

Educational Organisation Using ServiceNow

Team Members:

- Swetha V (Team Leader)
- Firnas M
- Sowmiya R
- Sadhana R

Department: Information Technology

Course: ServiceNow Administrator

Institution: A.V.C. College of Engineering

Mentor : Mr. N.P.K Ganesh Kumar A/S prof IT

Academic Year: 2025-2026

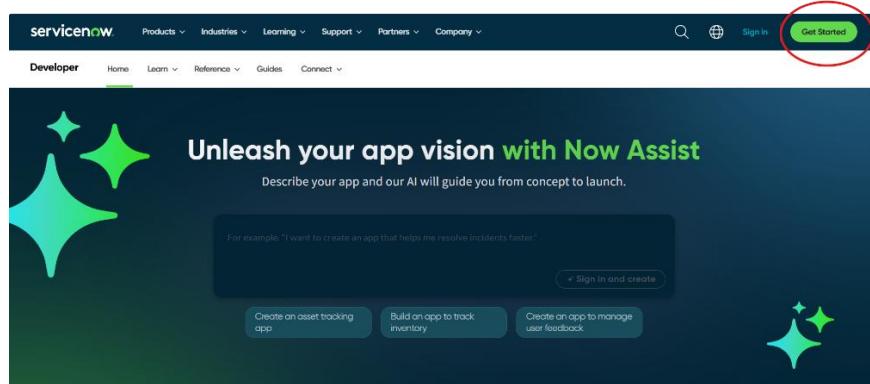
Educational Organisation Using ServiceNow

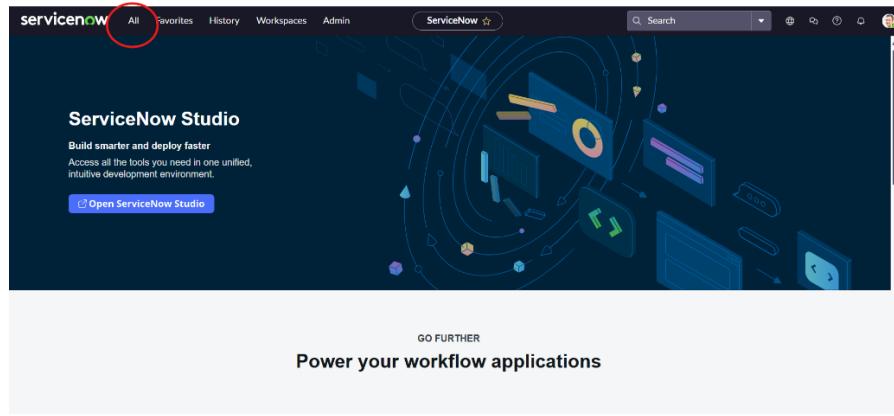
➤ Project description:

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

➤ Steps for the 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.
- 4.Fill out the required information and submit the request.
- 5.You'll receive an email with the instance details once it's ready.
- 6.Log in to your ServiceNow instance using the provided credentials.
- 7.Now you will navigate to the ServiceNow.





➤ Create Update set:

1. Navigate to All → Local Update Sets from the left navigation pane in ServiceNow.
 2. Click on the New button to create a new update set.
 3. In the form that appears, fill in the details as follows:
 4. Name: Educational Organisation
 5. Click on Submit to save the update set.
 6. After saving, click on the newly created update set and select “Make Current”.
- This ensures that all the changes you make (tables, forms, scripts, etc.) are stored in this update set.

<input type="button" value="Update Set"/>	<input type="button" value="New record"/>	Update Set - Create Educational_Organisation 2		<input type="button" value="Search"/>	<input type="button" value="Submit"/>	<input type="button" value="Submit and Make Current"/>
		Name	Educational_Organisation	Application	Global	
		State	In progress			
		Parent	<input type="button" value="Search"/>			
		Release date	<input type="button" value="Calendar"/>			
		Description				
		<input type="button" value="Submit"/>	<input type="button" value="Submit and Make Current"/>			

➤ Create a table:

- I. Salesforce Table
- II. Admission Table

III. Student Progress Table

I. Creating Salesforce Table

1. Go to All → Tables → New.
2. Enter Label: Salesforce → Click on Name (API name auto-generates).
3. Add required columns → Double-click to edit label → Choose correct Type.
4. Set Display = True for Admin Number → Right-click top bar → Save.
5. Go to Controls → Enable Extensible.
6. Open Admin Number → Advanced View → Default View → Enable Use Dynamic Default → Choose Get Next Padded Number → Update.
7. For Grade column → Open Choices → Add Label, Value, and Sequence.

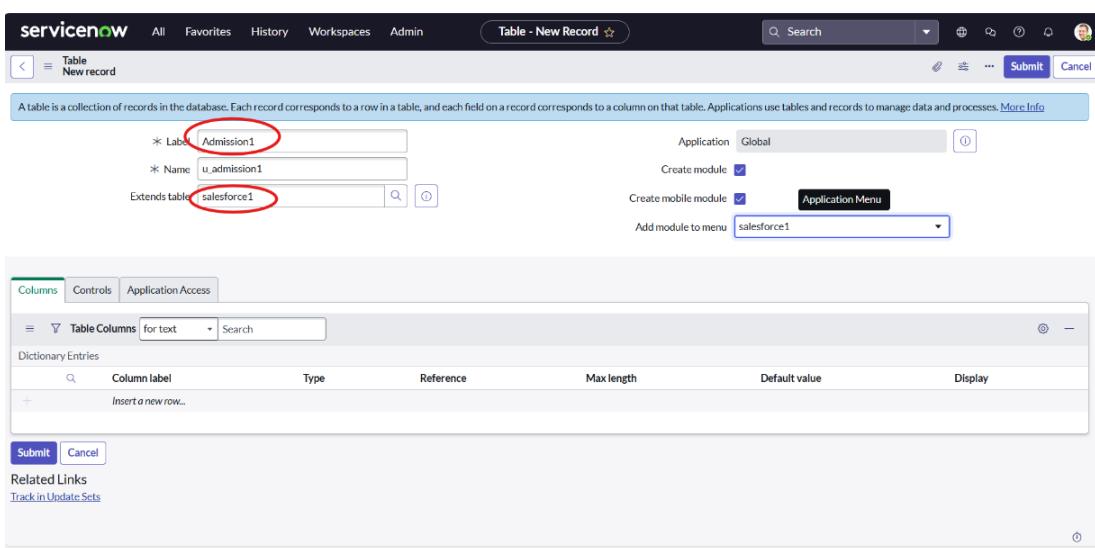
The screenshot shows the ServiceNow 'Table - New Record' page. At the top, there are tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Table - New Record'. Below the title, there's a message about tables and records. The main form has fields for 'Label' (set to 'Salesforce1'), 'Name' (set to 'u:salesforce1'), and 'Extends table' (empty). To the right, there are checkboxes for 'Application' (set to 'Global'), 'Create module' (checked), 'Create mobile module' (checked), and 'Add module to menu' (set to '-- Create new --'). A 'New menu name' field is also present. At the bottom of the form, there are 'Submit' and 'Cancel' buttons. Below the form, a modal window titled 'Table Columns' is open. It shows a table with columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. Two rows are listed: 'Admin number' (Type: Text, Max length: 255, Default value: false) and 'Grade' (Type: Text, Max length: 255, Default value: false). There are buttons for 'Insert a new row...' and 'Submit' at the bottom of the modal.

II. Creating Admission Table

1. Go to All → Tables → New.

2. Enter Label: Admission.
3. Select Extends Table: Salesforce.
4. Tick Add module to menu → Salesforce.
5. Create all required fields for admission details.
6. Add choices for:
 - Admin Status
 - Pincode
 - Purpose of Join
 - School
 - School Area

 This table stores all student admission details linked to the Salesforce table.



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 buttons for Back, Forward, Search, and Cancel. A message bar at the top states: '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.' with a 'More Info' link. The main form has fields for Label ('Admission1'), Name ('u_admission1'), and Extends table ('salesforce1'). There are also checkboxes for Application (Global), Create module, Create mobile module, and an Application Menu dropdown set to 'salesforce1'. At the bottom, there are 'Submit' and 'Cancel' buttons, and a 'Related Links' section with a 'Track in Update Sets' link.

III. Creating Student Progress Table

1. Go to All → Tables → New.
2. Enter Label: Student Progress.
3. Tick Add module to menu → Salesforce.
4. Create all required fields for student marks and progress details.

 This table stores each student's marks, total, percentage, and result details.

Table - Student Progress1

Label: Student Progress1

Name: u_student_progress1

Extends table: salesforce1

Column label	Type	Reference	Max length	Default value	Display
Column label	String	(empty)	40		false
Mother cell	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Grade	String	(empty)	40		false
Admin Date	String	(empty)	40		false

➤ Form Layout

1. Open the Student Progress Table page.
2. Click on Form Layout.
3. Click on Admission Number [+].
4. From the Available list, move the required Admission Number fields to the Selected side.
5. Click Save.

Configuring Table form

Available

- Admin Date
- Admin Number
- Class
- Column label
- Created
- Created by
- English
- Father cell
- Father name
- Grade
- Hindi
- Maths
- Mother cell
- Mother name
- Percentage
- Result
- Science

Selected

- Admission Number

Save

Form view and section

View name: Default view

Section: Student Progress1

Create new field

Name: [empty]

Type: String

Field length: Small (40)

Add

➤ Form Design

- I. Salesforce Table
- II. Admission Table
- III. Student Progress Table

I. Creating Form Design for Salesforce Table

1. Go to All → System Definition → Tables.
2. In Label Search, find and open Salesforce.
3. Right-click on the top toggle → Configure → Form Design.
4. In the dropdown, select Salesforce (u_salesforce).
5. Drag and drop the required fields to the left side.
6. Click Save.

The screenshot shows the 'Form Design' interface for a Salesforce table named 'salesforce1 [u_salesforce1]'. The interface is divided into two main sections: a left sidebar and a right main area. The sidebar contains tabs for 'Fields' (selected) and 'Field Types', along with a 'Filter' section and a list of available fields: Class, Column label, Created, Created by, Updated, Updated by, and Updates. Below this is a 'Formatters' section with options for Activities (filtered), Contextual Search Results, and Ratings. The main area is titled '# salesforce1 [u_salesforce1]' and shows a 2-column layout. It lists six fields: Admin Number, Admin Date, Grade, Student Name, Father name, Mother name, Father cell, and Mother cell. Each field has a configuration icon (gear and circular arrow) and a delete icon (cross). The overall layout is clean and organized, typical of a modern web-based application for form design.

II. Creating Form Design for Admission Table

1. Follow the same steps as in Activity 1 (Salesforce Form Design).
2. Open the Admission Table and go to Configure → Form Design.
3. Arrange the fields as shown in the given layout.
4. Click Save.

III. Creating Form Design for Student Progress Table

1. Follow the same steps as in Activity 1 (Salesforce Form Design).
2. Open the Student Progress Table → Configure → Form Design.
3. Arrange the fields as shown in the layout.
4. Click Save.

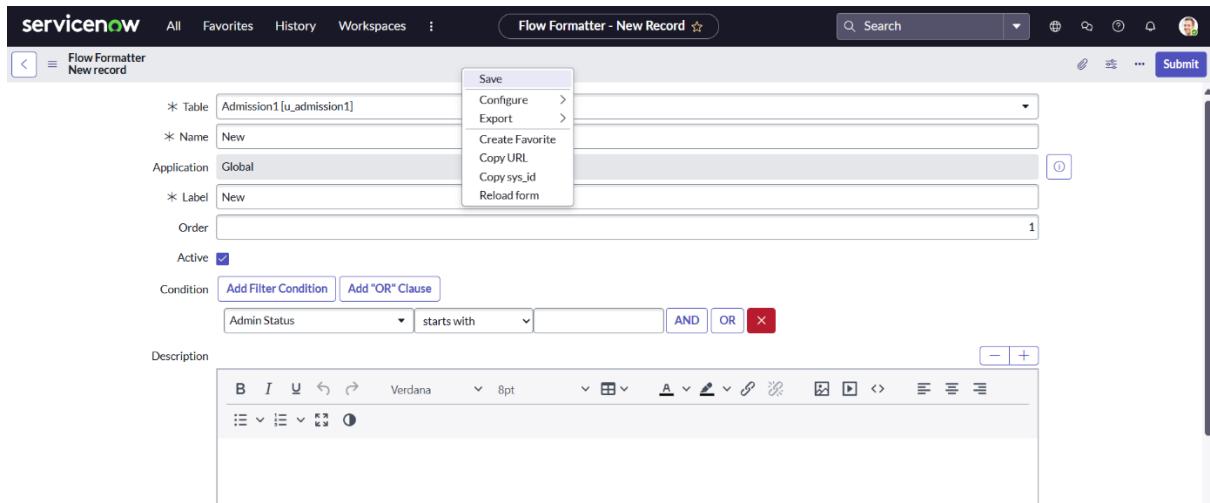
➤ Number Maintenance

1. Go to All → Number Maintenance → New.
2. Fill in the required details (like Table name, Prefix, Number format, etc.).
3. Click Submit.

The screenshot shows the 'Number - New Record' page in ServiceNow. The 'Table' field is set to 'salesforce1'. The 'Prefix' field has the value 'SAL' entered. The 'Number' field is set to 1,000. The 'Application' field is set to 'Global'. The 'Number of digits' field is set to 7. The 'Submit' button at the bottom left is circled in red. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Number - New Record', 'Search', and user icons.

➤ Process Flow

1. Go to All → Process Flow → New.
2. Fill in the required details.
3. Right-click on the top toggle and click Save.
4. Replace the Name and Label as shown below, then click Insert and Stay each time.
 - Joined
 - Rejected
 - Rejoined
 - Closed
 - Cancelled
5. Arrange the order as:
New → In Progress → Joined → Rejected → Rejoined →
Closed → Cancelled



➤ Client Script

- I. Auto Populate
- II. Pincode Update
- III. Disable Fields
- IV. Total Update
- V. Result
- VI. Percentage

I. Creating “Auto Populate” Client Script for Admission Table

1. Go to All → Client Scripts → New.
2. Fill in the details as given.
3. Enter the code in the script section.
4. Enable Isolate Script.
5. Click Save.

The screenshot shows the ServiceNow Client Script - Auto Populate configuration page. The script is named "Auto Populate" and is associated with the "Admission1 [u_admission1]" table. It is set to run on the "Mobile / Service Portal" UI type and "onChange" type. The field name is "Admin Number". The script is enabled (Active) and is global. The description is "Type appropriate comment here, and begin script below". The script code is as follows:

```

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 a = g_form.getReference('u_admission_number');
8
9     g_form.setValue('u_admin_date', a.u_admin_date);
10
11    g_form.setValue('u_grade', a.u_grade);
12
13    g_form.setValue('u_student_name', a.u_student_name);
14
15

```

II. Creating “Pincode Update” Client Script for Admission Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.

The screenshot shows the ServiceNow Client Script - Pincode Update configuration page. The script is named "Pincode Update" and is associated with the "Admission1 [u_admission1]" table. It is set to run on the "Desktop" UI type and "onChange" type. The field name is "Pincode". The script is enabled (Active) and is global. The description and messages fields are empty. The script code is as follows:

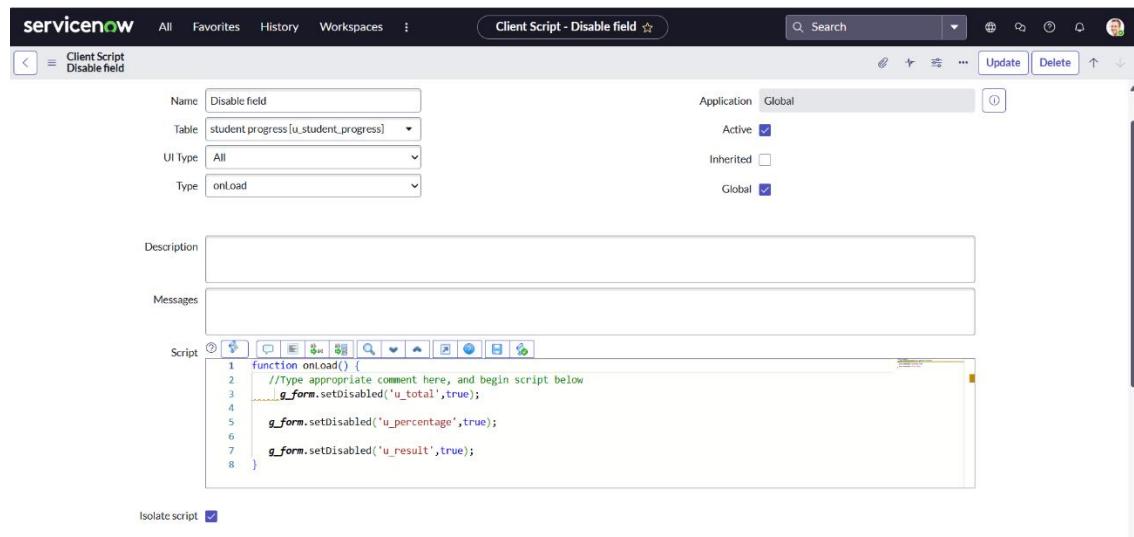
```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (!isLoading || newValue === '') {
3         return;
4     }
5
6     var a = g_form.getValue('u_pincode');
7
8     if (a == '569358') {
9
10        g_form.setValue('u_mandal', 'kadthal');
11
12        g_form.setValue('u_city', 'kadthal');
13
14

```

III. Creating “Disable Fields” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.



IV. Creating “Total Update” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.

V. Creating “Result” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.
3. Enable Isolate Script.
4. Click Save.

VI. Creating “Percentage” Client Script for Student Progress Table

1. Fill the details as given.
2. Write the code as shown.

3. Enable Isolate Script.

4. Click Save.

The screenshot shows the ServiceNow Client Script - Percentage configuration page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main area has tabs for 'Client Script - Percentage' and 'Script'. The 'Client Script - Percentage' tab is active. Configuration fields include:

- Name: Percentage
- Table: Student Progress1 [u_student_progress1]
- UI Type: All
- Type: onChange
- Field name: Total
- Description: (empty)
- Messages: (empty)
- Script (Code View):

```
1 function onchange(control, oldValue, newValue, isLoading, isTemplate) {
2
3     if (isLoading || newValue === '') {
4         return;
5     }
6
7
8
9
10    //Type appropriate comment here, and begin script below
11
12    var Total = g_form.getValue('u_total');
```

➤ Result

The Educational Organisation System was successfully created using ServiceNow. All modules such as Salesforce, Admission, and Student Progress were designed and configured with proper tables, forms, process flows, and client scripts.

The system can:

- Store and manage student and admission details efficiently.
- Automatically generate admin numbers and update student records.
- Display admission status and student progress in an organized manner.
- Simplify data entry using auto-populated and dynamic fields.

servicenow All Favorites History Workspaces :

salesforce1 - Create SAL0001007 ☆

Search

< salesforce1
New record

Admin Number	SAL0001001	Father name	
Admin Date		Mother name	
Grade		Father cell	
Student Name		Mother cell	

Submit

servicenow All Favorites History Workspaces :

Admission1 - Create SAL0001008 ☆

Search

< Admission1
New record

Admission Number		Admin Date	
Purpose of join		Grade	
Student Name		Fee	
Father name		Father cell	
Mother name		Mother cell	
Comments		Admin Status	

School Details Address

Pincode		Area	
Mandal		City	
House No		District	

Submit

servicenow All Favorites History Workspaces :

Student Progress1 - Create SAL0001010 ☆

Search

< Student Progress1
New record

Admission Number	
------------------	--

New Section Student Progress

Telugu		Total	
Hindi		Percentage	
English		Result	
Maths			
Science			

Submit

