

Educational Organization using ServiceNow

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Team Members

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Problem Statement:

- Managing student admissions, academics, and faculty details manually is time-consuming.

Objective :

- Familiarize students with ServiceNow and its applications.
- Develop practical skills in using ServiceNow to solve real-world problems.
- Enhance employability and prepare students for industry demand

Educational Organization Using Servicenow

Project Overview

The Naan Mudhalvan project aims to enhance employability, innovation, and entrepreneurship skills of students through hands-on, project-based learning. ServiceNow will be utilized to create a centralized platform for managing student information, course management, faculty and staff management, and learning management system integration.

Key Features

Student Information System: Manage student demographics, enrollment, and academic records.

Course Management: Develop and manage course curricula, scheduling, and grading.

Faculty and Staff Management: Manage faculty and staff information, schedules, and performance evaluations.

Learning Management System Integration: Integrate ServiceNow with an LMS to provide a seamless learning experience.

Reporting and Analytics: Track student performance, course effectiveness, and faculty productivity.

Project Objectives

- Familiarize students with ServiceNow and its applications.
- Develop practical skills in using ServiceNow to solve real-world problems.
- Enhance employability and prepare students for industry demand

SETTING UP SERVICENOW INSTANCE

- The "Setting Up ServiceNow Instance" module guides users to create their own ServiceNow developer instance.
- It involves signing up on the ServiceNow Developer site, requesting a personal instance, filling details, and receiving login credentials via email.
- Once logged in, users can access and navigate ServiceNow For further project development

CREATE A NEW UPDATE SET

Step 1: Log in to your ServiceNow instance. Navigate to System Update Sets Update Sets

Step 2:Click New

Step 3:Enter a Name for your update set (e.g., "Welcome to ServiceNow Update Set").

Step 4:Enter a Description for your update set

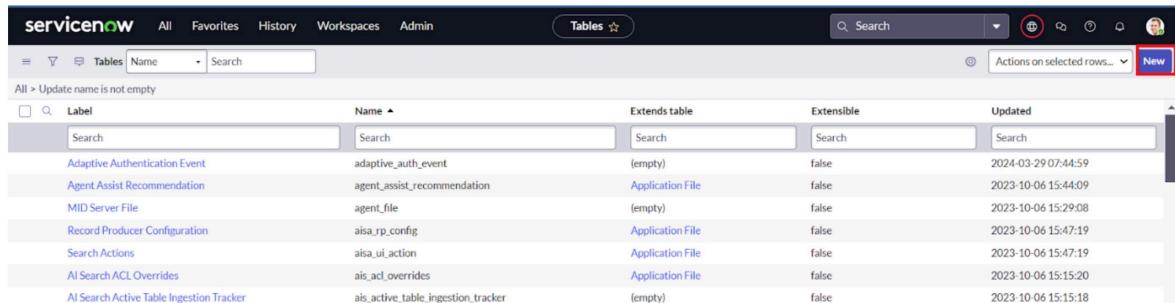
Step 5:Click Submit

CREATING A TABLE

Creating Salesforce Table

► All >> Tables

► Click on new



Label	Name	Extends table	Extensible	Updated
Search	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
MID Server File	agent_file	(empty)	false	2023-10-06 15:29:08
Record Producer Configuration	aisa_rp_config	Application File	false	2023-10-06 15:47:19
Search Actions	aisa_ui_action	Application File	false	2023-10-06 15:47:19
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2023-10-06 15:15:20
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2023-10-06 15:15:18

► Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

- 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
- For “ Admin Number” Give Display as True and right click on the toggle bar on top >> save
- Click on controls >> Enable Extensible

- Click on “ Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update

	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

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

Creating Admission Table

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

The screenshot shows the ServiceNow Table - New Record interface. At the top, there are tabs for All, Favorites, History, Workspaces, and Admin. The title bar says "Table - New Record". Below the title bar, there are several input fields and dropdown menus. The "Label" field contains "Admission", the "Name" field contains "u_admission", and the "Extends table" dropdown is set to "Salesforce". On the right side, there are checkboxes for "Create module" (checked), "Create mobile module" (checked), and "Add module to menu". The "Add module to menu" dropdown also has "Salesforce" selected. At the bottom left are "Submit" and "Cancel" buttons.

- Create choice for Pincode as:**

The screenshot shows the ServiceNow Choices (3) page. The top navigation bar includes Access Controls, Choices (3), Attributes, Labels (1), and Dictionary Overrides. The main table displays three choices: "509358" (Value: 509358, Language: en, Sequence: 1, Inactive: false, Updated: 2024-04-02 21:15:19), "500079" (Value: 500079, Language: en, Sequence: 2, Inactive: false, Updated: 2024-04-02 21:15:46), and "500081" (Value: 500081, Language: en, Sequence: 3, Inactive: false, Updated: 2024-04-02 21:16:05). A button at the bottom right is labeled "New".

- Create choice for Purpose of Join as:**

The screenshot shows the ServiceNow Choices (3) page. The top navigation bar includes Access Controls, Choices (3), Attributes, Labels (1), and Dictionary Overrides. The main table displays three choices: "Tution" (Value: Tution, Language: en, Sequence: 1, Inactive: false, Updated: 2024-04-02 21:17:09), "Coaching" (Value: Coaching, Language: en, Sequence: 2, Inactive: false, Updated: 2024-04-02 21:17:31), and "Teacher" (Value: Teacher, Language: en, Sequence: 3, Inactive: false, Updated: 2024-04-02 21:17:53). A button at the bottom right is labeled "New".

- Create choice for School as:**

The screenshot shows the ServiceNow Choices (2) page. The top navigation bar includes Access Controls, Choices (2), Attributes, Labels (1), and Dictionary Overrides. The main table displays two choices: "Stanley" (Value: Stanley, Language: en, Sequence: 1, Inactive: false, Updated: 2024-04-02 21:19:14) and "Naresht It" (Value: Naresht It, Language: en, Sequence: 2, Inactive: false, Updated: 2024-04-02 21:19:35). A button at the bottom right is labeled "New".

- Create choice for School Area as:**

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...						

FORM LAYOUT

Configuring Table form for Student Progress Table

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

Table
student progress

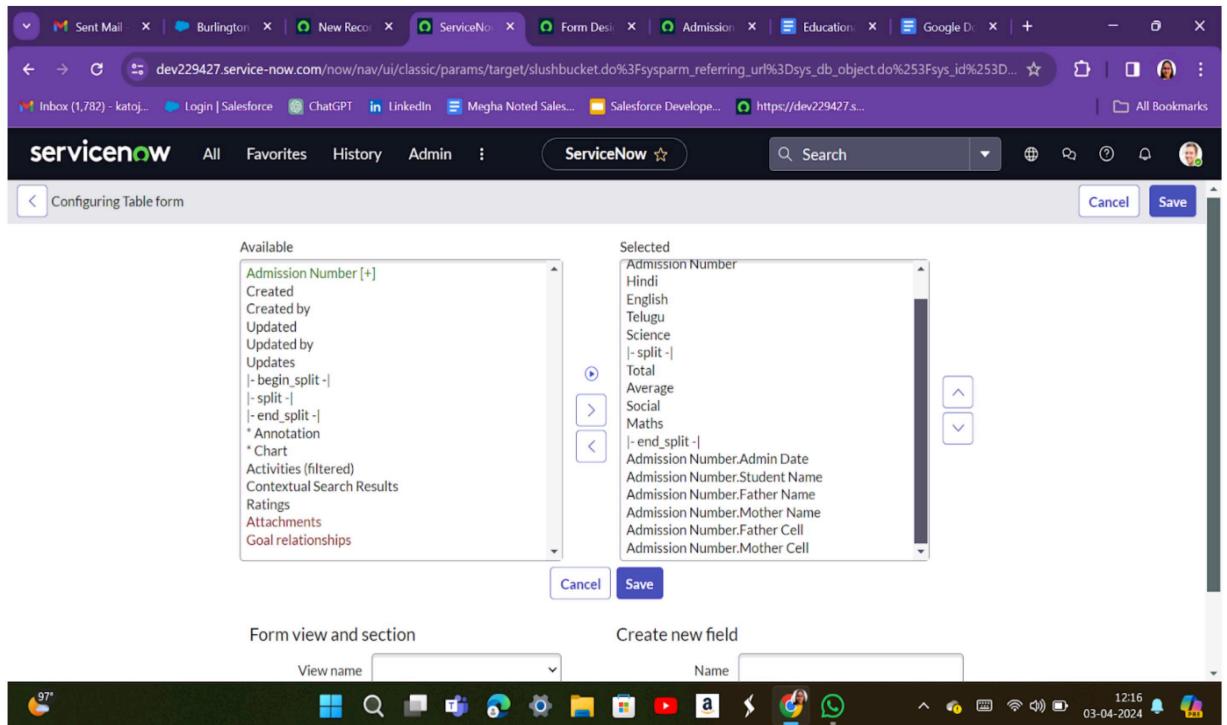
X	Telugu	String	(empty)	40
X	Total	String	(empty)	40
+	Insert a new row...			

[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](#)

- Click on Admission Number [+] .
- Select below Admission Number fields in Available side and send it to selected side as below >> save.



FORM DESIGN

Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .
- 3.Right Click on top Toggle >> Configure >> Form Design.
0. In drop down select Salesforce(u_salesforce).

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

The screenshot shows the 'Form Design' interface for a Salesforce object named 'Salesforce [u_salesforce]'. The left sidebar contains sections for 'Fields' and 'Field Types', with filters for 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. The main area is titled 'Form Design' and shows a '2 Column' layout. It lists several fields: Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. Each field has a configuration icon (a gear and a plus sign) to its right, indicating it can be dragged and dropped.

Creating Form Design for Admission Table

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

The screenshot shows the 'Form Design' interface for a Salesforce object named 'Admissions [u_admission]'. The left sidebar contains sections for 'Fields' and 'Field Types', with filters for 'Class', 'Created', 'Created by', 'Updated', 'Updated by', and 'Updates'. The main area is titled 'Form Design' and shows a '2 Column' layout. It lists various fields: Admission Number, Purpose of join, Student Name, Father Name, Mother Name, Admin Date, Grade, Fees, Father Cell, Mother Cell, Admin Status, Comments, School Area, School, Province, Mandal, and House No. Each field has a configuration icon to its right.

Creating Form Design for Student progress Table

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

NUMBER MAINTENANCE

Creating Number Maintenance for Admin Number

- All >> Number Maintenance >> New
- Fill the details >> Submit.

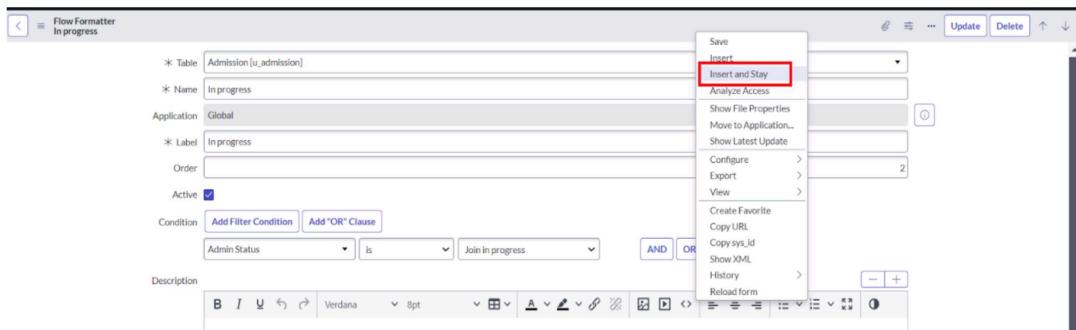
PROCESS FLOW

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.

CLIENT SCRIPT

Creating “ Auto Populate” Client Scripts For Admission Table

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

The screenshot shows the 'Client Script' creation interface for a new record. The 'Name' field is set to 'Auto populate', 'Table' is 'Admission [u_admission]', 'UI Type' is 'Mobile / Service Portal', 'Type' is 'onChange', and 'Field name' is 'Admin Number'. The 'Script' section contains the following JavaScript 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
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);
}
```

Note: Make sure the Field names should be the same as you created .

Follow this steps for creating this tables

- ❖ Creating “ Pincode Update” Client Scripts For Admission Table
- ❖ Creating “ Disable Fields” Client Scripts For Student Progress Table
- ❖ Creating “ Total Update” Client Scripts For Student Progress Table
- ❖ Creating “ Result” Client Scripts For Student Progress Table
- ❖ Creating “ Percentage” Client Scripts For Student Progress Table

RESULT

The image displays three screenshots of a Salesforce application interface, likely for managing student admissions.

Screenshot 1: A "Salesforce New record" screen. It contains fields for Admin Number (SAL0001078), Admin Date, Grade (dropdown menu showing "None"), Student Name, Father Name, Mother Name, Mother Cell, and Father Cell. A "Submit" button is at the bottom.

Screenshot 2: An "Admission New record" screen. It shows a horizontal navigation bar with stages: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. Below this, there are two columns of form fields. The left column includes Admission Number, Purpose of join (dropdown menu showing "None"), Student Name, Father Name, and Mother Name. The right column includes Admin Date, Grade (dropdown menu showing "None"), Fee (\$ 0.00), Father Cell, Mother Cell, and Admin Status (dropdown menu showing "None"). A "Comments" field is also present. A "Submit" button is at the bottom.

Screenshot 3: A section titled "School Details" with tabs for "School Details" and "Address". It includes fields for School Area (dropdown menu showing "None") and School (dropdown menu showing "None"). A "Submit" button is at the bottom.

A screenshot of a ServiceNow interface showing a new record creation screen for a student. The form includes fields for basic information like Admission Number, Grade, Student Name, and contact details for parents. It also includes a 'Student Progress' section with fields for various subjects and their corresponding marks.

Field	Type	Value
Admission Number	Text	[Empty]
Grade	Text	-- None --
Student Name	Text	[Empty]
Father Name	Text	[Empty]
Mother Name	Text	[Empty]
Father Cell	Text	[Empty]
Mother Cell	Text	[Empty]
Student Progress		
Telugu	Text	[Empty]
Hindi	Text	[Empty]
English	Text	[Empty]
Maths	Text	[Empty]
Science	Text	[Empty]
Social	Text	[Empty]
Total	Text	[Empty]
Percentage	Text	[Empty]
Result	Text	[Empty]

Conclusion

The Naan Mudhalvan project, powered by ServiceNow, empowers students with hands-on experience and industry-level training. By harnessing ServiceNow's capabilities, students develop essential skills like critical thinking, problem-solving, and teamwork, making them highly employable and industry-ready. This project bridges the gap between academia and industry, preparing students for real world challenges and opportunities.

THANK YOU