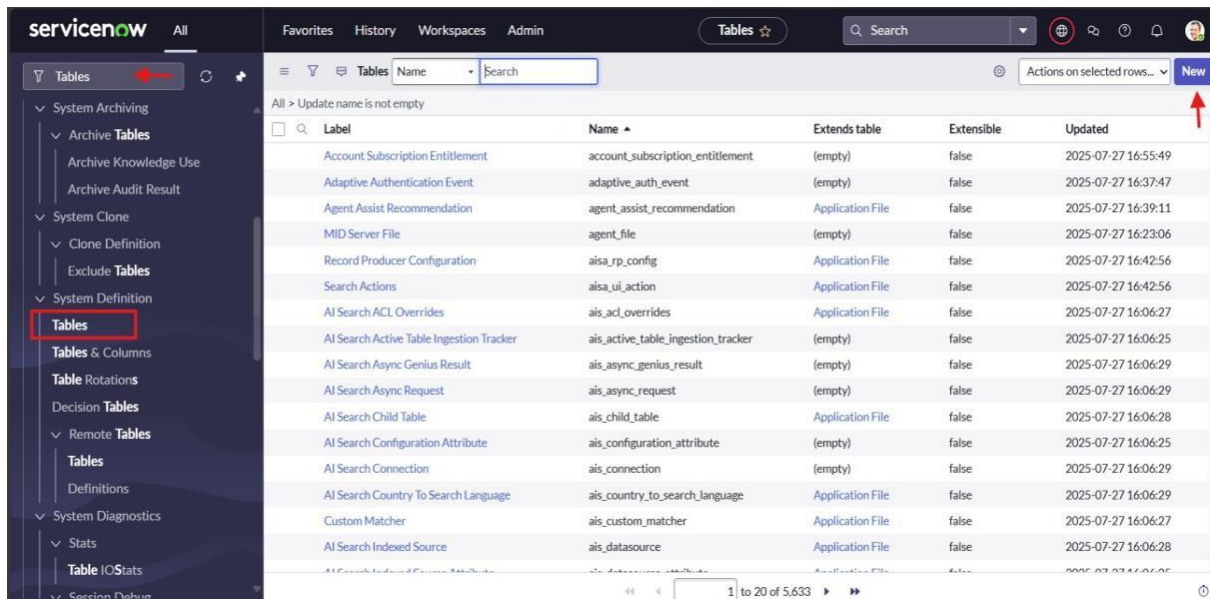
Submit Submit and Make Current

Local Update Sets

Milestone 3 : Creation of Table

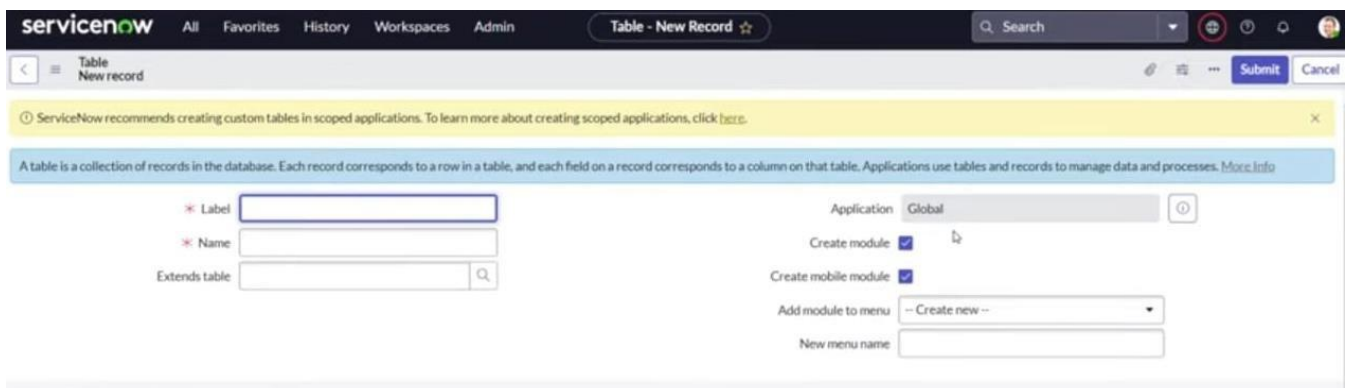
Activity 1: Create Table

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**.



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:
 * Name:
 Extends table:

Application:
 Create module: ☒
 Create mobile module: ☒
 Add module to menu:
 New menu name:

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 .

① This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

* Label

* Name

Extends table 🔍

Create

Admin

Columns * Controls Application Access

Table Columns for text Search

Dictionary Entries

| Column label | Type | Reference | Max length |
|----------------------|------|-----------|------------|
| <input type="text"/> | | | |

Submit Cancel

8. 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 | Display |
|--------------|-------------------|-----------|------------|---------|
| Class | System Class Name | (empty) | 80 | false |
| 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 |
| Updated | Date/Time | (empty) | 40 | false |

Save

9. Click on controls >> Enable Extensible.

Columns Controls Application Access

Extensible ☒

Live feed ☐

Prefix

Number

Number of digits

Create access controls ☒

* User role

10. 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**

Choice List Specification
 Calculated Value
 Default Value

Use dynamic default ☒

Dynamic default value

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

servicenow
All Favorites History Workspaces Admin
 Dictionary Entry - Grade ☆
 Search

Dictionary Entry Grade
 Create Choice List Delete Column Update

Access Controls **Choices (13)** Attributes Labels (1) Dictionary Overrides

Label Search
 Actions on selected rows... New

| 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

Table Admission
 Update Delete Delete All Records

Columns Controls Application Access

Table Columns for text Search
 1 to 29 of 29 New

| 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.getTableNm(); | false |

servicenow All Favorites History Workspaces Admin **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](#).

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

* Label Admission Application Global ⓘ
 * Name u_admission
 Extends table Salesforce ⓘ ⓘ
 Create module ☒
 Create mobile module ☒
 Add module to menu Salesforce

Columns Controls Application Access

Table Columns for text Search ⓘ

Dictionary Entries

| | Column label | Type | Reference | Max length | Default value | Display |
|---|--------------|------|-----------|------------|---------------|---------|
| + | | | | | | |

Submit Cancel

4. Create choice for Admin Status as:

Dictionary Entry Admin Status Create Choice List Delete Column Update

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 Search ⓘ Actions on selected rows... New

| 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

| Label | Value | Language | Sequence | Inactive | Updated |
|----------|----------|----------|----------|----------|---------------------|
| Tuition | Tuition | 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

| 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

| 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:

| | | | | | |
|---|---------------------|-----------|------------|----|-------|
| × | Admission Number | Reference | Salesforce | 32 | false |
| × | English | String | (empty) | 40 | false |
| × | Hindi | String | (empty) | 40 | false |
| × | Maths | String | (empty) | 40 | false |
| × | Percentage | String | (empty) | 40 | false |
| × | Result | String | (empty) | 40 | false |
| × | Science | String | (empty) | 40 | false |
| × | Social | String | (empty) | 40 | false |
| × | Telugu | String | (empty) | 40 | false |
| × | 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

| | | | | |
|---|---------------------|--------|---------|----|
| × | Telugu | String | (empty) | 40 |
| × | Total | String | (empty) | 40 |
| + | Insert a new row... | | | |

Update

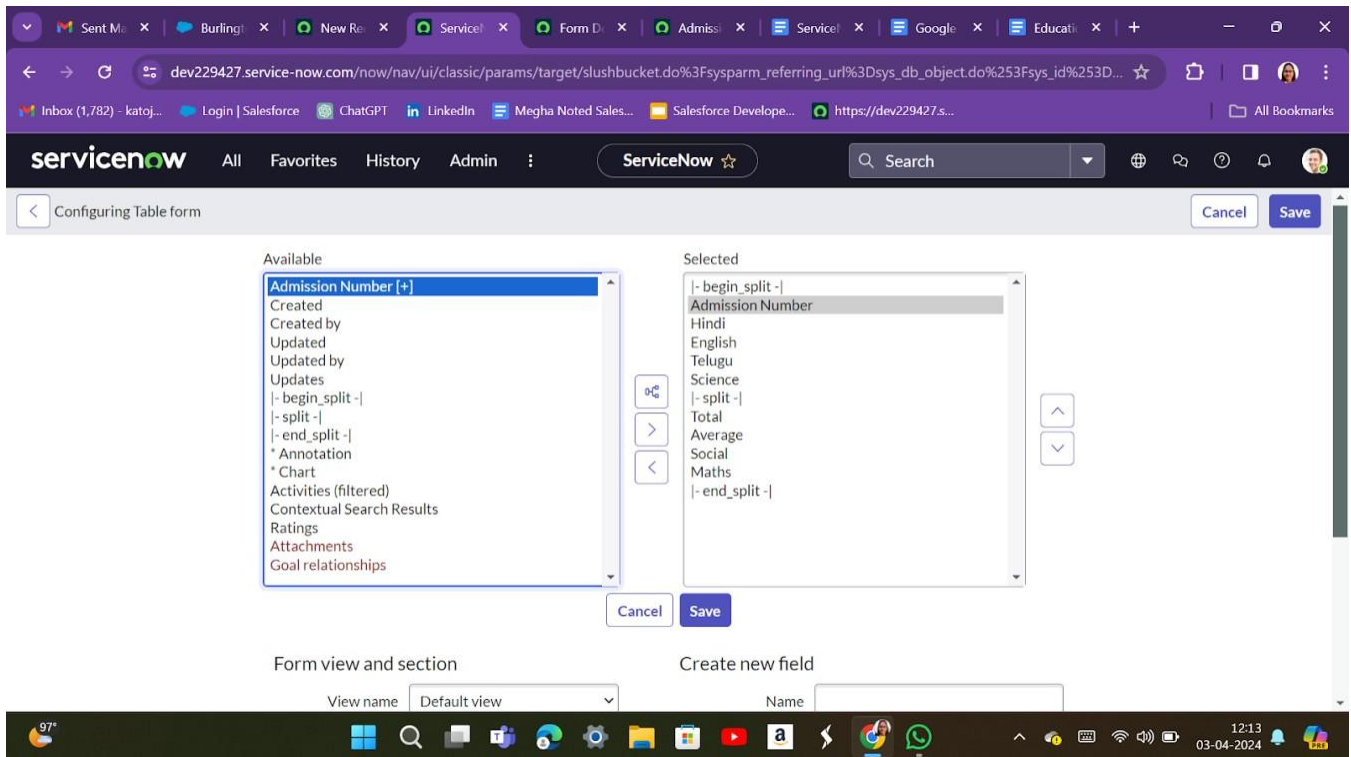
Delete

Delete All Records

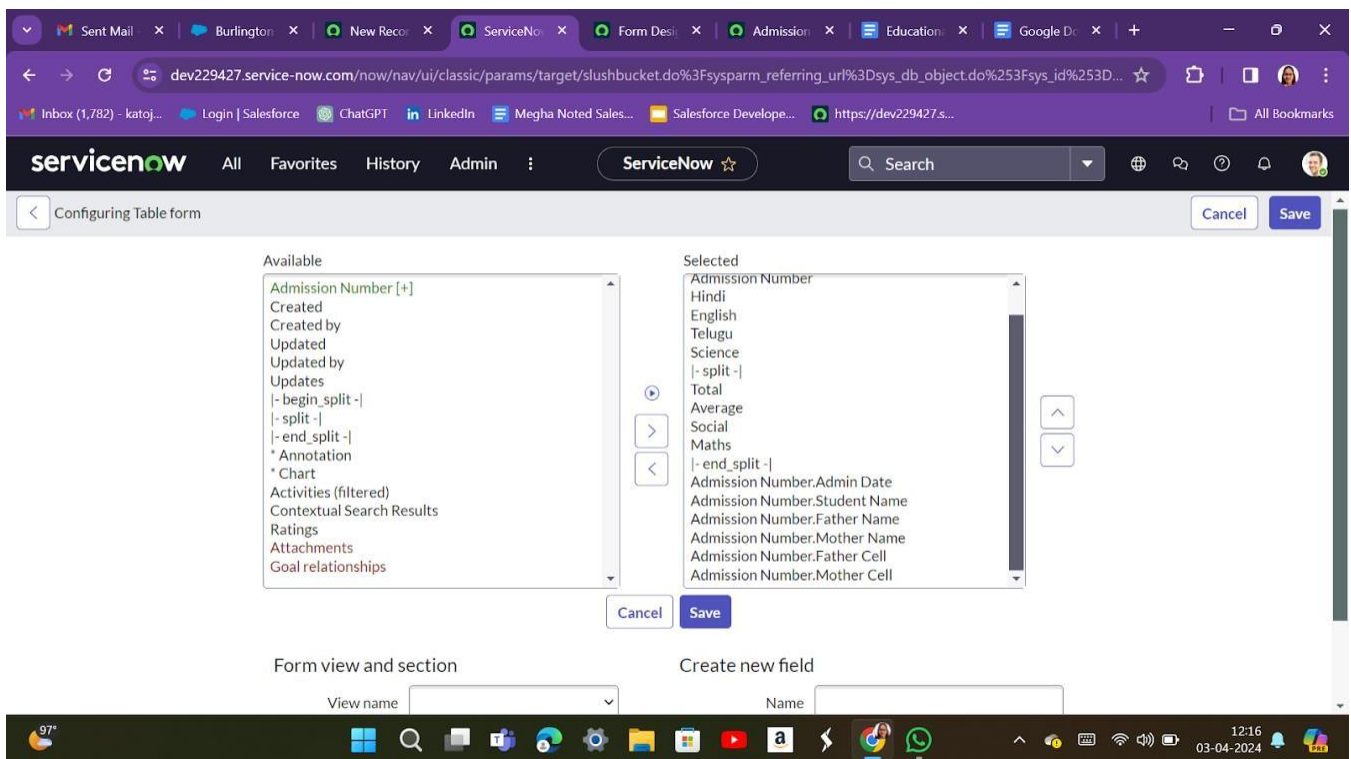
Related Links

[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** [+] .



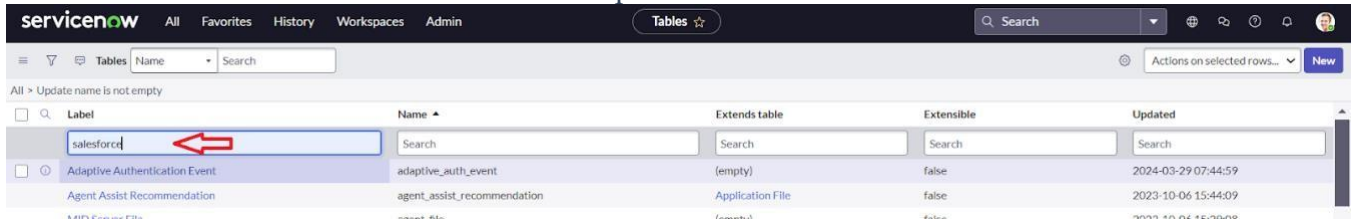
3. Select below **Admission Number** fields in **Available** side and send it to selected side as below >> **save**.



Milestone 5 : Form Design

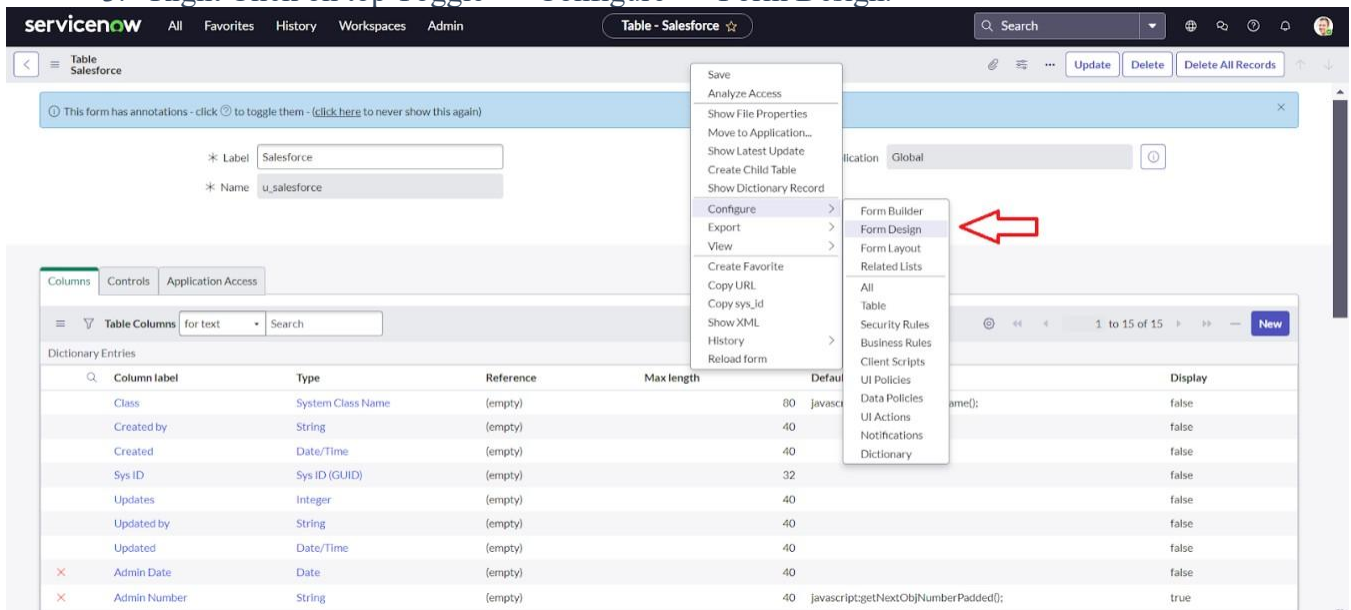
Activity 1: Creating Form Design for Salesforce Table

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



| Label | Name | Extends table | Extensible | Updated |
|-------------------------------|-----------------------------|------------------|------------|---------------------|
| salesforce | Search | Search | Search | Search |
| Adaptive Authentication Event | adaptive_auth_event | (empty) | false | 2024-03-29 07:44:59 |
| Agent Assist Recommendation | agent_assist_recommendation | Application File | false | 2023-10-06 15:44:09 |

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



| Column label | Type | Reference | Max length | Default | Display |
|--------------|-------------------|-----------|------------|---|---------|
| Class | System Class Name | (empty) | 80 | javascript:getNextObj() | false |
| 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 |
| Updated | Date/Time | (empty) | 40 | | false |
| Admin Date | Date | (empty) | 40 | | false |
| Admin Number | String | (empty) | 40 | javascript:getNextObj().NumberPadded(); | true |

4. In drop down select Salesforce(u salesforce).

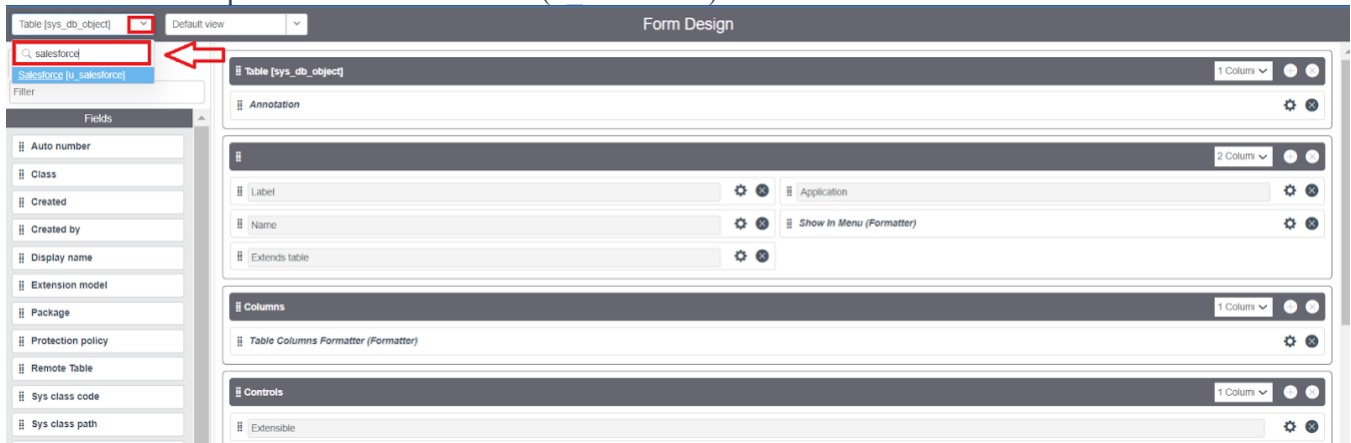


Table [sys_db_object] Default view

Table [sys_db_object] 1 Column

Annotation

Label Application

Name Show in Menu (Formatter)

Extends table

Columns 1 Column

Table Columns Formatter (Formatter)

Controls 1 Column

Extensible

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

Salesforce [u_salesforce] Default view Form Design Undo Save

Fields Field Types

Filter

Fields

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

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Salesforce [u_salesforce] 2 Columns

| | | | | | | | |
|--------------|------------|-------|--------------|-------------|-------------|-------------|-------------|
| Admin Number | Admin Date | Grade | 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

Admission [u_admission] 1 Column

Process Flow (Formatter)

Admission Number

Admin Date

Purpose of join

Grade

Student Name

Fee

Father Name

Father Cell

Mother Name

Mother Cell

Admin Status

Comments

School Details

School Area

School

Address

Pincode

Area

Mandal

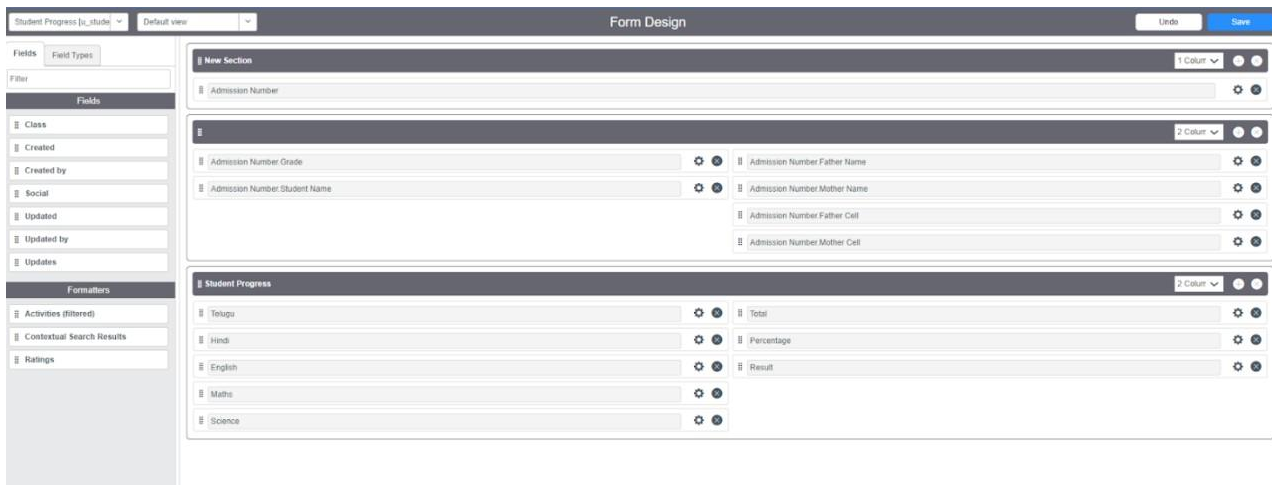
City

House No

District

Activity 3: Creating Form Design for Student progress Table

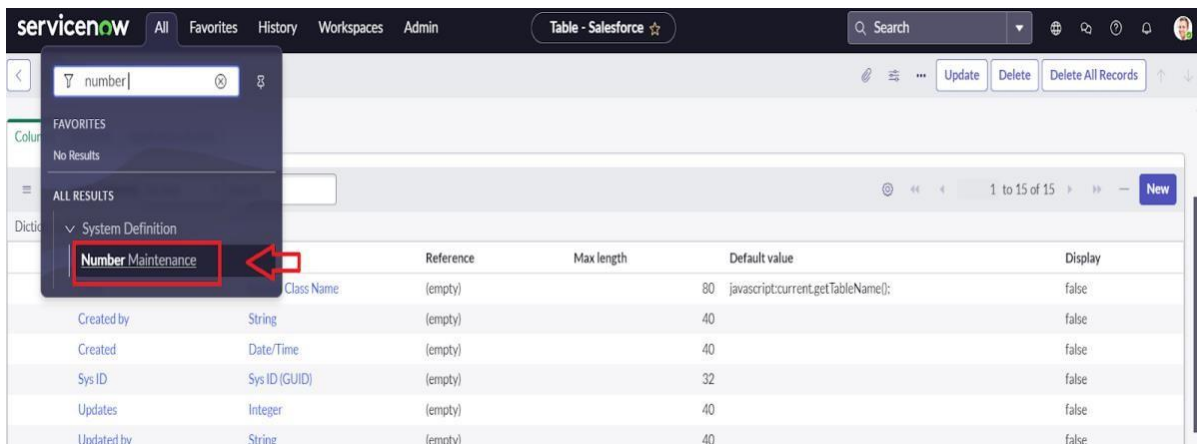
Follow the same steps as Activity1, Configure the fields as below and Save.



Milestone 6 : Number Maintenance

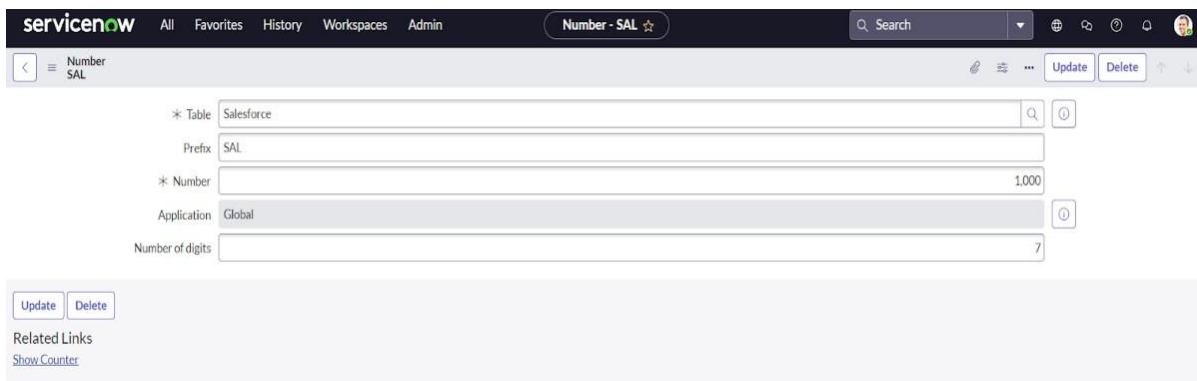
Activity 1: Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New



| | Reference | Max length | Default value | Display |
|------------|---------------|------------|------------------------------------|---------|
| Class Name | (empty) | 80 | javascript:current.getTableName(); | false |
| 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

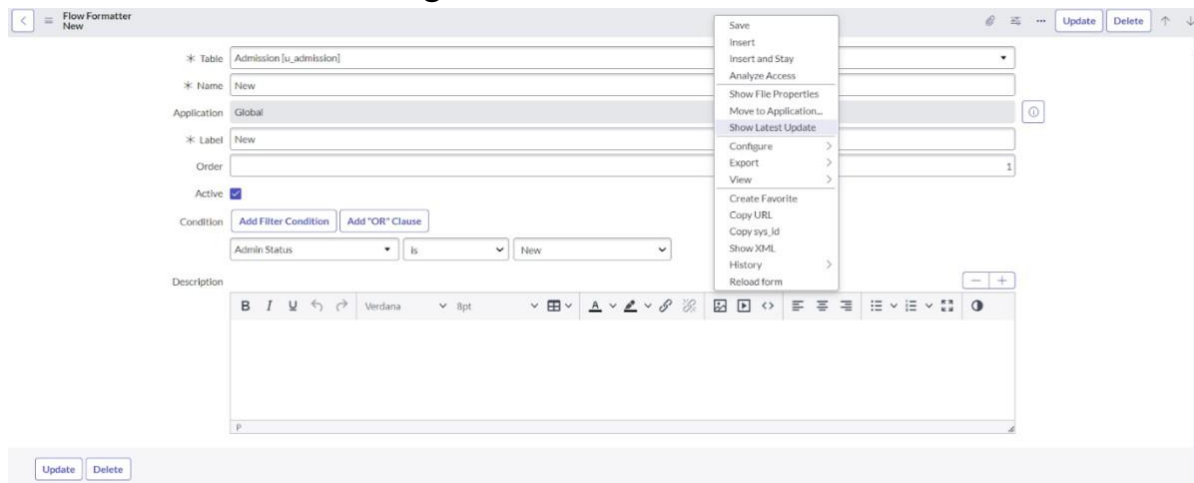
Update Delete

Related Links
[Show Counter](#)

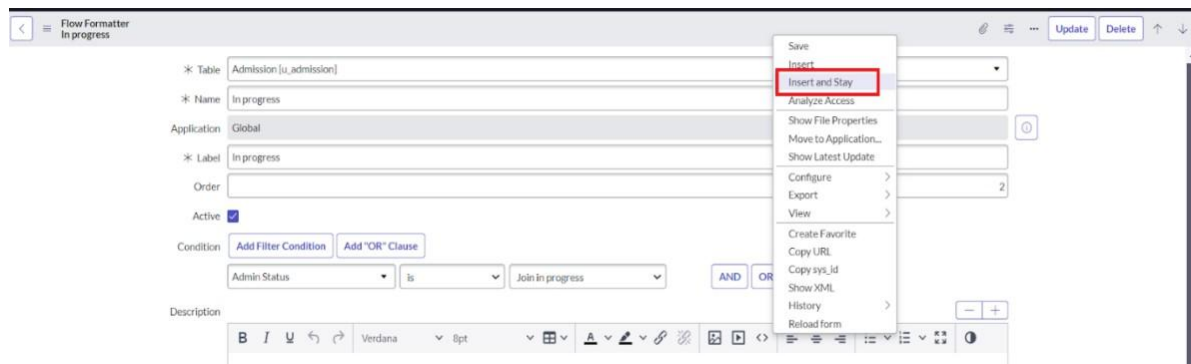
Milestone 7 : Process Flow

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.

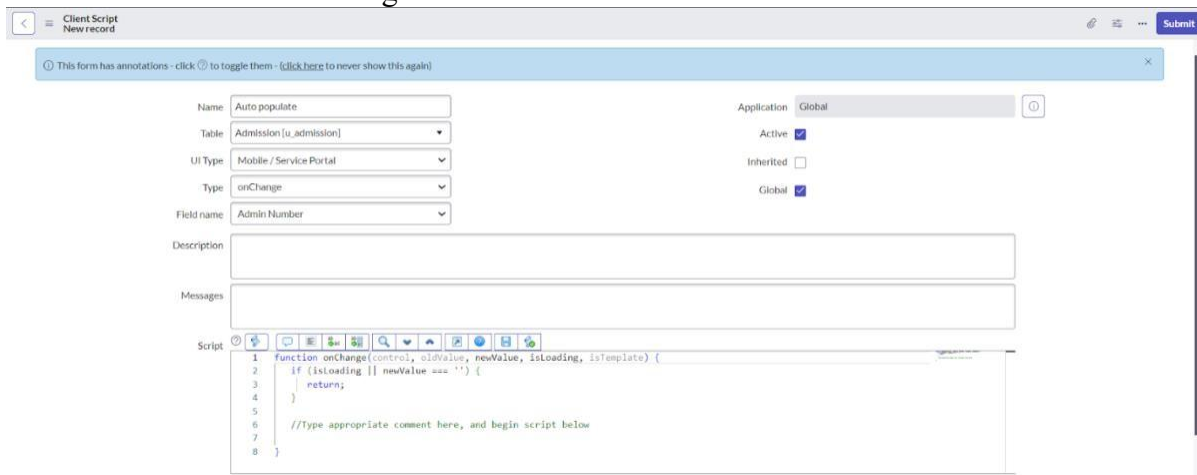


- Replace the Name and Label in order and click on Insert on stay.
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.
- Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

Milestone 8: Client Script

Activity 1: Creating “Auto populate” Client Scripts for Admission Table

- All >> Client Scripts >> New.
- Fill the Details as given.



Client Script
New record

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

Name: Auto populate

Table: Admission[u_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

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
8 }
  
```

- 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

```

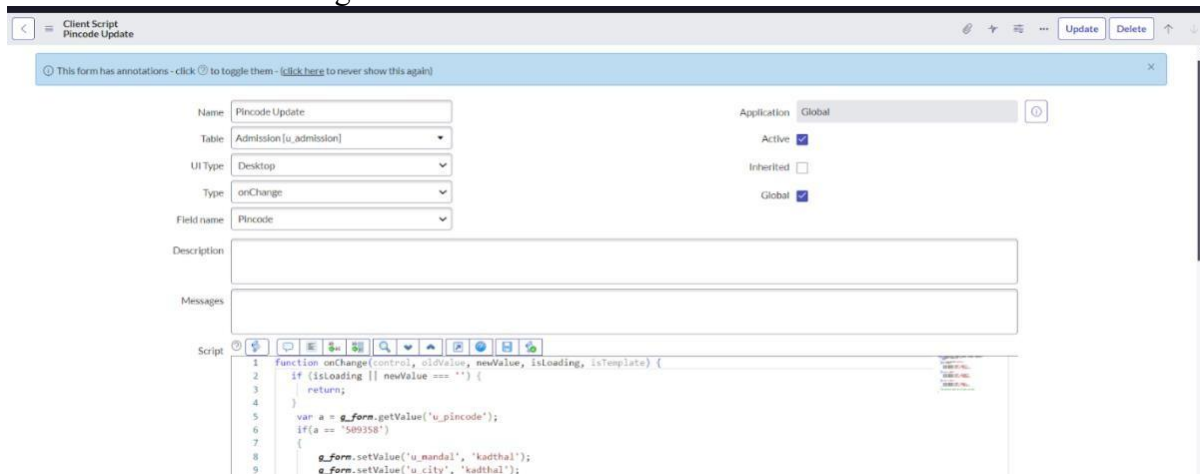
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
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 'Client Script' configuration window for 'Pincode Update'. The form includes the following fields:

- Name:** Pincode Update
- Table:** Admission[u_admission]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

The **Script** tab is selected, showing 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   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
  
```

- 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');
  }
  }
  
```

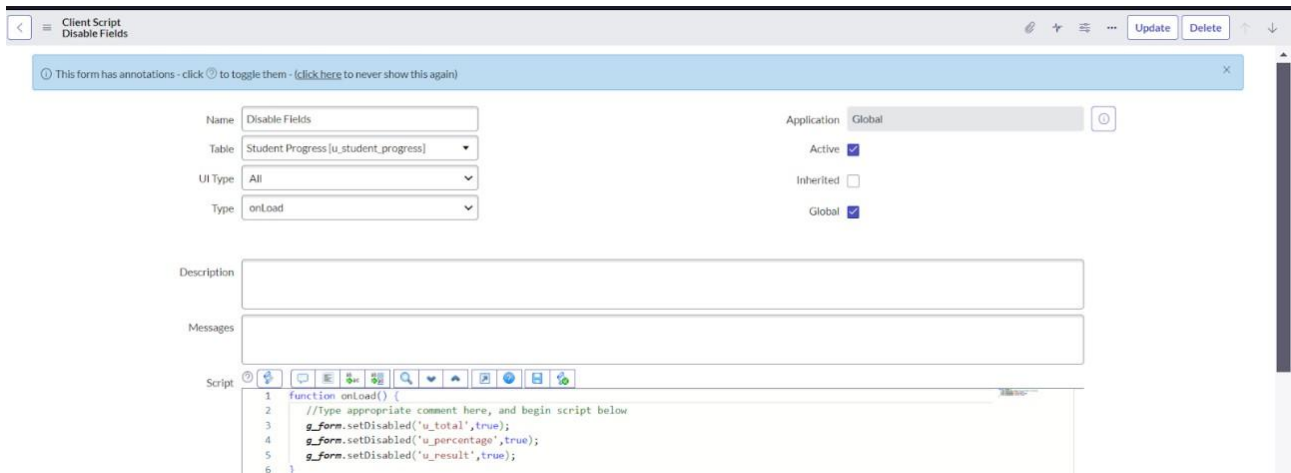
//Type appropriate comment here, and begin script below

```

  }
  
```


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

- Fill the Details as given.



Client Script: Disable Fields

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 }
  
```

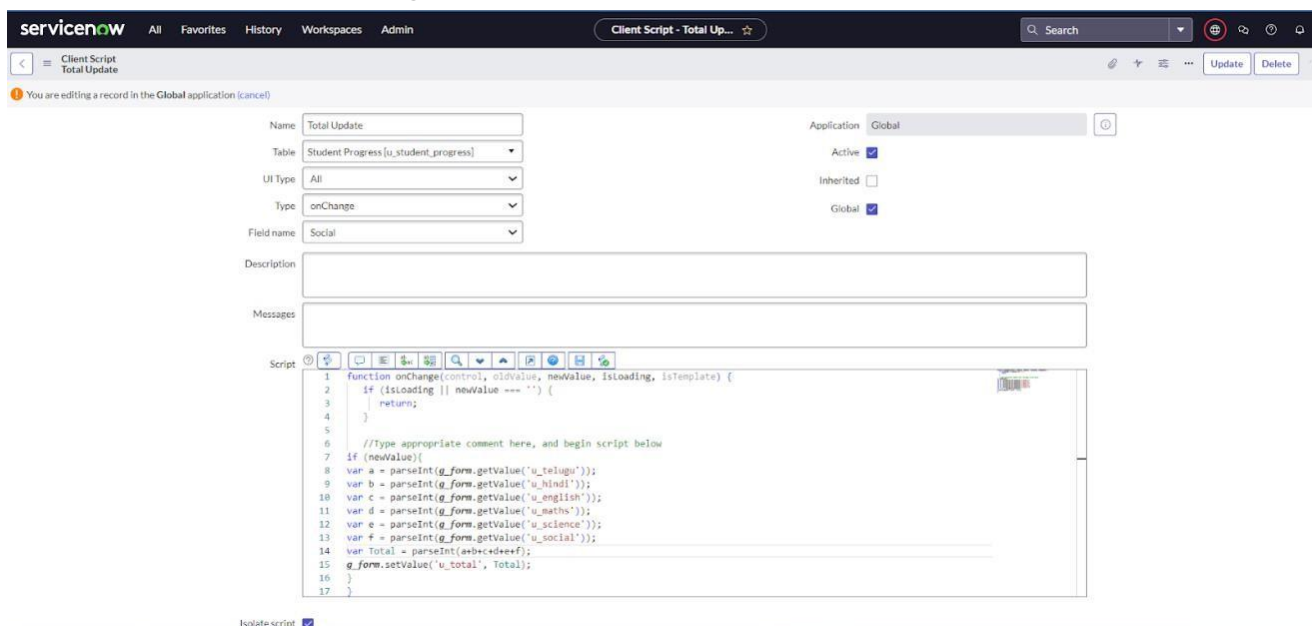
- Write the Code as below, Enable Isolate script and Save.

```

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.



servicenow Client Script: Total Update

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: ☒

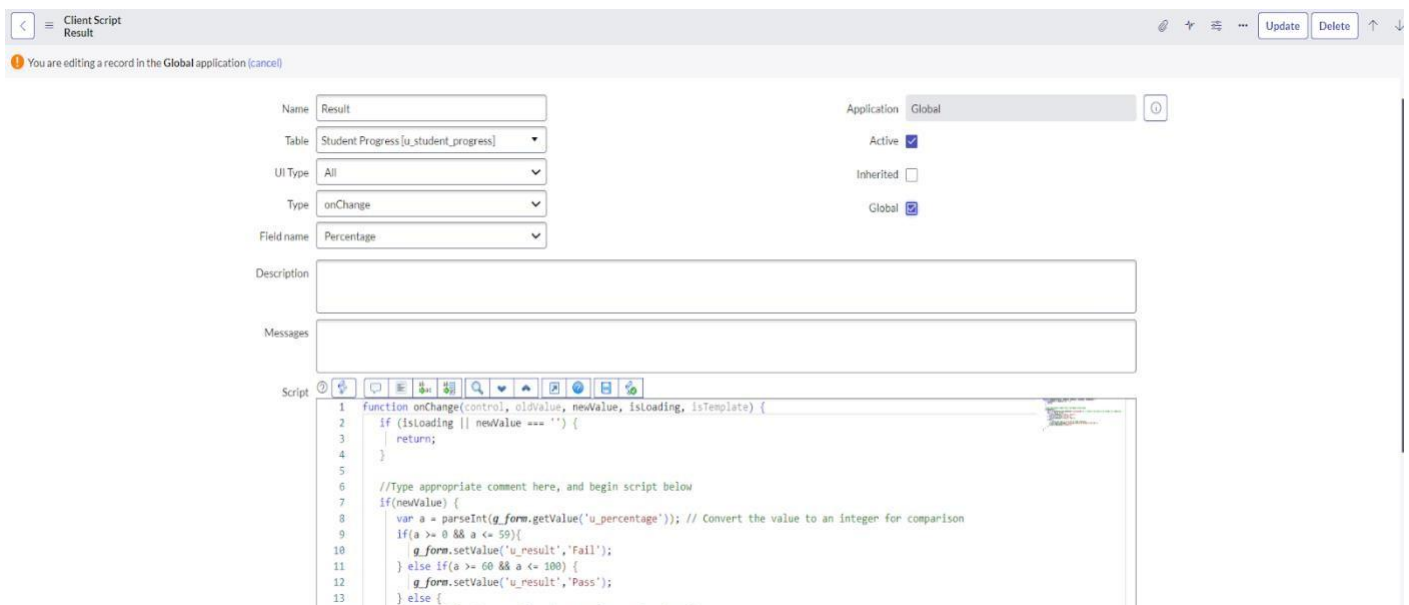
- Write the Code as below, Enable Isolate script and Save.

```
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 'Client Script' editor in the SmartBridge application. The script is named 'Result' and is associated with the 'Student Progress [u_student_progress]' table. The script type is 'onChange' and the field name is 'Percentage'. The script is active and global.

Script Details:

- Name: Result
- Table: Student Progress [u_student_progress]
- UI Type: All
- Type: onChange
- Field name: Percentage
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

Script Code:

```
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_percentage')); // Convert the value to an integer for comparison
9         if (a >= 0 && a <= 50) {
10             g_form.setValue('u_result', 'Fail');
11         } else if (a >= 60 && a <= 100) {
12             g_form.setValue('u_result', 'Pass');
13         } else {
14             // ...
15         }
16     }
17 }
```

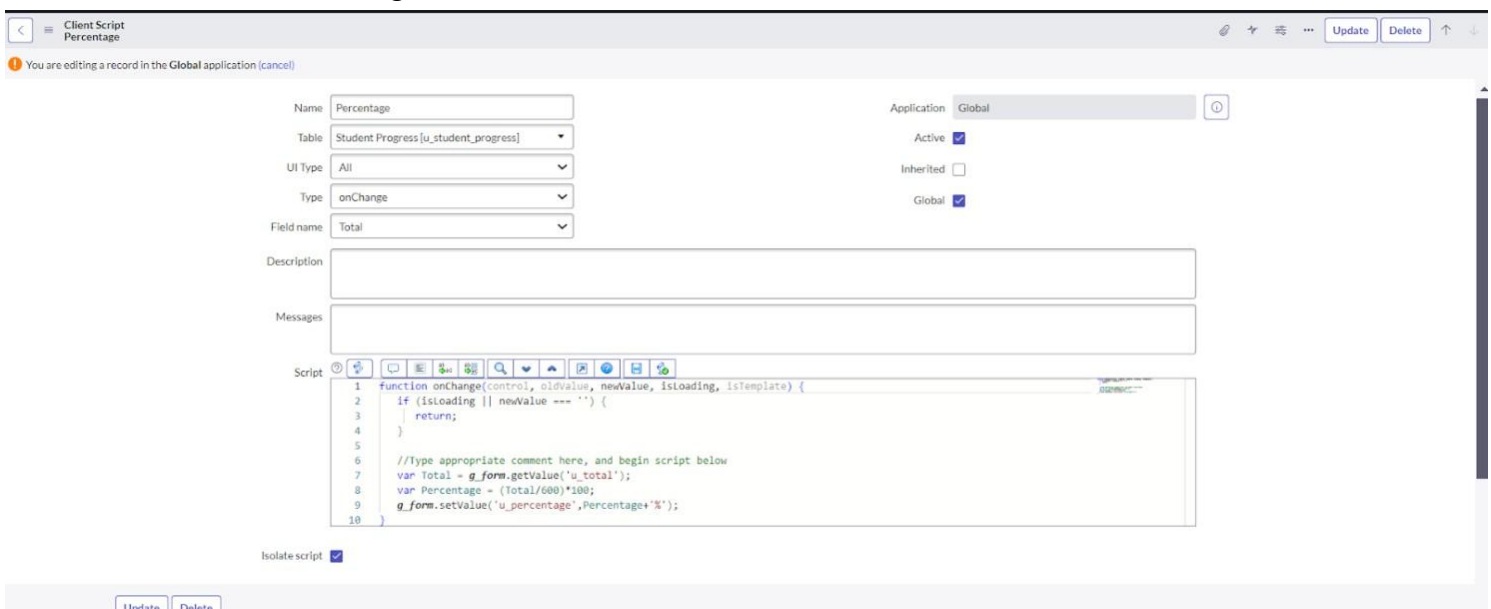
- Write the Code as below, Enable Isolate script and Save.

```
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 Salesforce Client Script editor interface. At the top, there's a breadcrumb 'Client Script > Percentage' and buttons for 'Update' and 'Delete'. A message states: 'You are editing a record in the Global application (cancel)'. The form contains the following fields:

- Name:** Percentage
- Table:** Student Progress[u_student_progress]
- UI Type:** All
- Type:** onChange
- Field name:** Total
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- 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 }
```
- Isolate script:** ☒

At the bottom, there are 'Update' and 'Delete' buttons.

- 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

Salesforce
New record

Admission Number

SAL0001078

Admission Date

Grade

--None--

Student Name

Father Name

Mother Name

Mother Cell

Father Cell

Submit

Admission
New record

New

In progress

Joined

Rejected

Rejoined

Closed

Cancelled

Admission Number

Purpose of Join

--None--

Student Name

Father Name

Mother Name

Comments

Admin Date

Grade

--None--

Fee

\$ - 0.00

Father Cell

Mother Cell

Admin Status

--None--

School Details

Address

School Area

--None--

School

--None--

Submit

New Section
New record

Admission Number

Grade

--None--

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

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.