

Project Report

1. Introduction

Project: Educational Organization Using ServiceNow

(a) Project Overview

The Educational Organization Using ServiceNow project is designed to streamline and enhance the operations of educational institutions by implementing digital workflows through the ServiceNow platform. This project focuses on automating common processes such as student admissions, issue tracking, service requests, and administrative tasks. This project is designed to simplify and enhance the effective management of both student and teacher data within an educational institution.

This project aims to streamline and automate administrative operations within an educational organization by leveraging the capabilities of ServiceNow, a powerful cloud-based platform. By implementing ServiceNow, the institution can manage key educational processes such as student admissions, attendance, faculty management, service requests, and academic tracking in a centralized and secure environment.

ServiceNow acts as a digital transformation tool, replacing traditional manual and paper-based systems with efficient, transparent, and data-driven workflows. This enhances productivity, improves data accuracy, and reduces administrative overhead, benefiting both staff and students.

(b) Purpose

This project primarily aims to digitally transform the operations of educational institutions through the ServiceNow platform. In educational institutions, storing large amounts of student information in physical form is very difficult. That's why this project is designed to digitize and simplify the storage and management of such data.

This project digitizes key processes such as student admissions, attendance tracking, staff management, service requests, and academic support, thereby enhancing overall productivity and reducing dependency on physical documentation. In educational institutions, physical documentation is often insecure and difficult to manage. This

project also aims to solve this problem by offering a safe and efficient digital solution for managing records. It ensures that data is stored securely, easily accessible, and can be updated or retrieved in real time.

2. IdeationPhase

TeamID	LTVIP2025TMID28774
ProjectName	Educationalorganization usingServicenow

(a) ProblemStatement

The Educational Management System is a comprehensive digital platform developed to streamline and automate various administrative tasks within educational institutions. It enables efficient and secure management of both student and teacher data, ensuring accuracy and easy accessibility. The system simplifies the admission process by digitizing application tracking, document verification, and enrollment procedures. Additionally, it offers powerful tools to monitor student progress, including attendance tracking, academic performance. It is very useful for educational institutions because it helps manage data better and makes daily tasks easier and more secure.

This project helps reduce the use of paper records in educational institutions by offering a digital solution. With the help of this project, student records can be quickly and efficiently accessed whenever needed. Educational institutions today face numerous challenges in managing their day-to-day administrative operations. Traditional methods of handling student admissions, faculty records, attendance tracking, and academic monitoring are often manual, paper-based, time-consuming, and prone to errors. These outdated systems result in inefficiencies, delays in decision-making, mismanagement of data, and lack of transparency across departments.

The Increasing number of students and faculty members in educational institutions further amplifies the complexity of managing records and processes effectively. As a result, institutions struggle to maintain accurate and up-to-date student and staff data, which directly impacts the quality of education and the overall institutional performance. Important tasks such as monitoring student progress, tracking attendance, and handling admission inquiries become tedious and inconsistent without a unified platform. In addition, physical documentation not only increases administrative workload but also raises concerns regarding data security, storage space, and long-

term accessibility. It offers automated workflows, centralized data management, and user-friendly tools that simplify the handling of student and teacher records, enhance communication, and improve the overall operational efficiency of educational institutions.

Challenges of educational organization using Servicenow :

- The initial setup and licensing can be expensive, especially for budget-constrained institutions.
- Transferring large volumes of student, faculty, and academic data from legacy systems is difficult.
- Transferring existing student and academic data from old systems to Servicenow can be complex and risky.
- Difficulties in connecting Servicenow with existing tools like LMS, ERP, or HR systems.

Objectives of educational organization using Servicenow:

- Modernize legacy systems and processes to create a more agile, responsive educational environment.
- Use real-time analytics and dashboards to monitor performance and inform policy decisions.
- Provide a user-friendly portal where students and faculty can request services, find information, and track issues.
- Improve coordination between academic and administrative functions.
- Track usage of IT assets, facilities, and support staff time.

3. Requirement Analysis

TeamID	LTVIP2025TMID28774
ProjectName	EducationalOrganizationUsingServicenow

(a) Solution Requirement

- **Functional Requirements**

FRNo	Functional Requirement	SubRequirement
FR-1	Setting Up Servicenow Instance	Setting up a Servicenow instance involves creating a personal developer account on the
		Servicenow Developer site and requesting a free cloud-based instance.

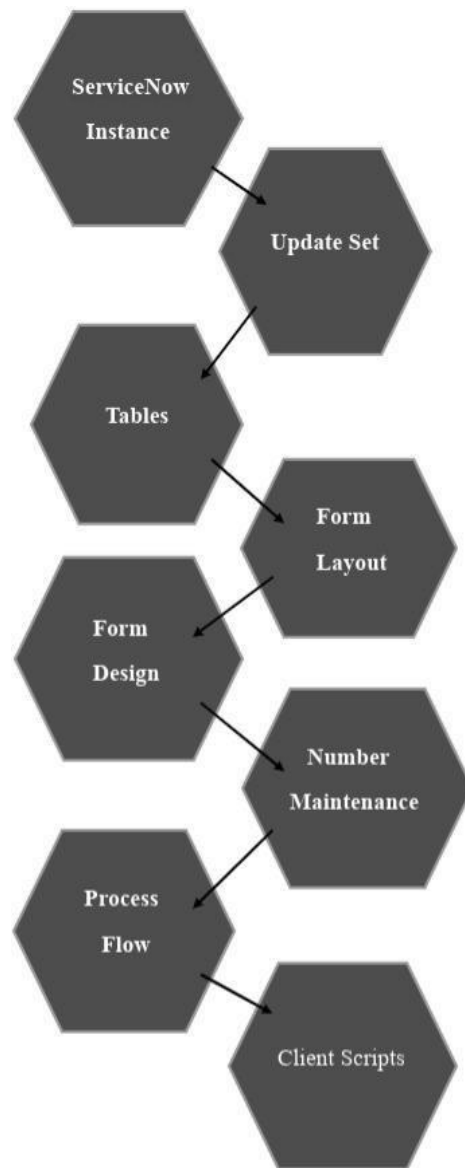
FR-2	CreatingAUpdateSet	Update Sets are used in Servicenow to capture and transfer configuration changes from one instance to another. This helps to track student admission management, attendance, and other educationalprocessefficientlywithinthe Servicenowplatform.
FR-3	CreatingATable	Tablesareusedtostorestudentrecordsina simple and organized manner.
FR-4	FormLayout	Form layout enables the proper separation of student records into sections and highlights mandatory fields, ensuring organized data entry and completeness.
FR-5	FormDesign	Educationalorganizationprojectformdesignis essentialformanaginganddisplayingstudent, teacher, and service-related data.
FR-6	NumberMaintenance	Educational organization project, this feature is usedtoassignandmaintainuniqueidentifiersfor different records.
FR-7	ProcessFlow	Process Flow refers to the step-by-step sequence of tasks or actions that define how a particular function or service is carried out within the Servicenow platform. Educational organization project,processflowshelpautomateandmanage variousoperationslikestudentadmissions,staff onboarding,andservicerequests.
FR-8	ClientScripts	clientscriptsareusedtoensurecorrectdataentry and improve the usability of forms for students, teachers, and admins.

• Non-FunctionalRequirements

NFR No	Non-FunctionalRequirements	Description
NFR-1	Usability	Servicenow enhances usability in educational institutionsbyprovidingauser-friendlyandefficient digitalplatformformanagingvariousadministrative and academic tasks.

NFR-2	Security	ServiceNow provides a secure platform for managing sensitive data in educational institutions.
NFR-3	Reliability	ServiceNow ensures high reliability for educational institutions by offering a stable, consistent, and trustworthy digital platform for managing academic and administrative operations.
NFR-4	Performance	ServiceNow enhances the performance of educational organizations by optimizing administrative processes, improving response times, and ensuring efficient management of academic operations.
NFR-5	Availability	Availability refers to how consistently and reliably the ServiceNow platform is accessible to users—students, faculty, and administrative staff—when needed.
NFR-6	Scalability	Scalability refers to the ability of the ServiceNow platform to grow and adapt as the needs of an educational institution increase—whether in terms of users, data volume, or services.

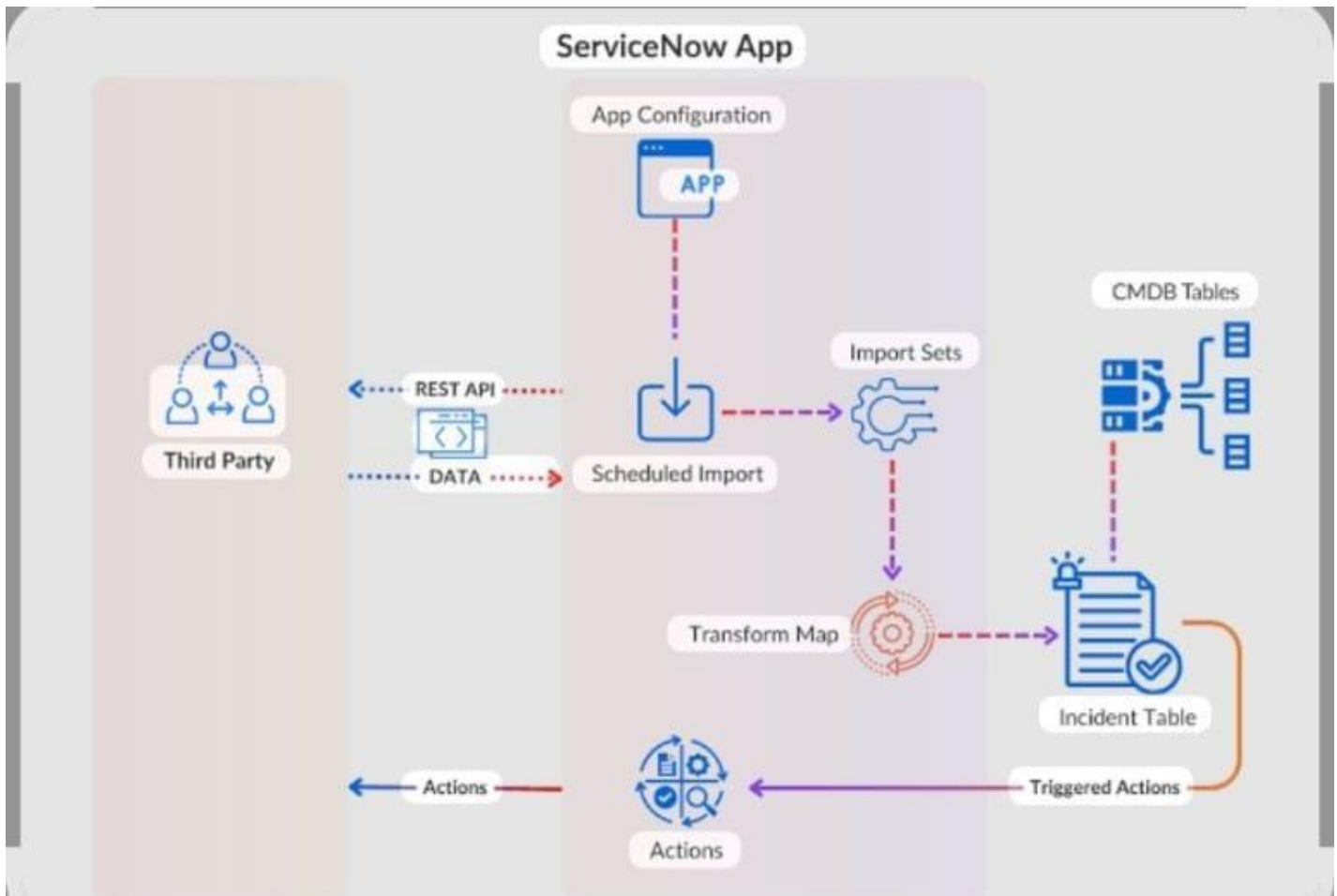
(b) DataFlowDiagram



(c) TechnologyStack

A technology stack is a combination of software tools, programming languages, frameworks, and technologies used to build and run an application or project. The technology stack of ServiceNow is a blend of proprietary and standard technologies that support its cloud-based, enterprise service management platform.

Architecture of ServiceNow:



The architecture of ServiceNow is designed as a multi-instance, cloud-based platform that ensures scalability, flexibility, and security. It is structured into several key layers, beginning with the User Interface layer, which provides users with access through web browsers, mobile apps, and service portals. The Application layer contains built-in modules like incident management, change management, and custom applications tailored to specific business or institutional needs. At the core lies the Platform layer, also known as the Now Platform, which includes the workflow engine, scripting capabilities, APIs, and automation tools that power the platform's functionality.

4. ProjectPlanning&Scheduling

TeamID	LTVIP2025TMID28774
ProjectName	EducationalOrganizationUsingServicenow

FunctionalRequirement	UserStory	No of Activity	TeamMember
SERVICENOW INSTANCE	Asadmin, Iwant to create and configure a new Servicenow instance, So that I can digitizeandmanageprocesseslikestudent admissions,attendance,andstaffrecords efficiently.	1	G.Hyma
UPDATESET	As user, in an educational organization, I want to create and manage Update Sets, So that I can capture and move customizations related to student admissions, attendance tracking, and facultymanagementfromthe development instance to the testing or production instance efficiently.	1	G.Hyma
TABLE	As auser, Iwantto createacustomtable to store student records,So that I can securely manage and retrieve student informationsuchaspersonaldetails, academic history, and admission status in a structured format.	3	G.Krishnakumari
FORMLAYOUT	Asauser,Iwanttodesignastructuredand user-friendly form layout for student admissions, So that admission staff can easilyenter,view,andupdatestudent details in an organized and efficient manner.	1	Ch.Thanuja
FORMDESIGN	As a user , I want to design a customized formforstudentdataentryanddisplay,So thatstaffcanefficientlyinput,update,and viewstudentrecordswith aclean,logical, anduser-friendlyinterface.	3	E.Purnima
NUMBER MAINTENANCE	As a user , I want to design a customized formforstudentdataentryanddisplay,So thatstaffcanefficientlyinput,update,and viewstudentrecordswith aclean,logical, anduser-friendlyinterface.	1	Ch.Thanuja

PROCESS FLOW	As a user , I want to design a clear and automated process flow for student admissions,So that all departments involved admissions, finance, academic can follow a consistent, step-by-step processandensuretimelyandaccurate completionofeachstage.	1	Ch.Thanuja
CLIENTSCRIPTS	As adeveloper , I want to create client scripts for the student admission form, So that I can enhance the user experience by automatically populating fields, validatinginputs,andcontrollingfield visibilityonthe clientside.	6	G.Mahalaxmi

Setting up Service	Setting up Service	*Geddapu Hyma	✓	✗
Creating a Update	Creating a Update	*Geddapu Hyma	✓	✗
Creating a Table	Creating Salesforce	*Guruvelli Krishna Kumari	✓	✗
Creating a Table	Creating Admissic	*Guruvelli Krishna Kumari	✓	✗
Creating a Table	Creating Student	*Guruvelli Krishna Kumari	✓	✗
Form Layout	Configuring Table	*Chetta Tanuja	✓	✗
Form Design	Creating Form De	*Eeti Purnima	✓	✗
Form Design	Creating Form De	*Eeti Purnima	✓	✗
Form Design	Creating Form De	*Eeti Purnima	✓	✗
Number Mainten.	Creating Number	*Chetta Tanuja	✓	✗
Process Flow	Creating Process	*Chetta Tanuja	✓	✗
Client Script	Creating "Auto po	*Gorle Mahalaxmi	✓	✗
Client Script	Creating "Pincode	*Gorle Mahalaxmi	✓	✗
Client Script	Creating "Disable	*Gorle Mahalaxmi	✓	✗
Client Script	Creating "Total Uf	*Gorle Mahalaxmi	✓	✗
Client Script	Creating "Result"	*Gorle Mahalaxmi	✓	✗
Client Script	Creating "Percent	*Gorle Mahalaxmi	✓	✗

5. ProjectDesign

Proposed solution:

S. No	Parameters	Description
1.	ProblemStatement	The Educational Management System is a comprehensive digital platform developed to streamline and automate variousadministrativetaskswithineducationalinstitutions. It enablesefficientandsecuremanagementofbothstudent andteacherdata,ensuringaccuracyandeasyaccessibility.
2.	Solution Description	Thisenables real-timetrackingandserviceautomation, allowingeducationalinstitutionstorespondquicklyto requestsandmanageresourcesmoreefficiently.
3.	Uniqueness	The uniqueness of the Educational Organization using Servicenow project lies in its ability to ensure a secure digital transformation, significantly reducing the administrative burden while enhancing accuracy, operationalefficiency,andtransparencyinacademic processes.
4.	SocialImpact	The Educational Organization using Servicenow project creates a meaningful social impact by ensuring equal and timely access to academic resources and services for both students and staff, thereby promoting inclusivity and strengthening support across diverse educational communities.
5.	BusinessModel	Business model focused on enhancing institutional efficiency and user experience through digital transformation.The modelleveragesthecapabilities ofthe Servicenowplatformodelivers smart,automatedsolutions forc coreeducational services.
6.	Scalability Of The Solution	Thisprojectisbuilt on a scalable architecture that caneasily adapttothegrowingneedsofinstitutionsofall sizes—from smallcollegestolargeuniversitiesoreducationgroups with multiplecampuses.

Milestone-1:SettingupInstance

Purpose :

TheServicenowinstanceisusedtodigitizeandstreamlinekeyadministrativeprocessesinaneducational organization.It helpsmanagestudentadmissions,attendance,facultydata,and servicerequeststhrough

automated workflows. This improves efficiency, data accuracy, and collaboration while reducing manual work and paperwork.

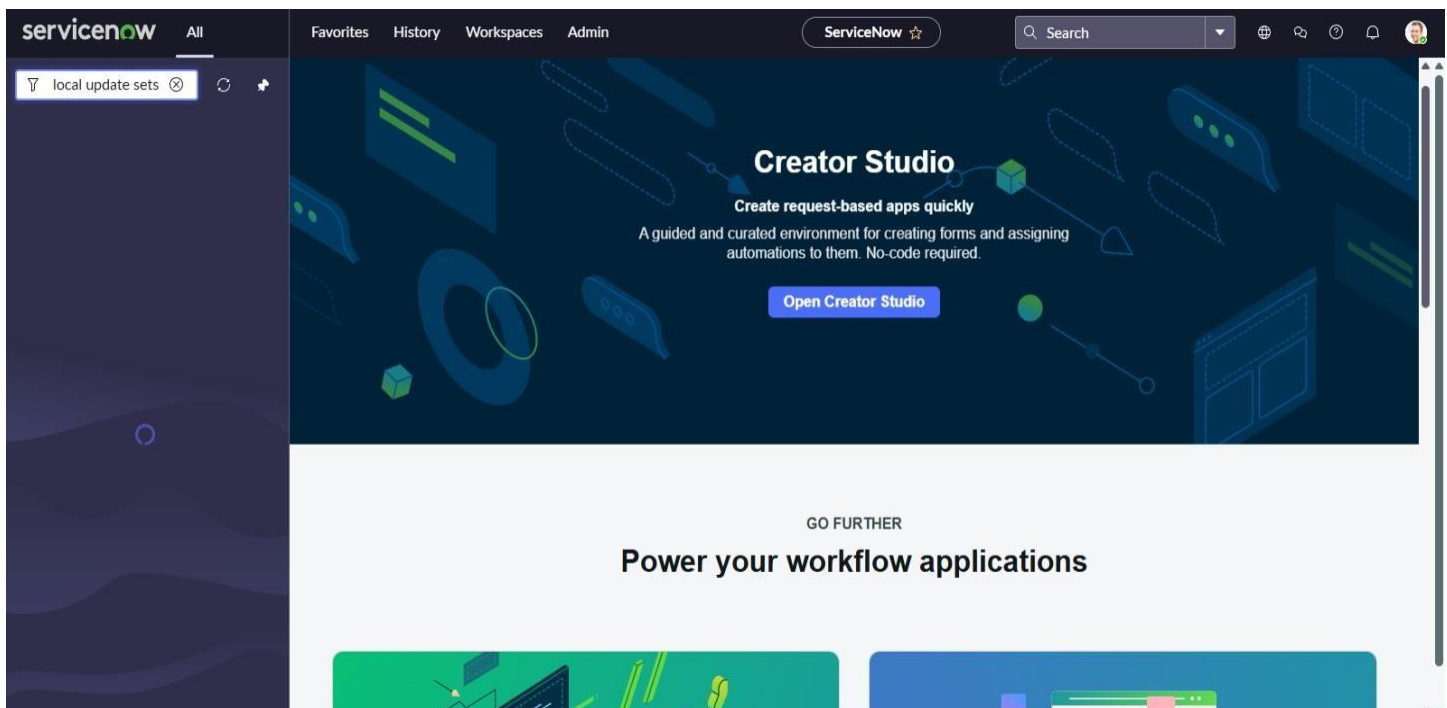
Uses:

The Servicenow instance is used to automate student admissions, track attendance, manage faculty and student records, handle service requests, and monitor academic progress.

Activity-1:Servicenowinstance

Steps:

1. Sign into your Servicenow instance with the given credentials.
2. Go to the Servicenow Developersite: developer.servicenow.com.
3. Sign up and log into your developer account.
4. Navigate to Personal Developer Instance.
5. Click Request Instance and submit the required details.
6. Wait for an email with your instance access link



Milestone-2:UpdateSet

Purpose :

Update set is used to track, manage, and migrate customizations like forms, tables, and workflows related to student admissions, attendance, and academic records. It ensures safe deployment, error-free updates, and helps maintain consistency across development and production environments.

Uses:

Tracks modifications made to applications (like student admission or attendance modules), allowing rollback if needed. Once an update set is created for features like course registration or faculty evaluation, it can be reused or cloned for other departments or campuses.

Activity-1:Createupdateset

Steps:

1. ClickonAll>>Localupdatesets
2. Clickonnew

The screenshot shows the 'Update Set - Create New Update Set' form. The top navigation bar includes 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The form title is 'Update Set - Create New Update Set'. The form fields are: 'Name' (required, value: 'Educational Organisation'), 'State' (dropdown, value: 'In progress'), 'Parent' (lookup field), 'Release date (dd/MM/yyyy hh:mm:ss a)' (datetime field), and 'Description' (text area). The 'Application' field is set to 'Global'. At the bottom, there are two buttons: 'Submit' and 'Submit and Make Current'.

3. EntertheDetailsName:EducationalOrganisation
4. ClickonSubmitandmake Current.

Milestone-3:Table

Purpose:

Tables are used to store and organize data such as student records, faculty details, attendance, admissions, and academic progress. They help in centralizing information, enabling easy access, retrieval, and management of educational data within the Servicenow platform.

Uses:

Store and organize structured data , Allow easy retrieval and filtering , Enable data relationships across systems, Support report generation , Help in process automation , Maintain data accuracy and integrity

Activity-1: Creating Salesforce Table.

1. All >> Tables.
2. Click on new
3. Enter the Label Salesforce double Click on Name it will automatically generate a piname.
4. 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 .

Table Salesforce				
This record is in the Global application, but Educational Organisation is the current application. To edit this record click here .				
Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	false
Mother Cell	String	(empty)	40	false
Mother Name	String	(empty)	40	false
Student Name	String	(empty)	40	false

5. Click on controls >> Enable Extensible.
6. 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 .

Choice List Specification

Calculated Value

Default Value

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

Use dynamic default

☒

Dynamic default value

Get Next Padded Number

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

Dictionary Entry - Grade

Access Controls Choices Attributes Labels (1)

Label Search

Choices

	Label	Value	Language	Sequence	Inactive	Updated
①	Prept	Prept	en	1	false	24/06 10:33:19 AM
①	Nursery	Nursery	en	2	false	24/06 10:33:49 AM
①	UKG	UKG	en	3	false	24/06 10:34:27 AM
①	I	1st	en	4	false	24/06 10:35:03 AM
①	II	2nd	en	5	false	24/06 10:35:33 AM
①	III	3rd	en	6	false	24/06 10:35:55 AM
①	IV	4th	en	7	false	24/06 10:36:14 AM
①	V	5th	en	8	false	24/06 10:36:36 AM
①	VI	6th	en	9	false	24/06 10:37:01 AM
①	VII	7th	en	10	false	24/06 10:37:25 AM
①	VIII	8th	en	11	false	24/06 10:38:04 AM
①	IX	9th	en	12	false	24/06 10:38:37 AM
①	X	10th	en	13	false	24/06 10:38:59 AM

Insert a new row...

Activity-2:CreatingAdmissionTable

1. CreateanAdmissionTablewithColumnsgiven.
2. SelectExtendsTable>>SalesforceandalsoSelectAddmoduletomenu>>Salesforce.
3. CreateFieldsasshown
4. CreatechoiceforAdminStatusas

Dictionary Entry - Admin Status

Choice Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table Run Point Scan Advanced view

Access Controls Choices Attributes Labels (1)

Label Search

Choices

	Label	Value	Language	Sequence	Inactive	Updated
①	New	New	en	1	false	24/06 11:26:18 AM
①	Join in progress	In progress	en	2	false	24/06 11:27:07 AM
①	Joined	Joined	en	3	false	24/06 11:27:42 AM
①	Rejected	Rejected	en	4	false	24/06 11:30:13 AM
①	Closed	Closed	en	5	false	24/06 11:30:13 AM
①	Rejoined	Rejoined	en	6	false	24/06 11:32:14 AM
①	Cancelled	Cancelled	en	7	false	24/06 11:32:50 AM

Insert a new row...

5. Create choiceforPincodeas

7. Create choiceforschool

<

≡

Dictionary Entry
School

Delete Column

Update

↑

↓

* Max length

40

Mandatory

☐

Display

☐

Choice List Specification

Default Value

Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice** table and the **Choice** field to take choice values from, plus a **Dependent** field.

Choice

-- None --

▼

Delete Column

Update

Related Links

[Show Table](#)

[Run Point Scan](#)

[Advanced view](#)

Access Controls

Choices

Attributes

Labels (1)

≡

▽

Label

▼

Search

⚙

—

New

Choices

🔍

Label ▲

Value

Language

Sequence

Inactive

Updated

①

Stanley

Stanley

en

1

false

24/06 12:05:03 PM

①

Naresh it

Naresh it

en

2

false

24/06 12:06:03 PM

+

Insert a new row...

8. Create choiceforschoolarea

FavoritesHistoryWorkspacesAdmin

Dictionary Entry - School Area

Search

Dictionary Entry School Area

Delete ColumnUpdate

Choice List SpecificationDefault Value

Displays a list of suggested values in a Choice list. In the Advanced view you can select the Choice table and the Choice field to take choice values from, plus a Dependent field.

Choice-- None --

Delete ColumnUpdate

Related Links

Show TableRun Point ScanAdvanced view

Access ControlsChoices (2)AttributesLabels (1)

LabelSearch

Actions on selected rows...New

Choices

	Label	Value	Language	Sequence	Inactive	Updated
	Near Bus Stand	Near Bus Stand	en	2	false	24/06 12:21:33 PM
	Near Market	Near Market	en	1	false	24/06 12:20:09 PM

1 to 2 of 2

Activity-3:CreatingStudentProgressTable

1. CreateaStudentProgressTablewithColumnsgiven.

2. SelectAddmodule tomenu>>Salesforce.

3. CreateFieldsasshow

X	Admission Number	Reference	Salesforce	32	false
X	English	String	(empty)	40	false
X	Hindi	String	(empty)	40	false
X	Maths	String	(empty)	40	false
X	Percentage	String	(empty)	40	false
X	Result	String	(empty)	40	false
X	Science	String	(empty)	40	false
X	Social	String	(empty)	40	false
X	Telugu	String	(empty)	40	false
X	Total	String	(empty)	40	false
+	Insert a new row...				

Milestone-4:FormLayout

Purpose:

FormLayout is used to organize and display fields in a structured way on forms. It helps educational institutions separate student and faculty data, show important details clearly, and improve data entry and user experience.

Uses :

Organizes form fields for better clarity, Separates student, faculty, and admin data sections, Highlights mandatory fields for accurate data entry, Improves user experience and efficiency, Supports customized views for different users.

Activity-1: Table form for Student Progress Table

1. In the StudentProgressTablePage, Click on Layout form.

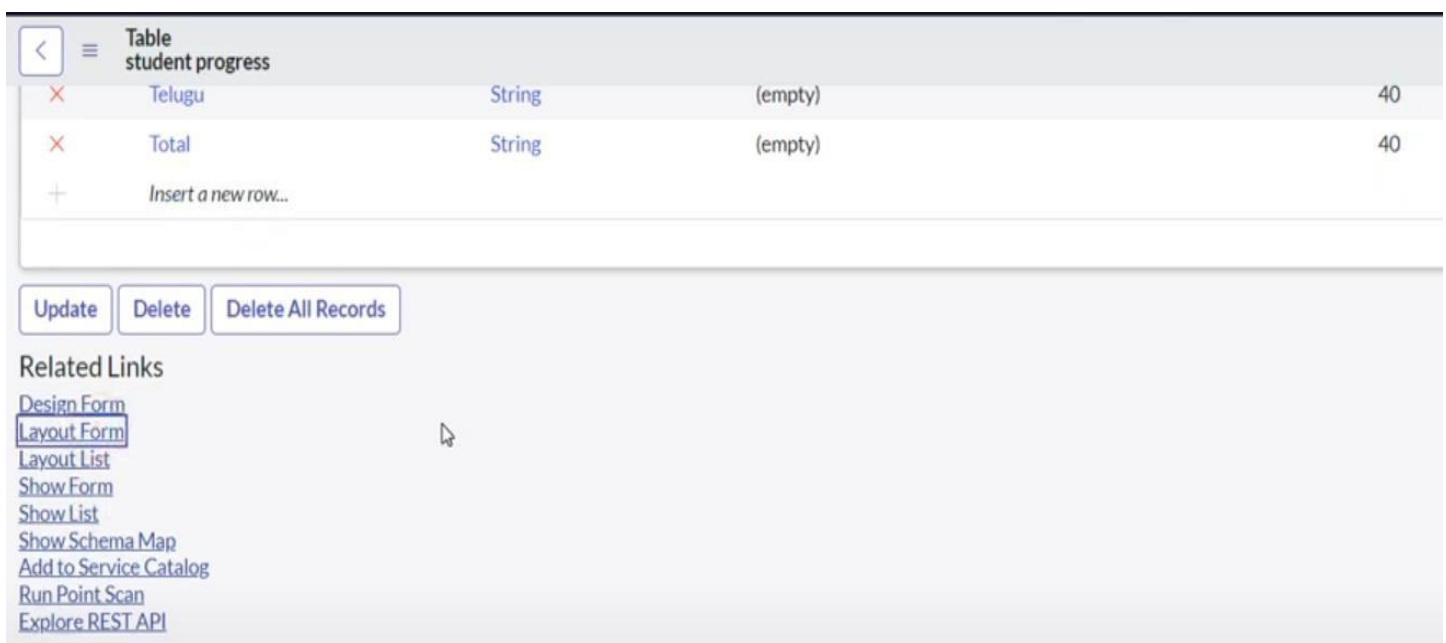


Table student progress			
×	Telugu	String	(empty) 40
×	Total	String	(empty) 40
+	Insert a new row...		

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 AdmissionNumber[+].
3. Select below Admission Number fields in Available side and send it to selected sides as below >> save.

Milestone-5: Form Design

Purpose :

FormDesignisusedtocustomizetheappearanceandstructureofformstosuitthe institution’sneeds. It helps in displaying relevant fields, improvingdata accuracy, and creating user-friendly interfaces for managing student, faculty, and academic records.

Activity-1:Formdesignforsalesforcetable

1. All>>SystemDefinition>>Tables.
2. InLabelSearchforSalesforceandopen.
3. RightClickontopToggle>>Configure>>FormDesign.
4. IndropdownselectSalesforce(u_salesforce)
5. Draganddropthefieldstotheleftsideas below.

The screenshot shows the 'Form Design' window for the 'Salesforce [u_salesforce]' table. The interface includes a top bar with the table name and a 'Default view' dropdown. Below this, there are 'Fields' and 'Field Types' tabs. The 'Fields' tab is active, showing a list of fields on the left and a design canvas on the right. The design canvas displays a table with two columns and six rows of fields. The fields are: Admin Number, Admin Date, Grade, Student Name, Father Name, Mother Name, Father Cell, and Mother Cell. Each field has a small icon to its right, likely for configuration or deletion.

Activity-2:FormDesignforAdmissionTable

1. FollowthesamestepsasActivity1,ConfigurethefieldsasbelowandSave.

The screenshot shows the 'Form Design' window for the 'Admission [u_admission]' table. The interface includes a top bar with the table name and a 'Default view' dropdown. Below this, there are 'Fields' and 'Field Types' tabs. The 'Fields' tab is active, showing a list of fields on the left and a design canvas on the right. The design canvas displays a form with multiple sections. The sections are: Admission Number, Admission Date, Purpose of join, Grade, Fee, Student Name, Father Name, Mother Name, Father Cell, Mother Cell, Admission Status, Comments, School Details, School Area, School, Address, Pincode, Area, Mandal, City, and District. Each field has a small icon to its right, likely for configuration or deletion.

Activity-3:FormDesignforStudentprogressTable

1. FollowthesamestepsasActivity1,ConfigurethefieldsasbelowandSave.

The screenshot shows the 'Form Design' interface for a table named 'Student Progress'. The interface is divided into three main sections: 'Fields', 'Formatters', and 'New Section'.

- Fields:** A list of fields on the left side, including 'Class', 'Created', 'Created by', 'Social', 'Updated', 'Updated by', and 'Updates'.
- Formatters:** A list of formatters on the left side, including 'Activities (filtered)', 'Contextual Search Results', and 'Ratings'.
- New Section:** A section on the right side where fields are configured. It contains three sections:
 - Admission Number:** A single field.
 - Admission Number:** A section with two columns. The first column contains 'Admission Number Grade' and 'Admission Number Student Name'. The second column contains 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', and 'Admission Number Mother Cell'.
 - Student Progress:** A section with two columns. The first column contains 'Telugu', 'Hindi', 'English', 'Maths', and 'Science'. The second column contains 'Total', 'Percentage', and 'Result'.

Milestone-6:NumberMaintenance

Purpose :

Number Maintenance is used to automatically generate unique identification numbers for records like student IDs, admission forms, and attendance entries. It ensures consistency, avoids duplication, and helps in easily tracking and managing records.

Uses:

Generates unique IDs for students, staff, and records, Prevents duplication of entries, Helps in tracking records efficiently, Maintains consistency across forms and module, Supports automated record creation for processes like admissions and attendance

Activity-1:NumberMaintenanceforAdminNumber

1. All>>NumberMaintenance>>New

2. Fill the details >> Submit

The screenshot shows the Salesforce 'Number' configuration page. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is titled 'Number - SAL'. The configuration fields are as follows:

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

Below the fields, there are buttons for 'Update' and 'Delete'. A 'Related Links' section contains a link to 'Show Counter'.

Milestone-7:ProcessFlow

Activity-1:Createflow

1. All>>Process Flow>>New
2. Fill the details as given below
3. Right click on toggle and click on the save.
4. Replace the name and label as below and click on Insert on stay.
5. Replace the name and label in order and click on Insert on stay. Joined>>Rejected>>Rejoined>> Closed >> Cancelled.
6. Order should be New >>In Progress>>Joined>>Rejected>>Rejoined>>Closed>>Cancelled.

Milestone-8:ClientScripts

Purpose:

Client Scripts are used to run custom code on the client side (browser) to enhance form behavior. They help in validating data, auto-filling fields, and improving user interaction in real-time without needing a server request.

Uses:

Validate form data before submission, Show/hide fields dynamically ,Auto-fill or modify fields based on user input ,Improve user experience with real-time responses , Reduce server load by handling logic on the client side

Activity-1: Auto populate Client Scripts for Admission Table

1. All>>ClientScripts >>New.
2. FilltheDetailsas given
3. WritetheCode asgiven,EnableIsolatescriptandSave.

```
FunctiononChange(control,oldValue,newValue,isLoading,isTemplate){ If
(isLoading || newValue === '') {

    Return;

}

//Typeappropriatecommentthere,andbeginscriptbelow 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);
```


Activity-2:PincodeUpdateClientScriptsforAdmission Table

1. Fill the Details as given.
2. Write the Code as given, 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');
}
Elseif (a === '500081')
{
    G_form.setValue('u_mandal', 'karmanghat');
    G_form.setValue('u_city', 'karmanghat');
    G_form.setValue('u_district', 'RangaReddy');
}
Elseif (a === '500079')
```

```

{
G_form.setValue('u_mandal', 'Abids');

G_form.setValue('u_city', 'AsifNagar');

G_form.setValue('u_district', 'Hyderabad');

}

//Typeappropriatecommenthere,andbeginscriptbelow

}

```

Client Script - Pincode Update

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: Pincode Update

Table: Admission [u_admission]

UI Type: Desktop

Type: onChange

Field name: Pincode

Application: Global

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script:

```

17   var a = g_form.getValue('u_pincode');
18
19   if(a == '509358')
20   {
21   {
22
23     g_form.setValue('u_mandal', 'kadthal');
24
25     g_form.setValue('u_city', 'kadthal');
26
27     g_form.setValue('u_district', 'RangaReddy');
28

```

Activity-3: Disable Fields Client Scripts for Student progress Table

1. Fill the Details as given.

2. WritetheCodeasgiven,EnableIsolatescriptandSave.

```
Function onLoad() {  
  
//Typeappropriatecommentthere,andbeginscriptbelow  
  
G_form.setDisabled('u_total',true);  
  
G_form.setDisabled('u_percentage',true);  
  
G_form.setDisabled('u_result',true);  
  
}
```

Client Script - Disable Fields

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: Disable Fields

Table: Student Progress [u_student_pr...]

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  
4 }  
5 function onLoad() {  
6  
7   //Type appropriate comment here, and begin script below  
8  
9   g_form.setDisabled('u_total',true);  
10  
11   g_form.setDisabled('u_percentage',true);  
12 }
```

Activity-4:TotalUpdateClientScriptsforStudent progress Table

1. FilltheDetailsas given.
2. WritetheCode asgiven,EnableIsolatescriptandSave.

```
FunctiononChange(control,oldValue,newValue,isLoading,isTemplate){
```

```
If(isLoading||newValue===''){ Return;  
  
}  
  
//Typeappropriatecommentthere,andbeginscriptbelow If  
(newValue){  
  
    Vara=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);  
  
}  
  
}
```

Client Script - Total Update

Search

Update Delete

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name: Total Update

Table: Student Progress [u_student_pr...

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
8 }
9 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
10
11     if (isLoading || newValue === '') {
12

```

Activity-5:ResultClientScriptsforStudentprogress Table

1. Fill the Details as given.
2. Write the Code as given, 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');

```

```

    }elseif(a>=60&&a<=100){
g_form.setValue('u_result','Pass');
    }else{
//Handlethecaseifaisoutofrange(optional) g_form.addErrorMessage('Percentage
should be between 0 and 100.');
```

```

    }; g_form.clearValue('u_result');
    }
    }
    }

```

Favorites

History

Workspaces

Admin

Client Script - Result

Search

Update

Delete

Client Script Result

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name

Result

Table

Student Progress [u_student_pr...

UI Type

All

Type

onChange

Field name

Percentage

Application

Global

Active

☒

Inherited

☐

Global

☒

Description

Messages

Script

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') {

return;

}

//Type appropriate comment here, and begin script below

if(newValue) {

Activity-6:PercentageClientScriptsforStudent progress Table

1. Fill the Details as given.
2. Write the Code as given, Enable Isolate script and Save.

```
Function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
    if (isLoading || newValue === '') {  
  
        Return;  
  
    }  
    //Type appropriate comment there, and begin script below  
    var Total = g_form.getValue('u_total');  
    var Percentage = (Total/600)*100;  
    g_form.setValue('u_percentage', Percentage+'%');  
  
}
```

The screenshot shows the Salesforce Client Script configuration page. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main header is 'Client Script - Percentage' with a search bar and user profile icon. Below the header, a blue informational banner states: 'New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.'

The configuration form contains the following fields:

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

Below the form is a 'Script' editor with a toolbar. The script code is as follows:

```
17  
18 //Type appropriate comment here, and begin script below  
19  
20 var Total = g_form.getValue('u_total');  
21  
22 var Percentage = (Total/600)*100;  
23  
24 g_form.setValue('u_percentage', Percentage+'%');  
25  
26 }  
27  
28
```

6. FunctionalAndPerformanceTesting

Milestone-5:Testing

Activity-1:TestingSalesforcetableformdesign

Steps:

1. Gotoallsearchfortables
2. Selecttablesundersystemsecurity
3. InthelabelsearchforSalesforcetable
4. Openthesalesforcetable
5. Intherelatedlinks,clickonshowform
6. Fillthedetailsandclickonsubmit.

Milestone-7:Testing

Activity-1:TestingAdmissiontableprocessflow

Steps:

1. Gotoallsearchfortables
2. Selecttablesundersystemsecurity
3. InthelabelsearchforAdmissiontable
4. OpentheAdmissiontable
5. Intherelatedlinks,clickonshowform
6. Fillthedetails andclickonsubmit.

Milestone-5:Testing

Activity-3:TestingStudentprogresstableformdesign

Steps:

1. Gotoallsearchfortables
2. Selecttablesundersystemsecurity
3. InthelabelsearchforStudentprogress table
4. OpentheStudentprogresstable
5. Intherelatedlinks,clickonshowform

6. Fill the details and click on submit.

Result:

<

≡

Salesforce
New record

🔍

⋮

Submit

Admin Number	<input type="text" value="SAL0001078"/>	Father Name	<input type="text"/>
Admin Date	<input type="text"/> <div>📅</div>	Mother Name	<input type="text"/>
Grade	-- None -- <div>▼</div>	Mother Cell	<input type="text"/>
Student Name	<input type="text"/>	Father Cell	<input type="text"/>

Submit

New	In progress	Joined	Rejected	Rejoined	Closed	Cancelled
Admission Number <input type="text"/> <input type="button" value="Q"/>			Admin Date <input type="text"/> <input type="button" value="📅"/>			
Purpose of join <input type="text" value="-- None --"/> <input type="button" value="v"/>			Grade <input type="text" value="-- None --"/> <input type="button" value="v"/>			
Student Name <input type="text"/>			Fee \$ <input type="text" value="0.00"/>			
Father Name <input type="text"/>			Father Cell <input type="text"/>			
Mother Name <input type="text"/>			Mother Cell <input type="text"/>			
			Admin Status <input type="text" value="-- None --"/> <input type="button" value="v"/>			
Comments <input type="text"/>						

 New Section
New record

 Submit

Admission Number	<input type="text"/>			<input type="button" value="Q"/>
Grade	<input type="text" value="-- None --"/>	Father Name	<input type="text"/>	
Student Name	<input type="text"/>	Mother Name	<input type="text"/>	
		Father Cell	<input type="text"/>	
		Mother Cell	<input type="text"/>	

Student Progress

Telugu

Hindi

English

Maths

Science

Social

Total

Percentage

Result

Submit

7. Advantages&Disadvantages

Advantagesoftheproject:

- This project simplifies and enhances the efficient management of student and teacher data through centralized and automated workflows.
- It simplifies the student admission process by automating and streamlining each step, from application to enrollment.
- All student, faculty, and institutional data is stored accurately and securely.
- Minimizes physical documentation and promotes a paperless environment.
- It helpstrackstudentattendanceandmonitortheiracademicprogress effectively.

Disadvantagesoftheproject:

- Enteringrecordsintothesystemrequiresastableinternetconnection within the educational institution.
- Sensitive data could be at risk if access controls and encryption are not properly managed.
- Consistent system updates and maintenance are necessary to keep the platform running efficiently.
- Updating multiple student and faculty records can take considerable time, especially when dealing with large volumes of data.

8. Conclusion

The implementation of ServiceNow in an educational organization significantly improves the overall efficiency, accuracy, and transparency of institutional processes. By automating workflows such as student admissions, attendance tracking, academic record management, and administrative operations, the platform reduces manual effort and paperwork. It centralizes student, faculty, and administrative data in a secure and scalable environment, enabling faster decision-making and better service delivery. Overall, the project demonstrates how ServiceNow can transform traditional educational systems into smart, digital-first institutions that support improved student and staff experiences. This project is designed specifically for educational institutions to support their digital transformation. It helps in implementing efficient processes and ensures access to secure and accurate data. It supports an efficient way of managing educational institution records. It helps in tracking student admission status, attendance, and academic progress.

ServiceNow also enhances user satisfaction by offering self-service options and streamlined request handling, allowing students and staff to interact with the system more independently and efficiently. This improvement in service delivery fosters a more responsive, student-centered learning environment. One of the key outcomes of this project is the reduction in manual and repetitive tasks, which are traditionally prone to delays and errors. By introducing automation and workflow-driven operations, the platform significantly minimizes the need for physical documentation, reduces human errors, and accelerates the processing of records and requests. This results in time savings and allows faculty and administrative staff to focus more on academic and strategic responsibilities.

This project successfully illustrates how ServiceNow can be leveraged to drive digital transformation in the education sector. It empowers institutions to manage their operations with greater precision, accountability, and agility. By aligning IT services with academic goals, ServiceNow plays a vital role in enhancing the quality of education, improving resource utilization, and preparing educational organizations to meet the evolving needs of students and society in a rapidly digitizing world.

