NAAN MUDHALVAN

EDUCATIONAL ORGANIZATION USING SERVICE NOW

PROJECT REPORT

Submitted by

TEAM LEADER

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in partial fulfillment for the award of the degree of

BACHELOR OF ENGINEERING

in

COMPUTER SCIENCE AND ENGINEERING

P.T.R COLLEGE OF ENGINEERING AND TECHNOLOGY
ANSTINPATTY ROAD,MADURAI-625008
ANNA UNIVERSITY, CHENNAI 600 025

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`P.T.R COLLEGE OF ENGINEERING AND TECHNOLOGY
(Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai)
ANSTINPATTY ROAD, MADURAI-625008

Department of Computer Science and Engineering

Bonafide record of work done in the Computer Laboratory of **University College Of Engineering Madurai** for "**EDUCATION ORGANIZATION USING SERVICE NOW**" by **S.Y.SIKKANDAR KAIF(911922104006), C.YOGESH(911922104007), KISHOREPANDI(911922104301), SELVAGANESH(911922104303)** Studying in the seventh Semester B.E. (Computer Science and Engineering).

Staff In-Charge **Head of the Department**

Submitted for the practical examination held on …….

Internal Examiner External Examiner

ABSTRACT

The **Educational Organization Management System** is a comprehensive digital platform developed using **ServiceNow** to streamline and automate the administrative processes within educational institutions. The system efficiently manages student and teacher data, automates admission workflows, and monitors student progress using customized tables and forms.

Through ServiceNow's low-code development capabilities, the project introduces three main modules — **Salesforce Table**, **Admission Table**, and **Student Progress Table** — interconnected through process flows and client scripts. Automation is achieved through client scripts that auto-populate fields, update pincode details, and calculate total marks, percentages, and results.

This project demonstrates how ServiceNow can be effectively adapted beyond IT service management to educational data management, ensuring efficiency, transparency, and accuracy in academic administration.

Problem Statement:

Educational institutions often rely on manual processes to handle admissions, student records, and academic performance data. These traditional methods are time-consuming, prone to human errors, and lead to difficulty in tracking progress and maintaining data consistency. The lack of centralized systems results in poor data visibility and inefficiencies in workflow management.

The **Educational Organization Management System using ServiceNow** aims to overcome these challenges by digitizing and automating student admission, data management, and progress tracking through custom tables, dynamic forms, and client-side automation. This solution ensures a seamless and error-free administrative process for educational organizations.

Objectives:

The primary objective of this project is to design and develop an **automated educational management system** on the **ServiceNow platform** that enhances administrative efficiency within educational institutions.

Specific objectives include:

- To create and configure **Salesforce**, **Admission**, and **Student Progress** tables.
- To implement **client scripts** that automate field population and calculations.
- To develop **process flows** for admission tracking and progress monitoring.
- To simplify student data management through digital forms and dynamic layouts.
- To ensure data accuracy and reduce manual administrative effort.

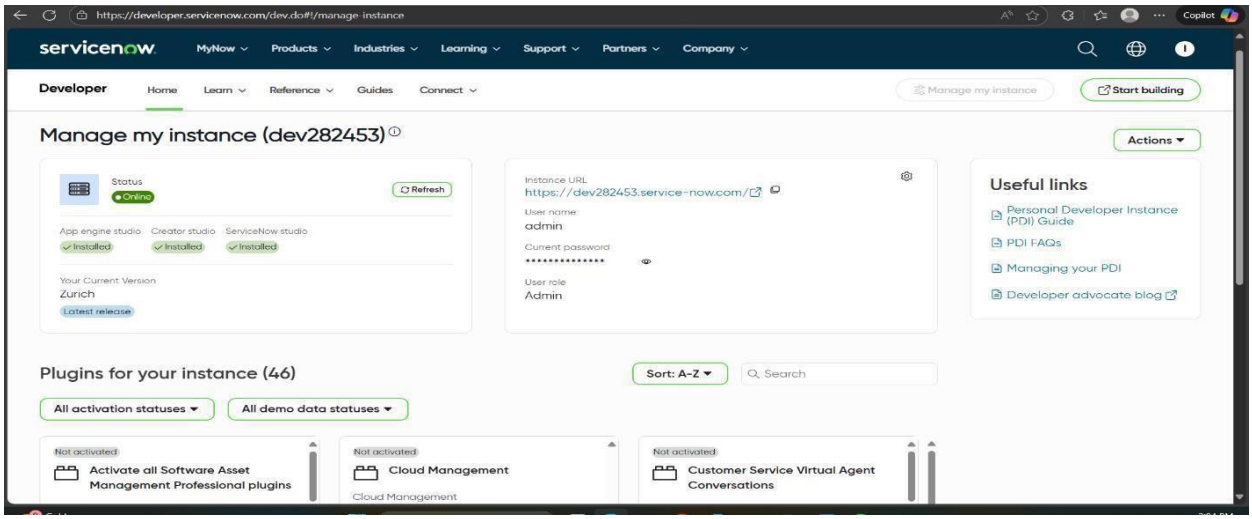
Skills:

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

Activity: Setup of ServiceNow Developer Instance

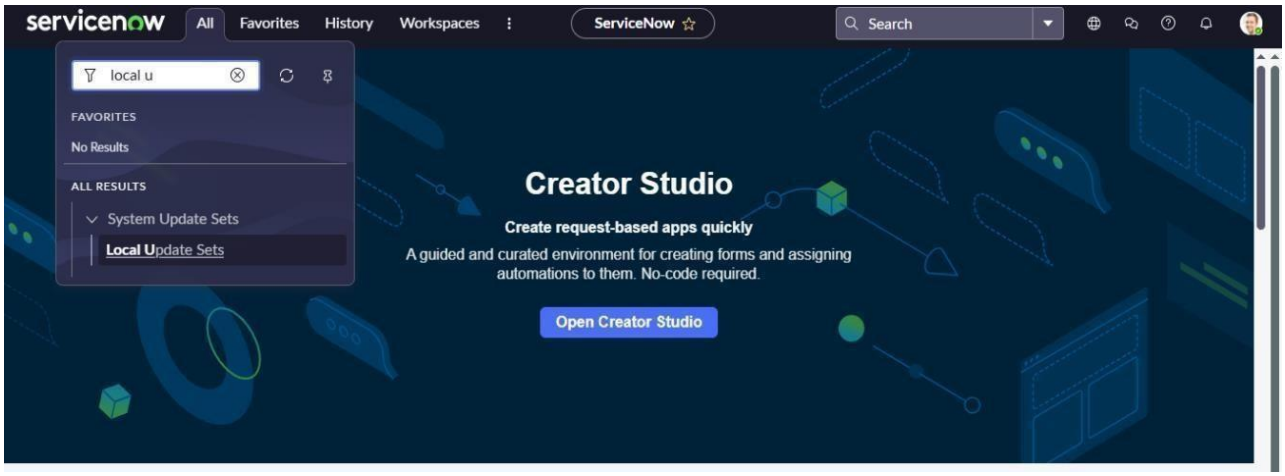
- Sign up at https://developer.servicenow.com.
- Navigate to **Personal Developer Instance Request Instance**.
- Fill in required details and submit the request.
- Log in with credentials received via email.
- Access your new instance and begin customization.



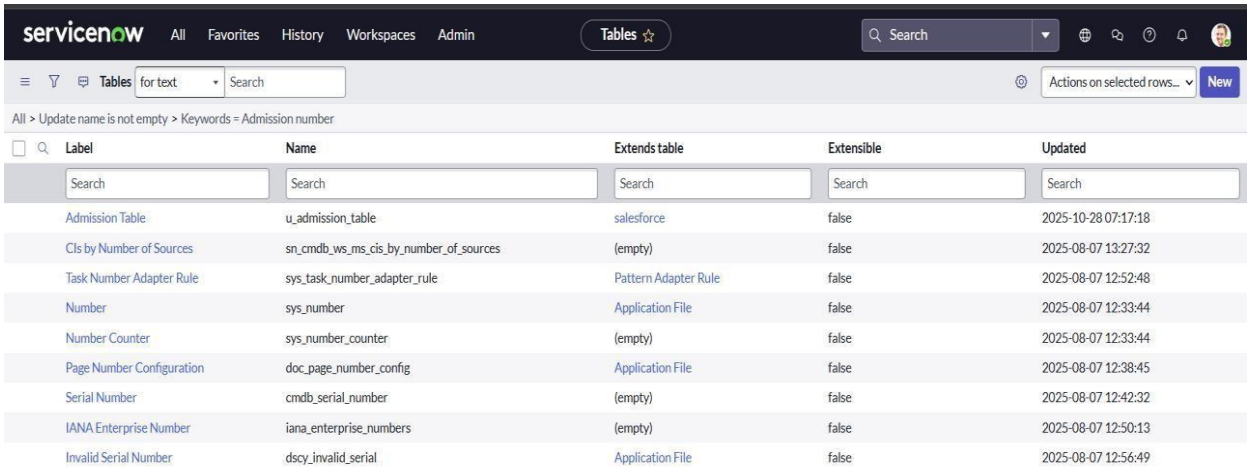
Milestone 2: Creation of New Update Set

Activity: Creation of New Update Set

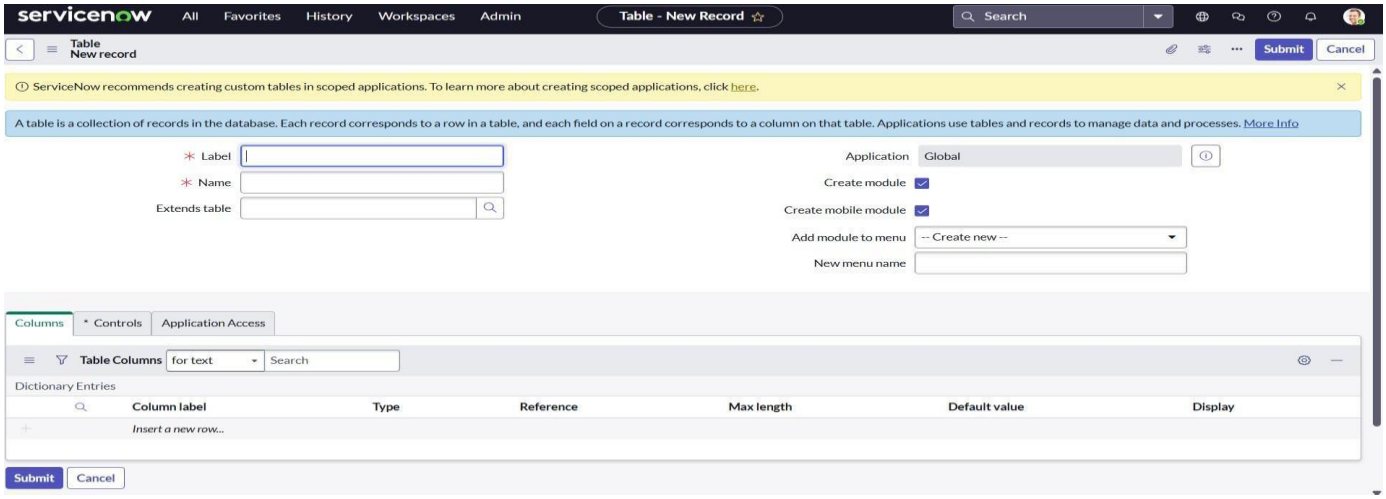
- Go to All >> In the filter search for Local Update set > click on New >Educational Organization.



- Click on new



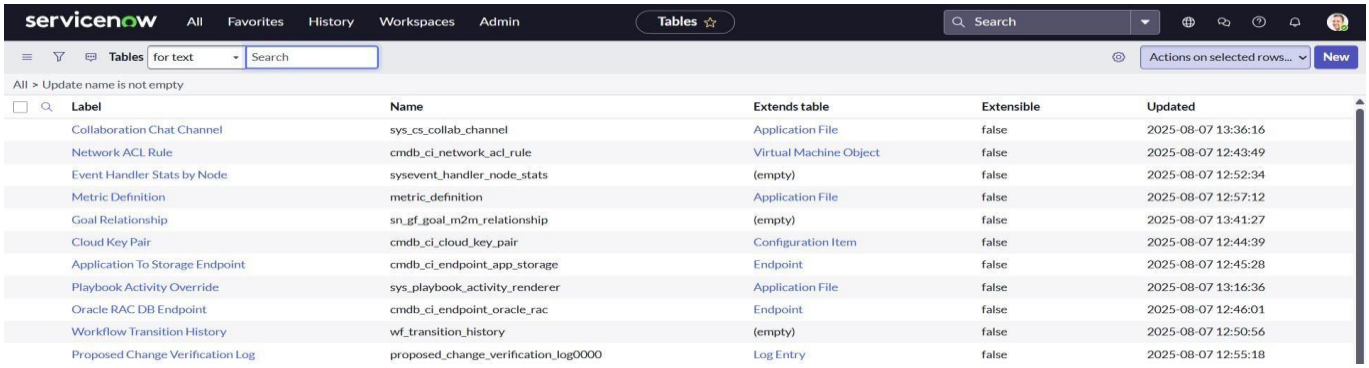
- Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



Milestone 3: Creating a Table

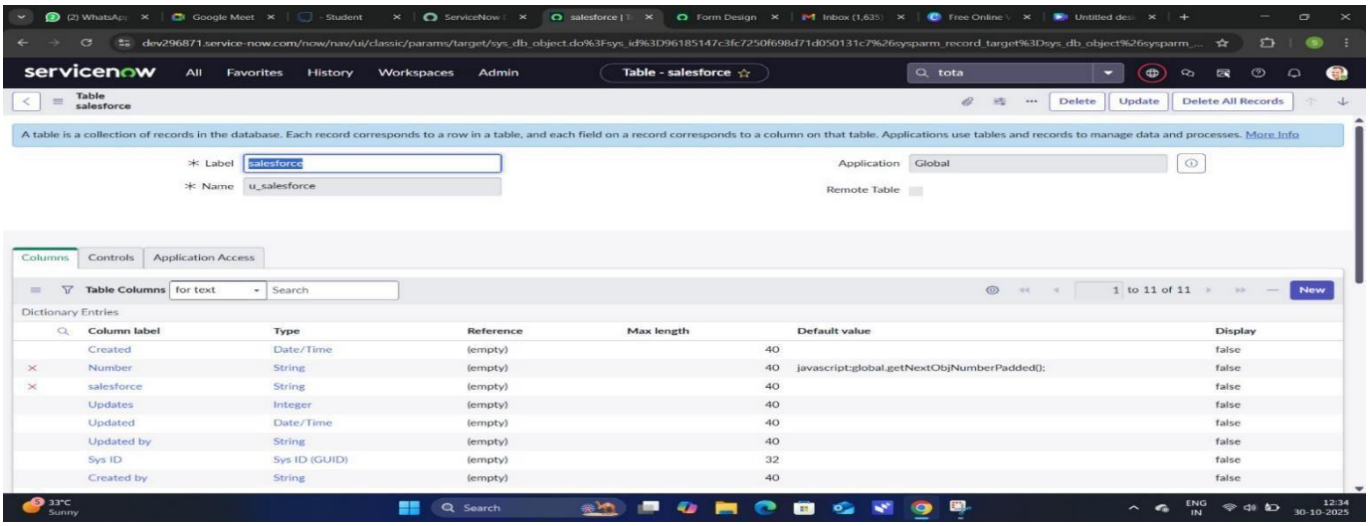
Activity 1: Creating Salesforce Table.

- All >> Tables.

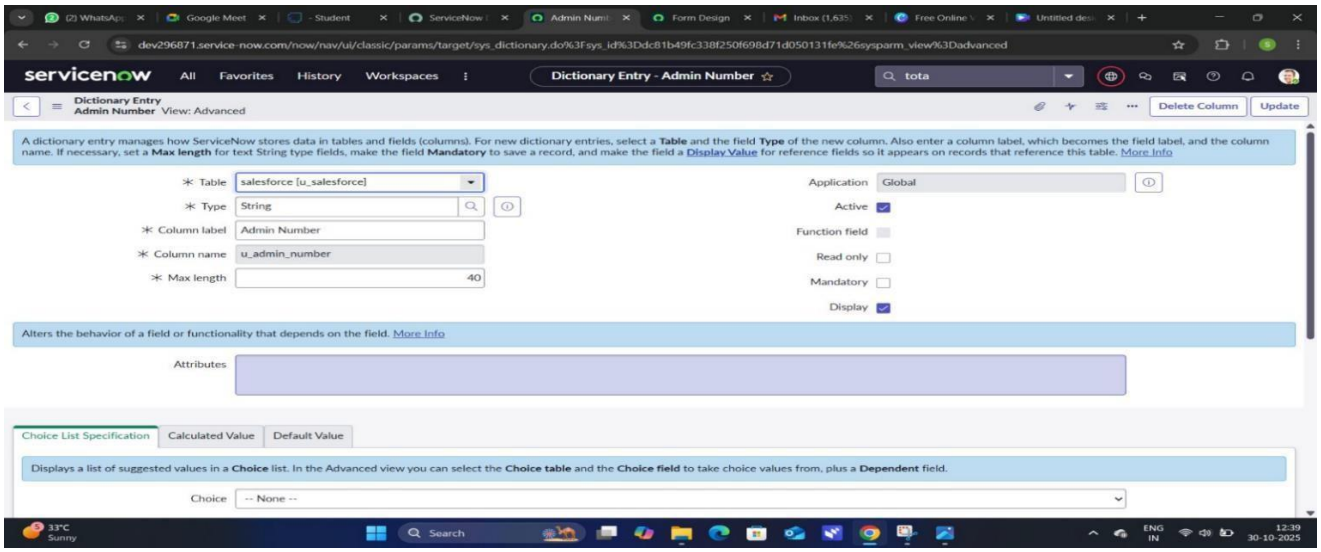


- Enter the Label as:

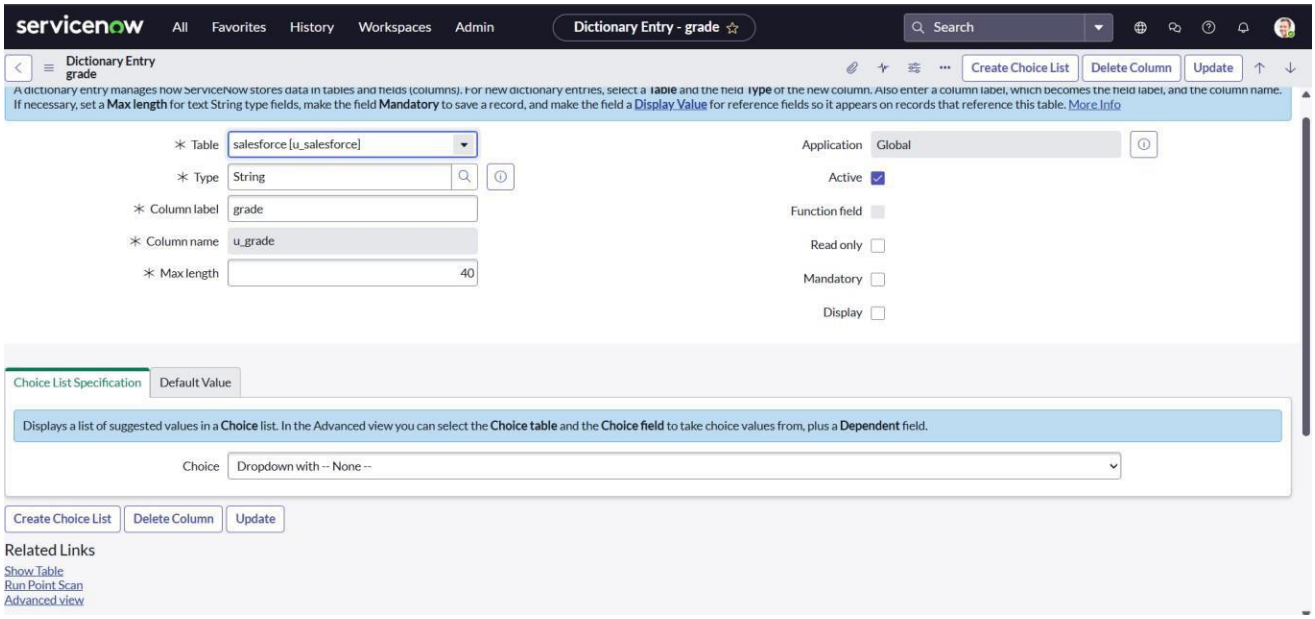
  Name: Salesforce



- Admin Number:

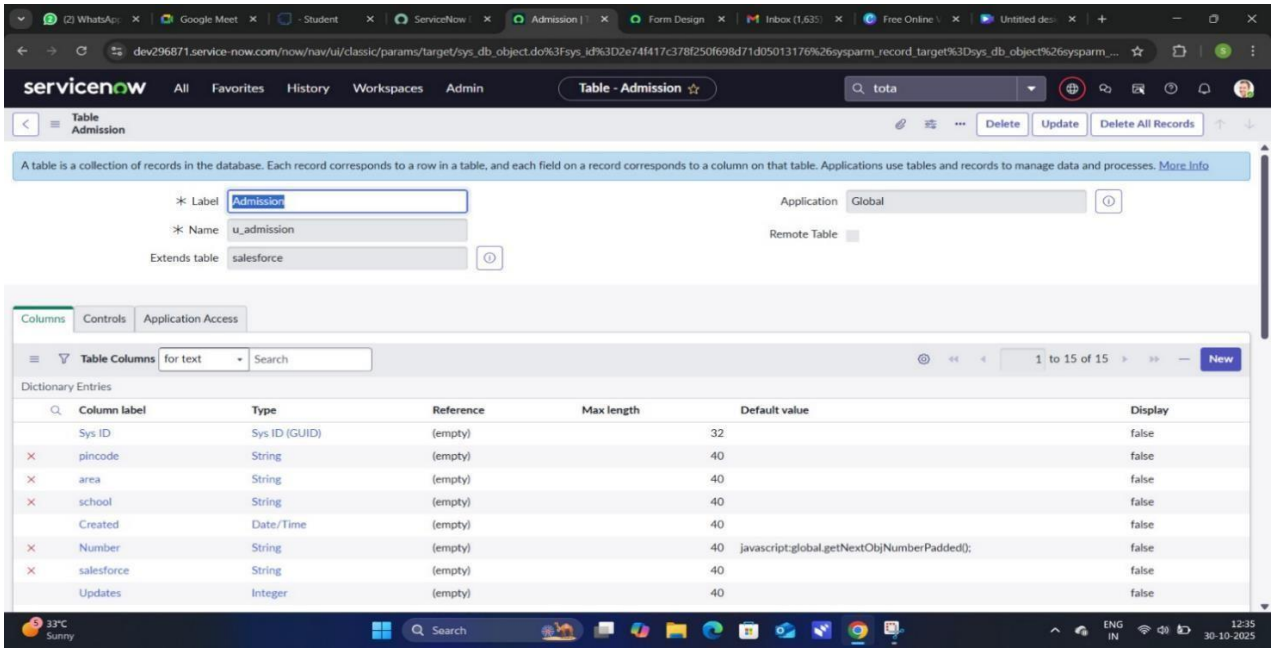


- Grade Column:

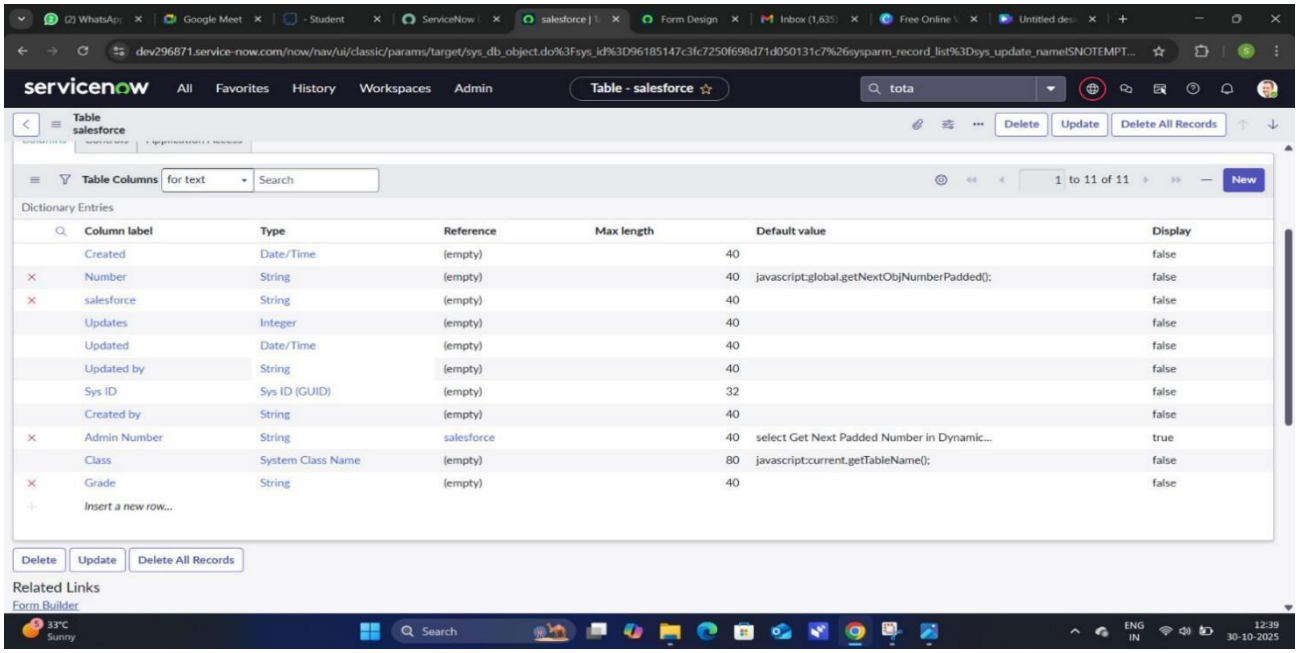


Activity 2: Creating Admission Table

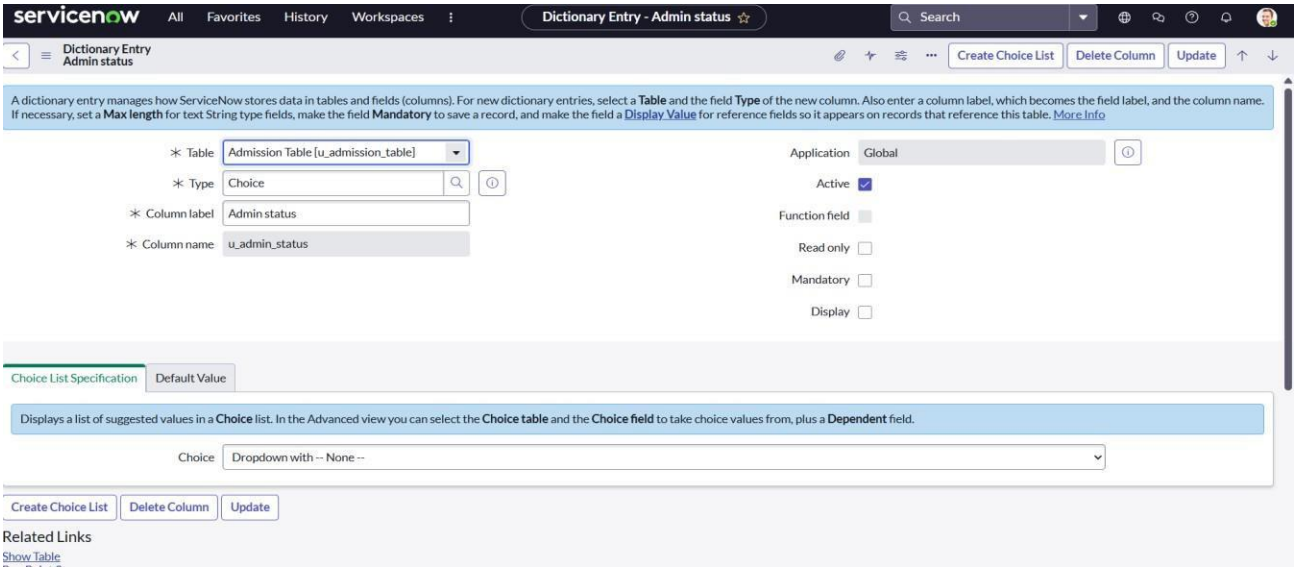
- Create an Admission Table with Columns given.
- Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.



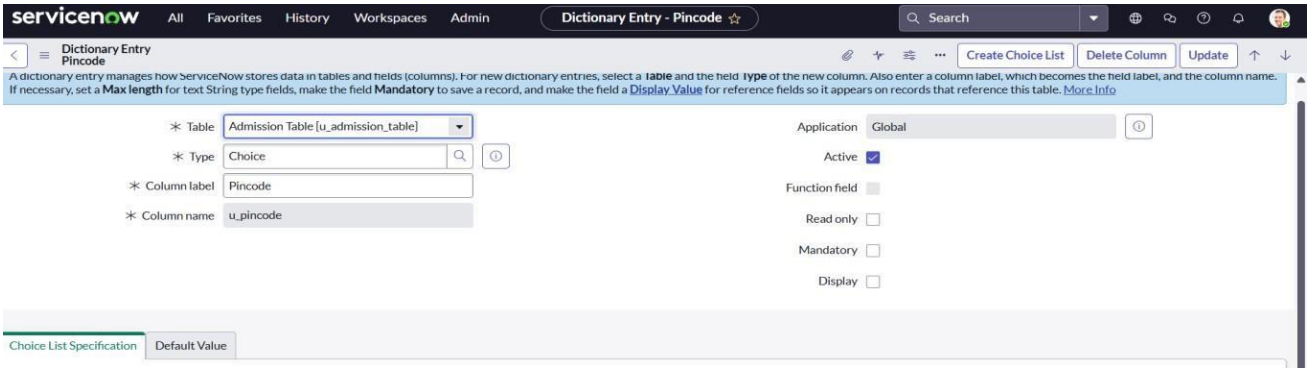
- Create Fields as shown



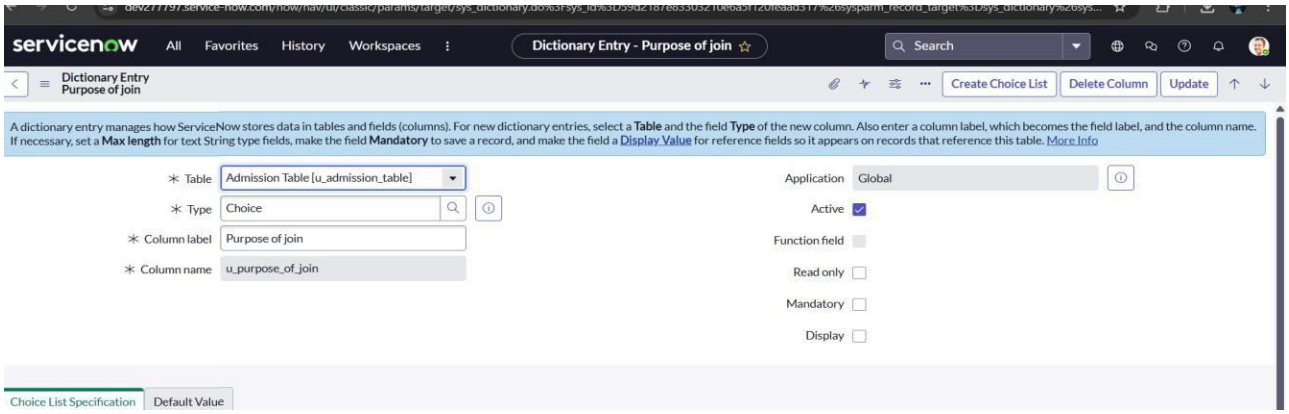
- Create choice for Admin Status as:



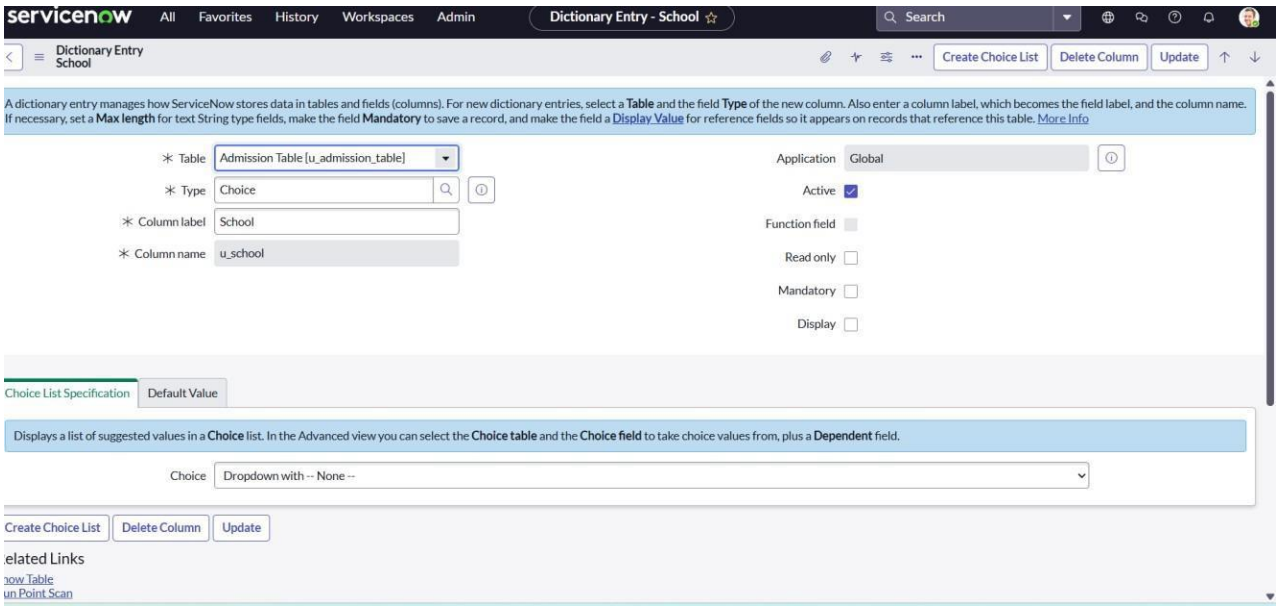
- Create choice for Pincode :



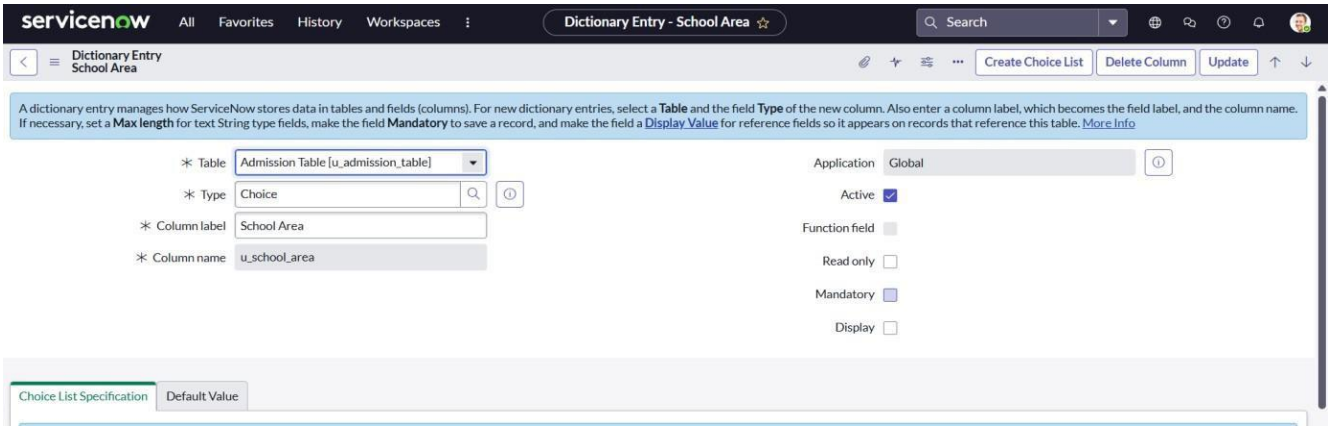
- Create choice for Purpose of Join :



- Create choice for School :

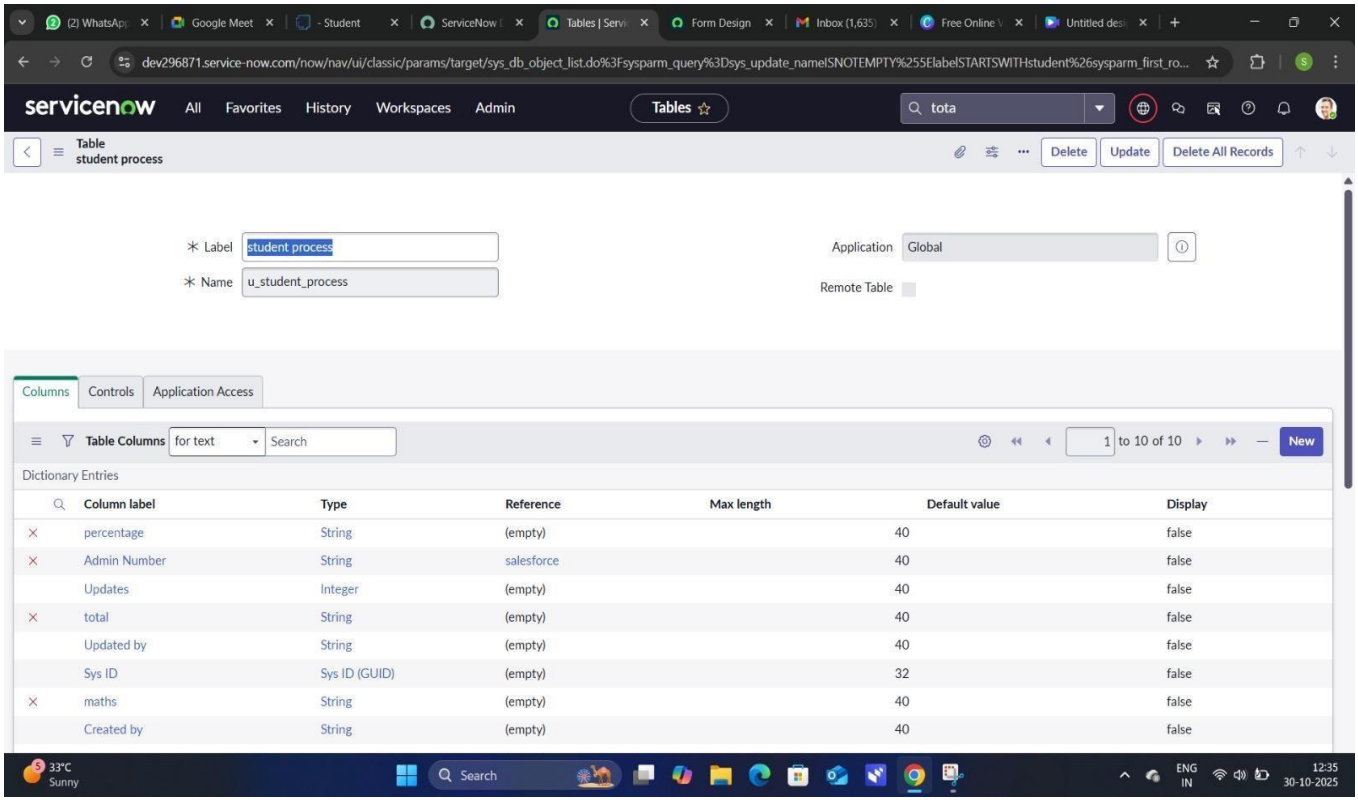


- Create choice for School Area:



Activity 3: Creating Student Progress Table:

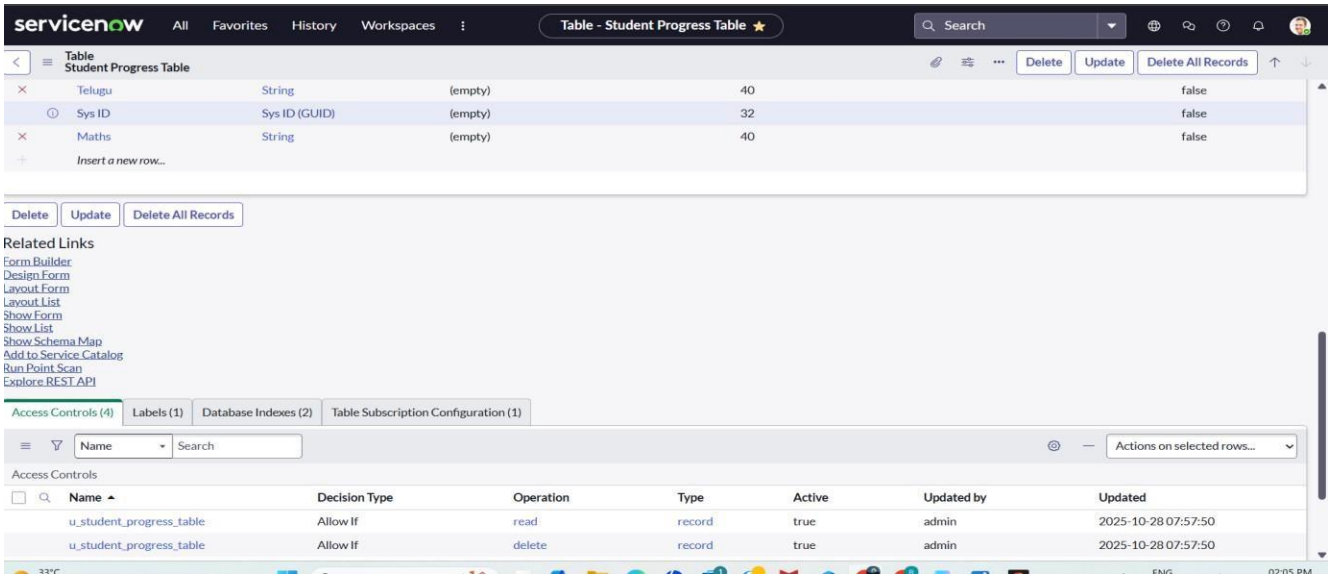
- Create a Student Progress Table with Columns given.
- Select Add module to menu >> Salesforce.
- Create Fields as shown:



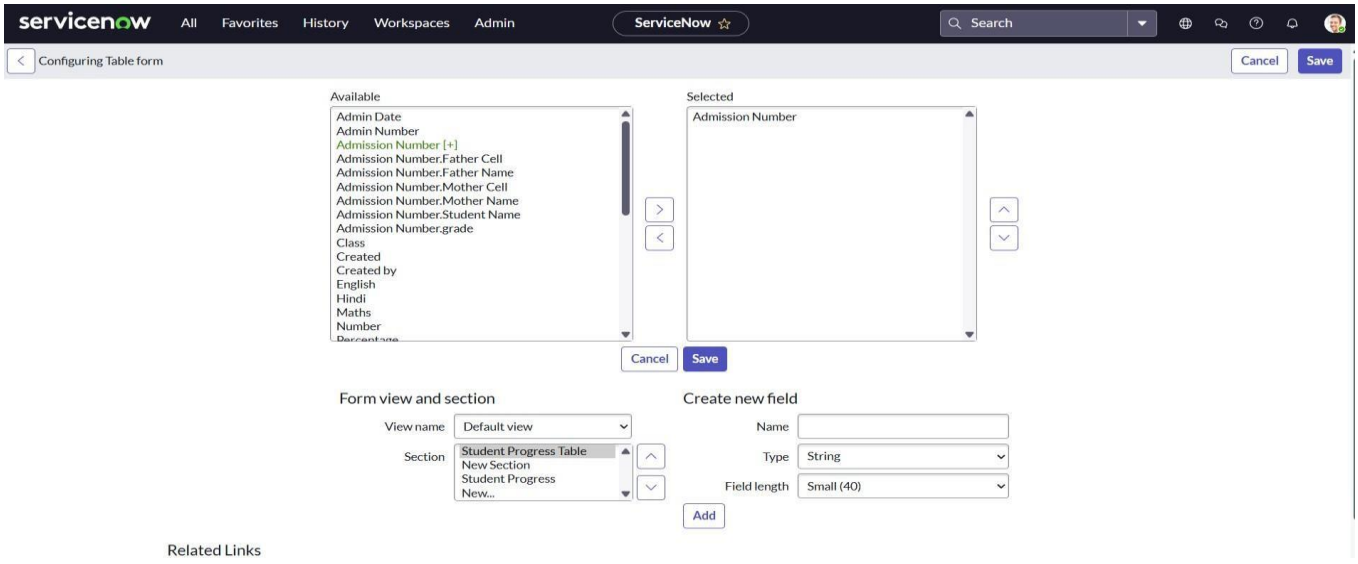
Milestone 4: Form Layout

Activity: Configuring Table form for Student Progress Table:

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



- Click on Admission Number [+]

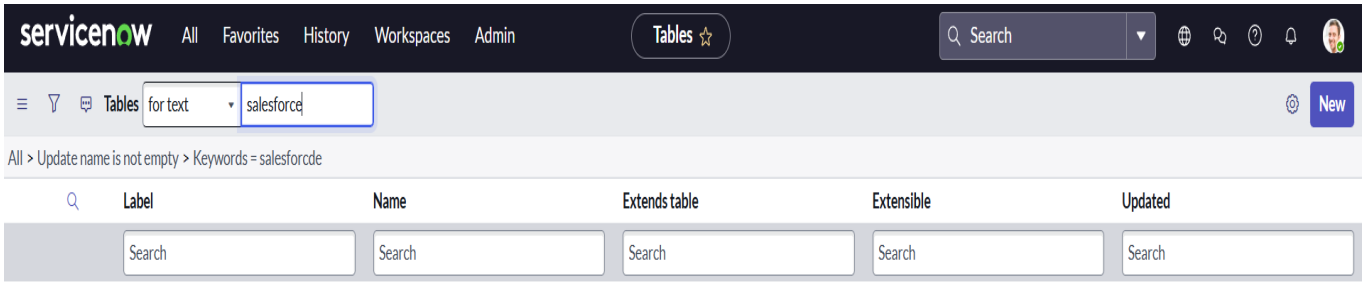


- Select below Admission Number fields in Available side and send it to selected side as below >> save.

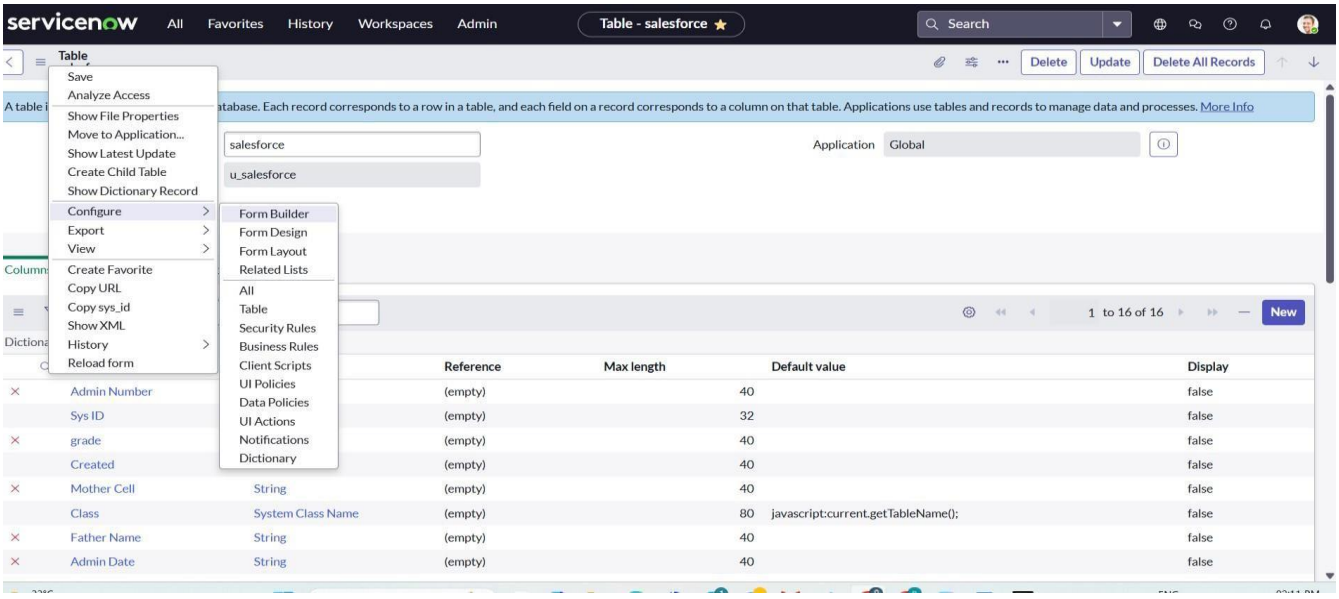
Milestone 5: Form Design

Activity 1: Creating Form Design for Salesforce Table

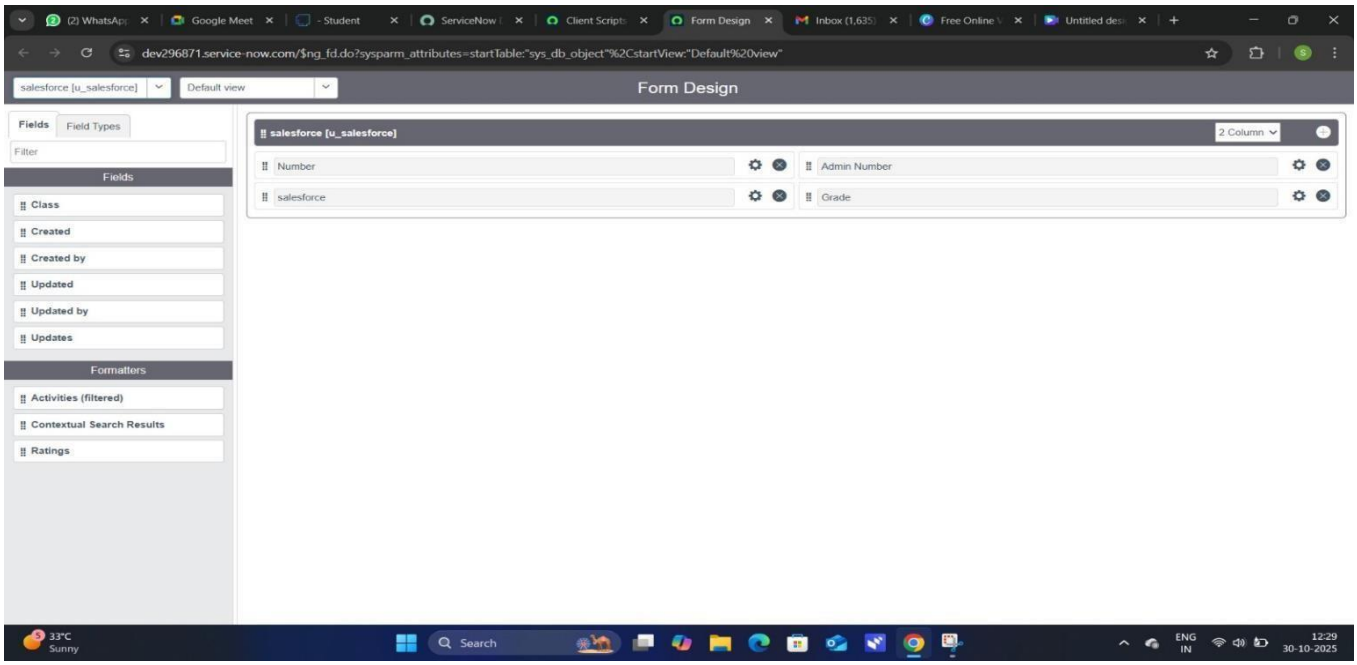
- All >> System Definition >> Tables.



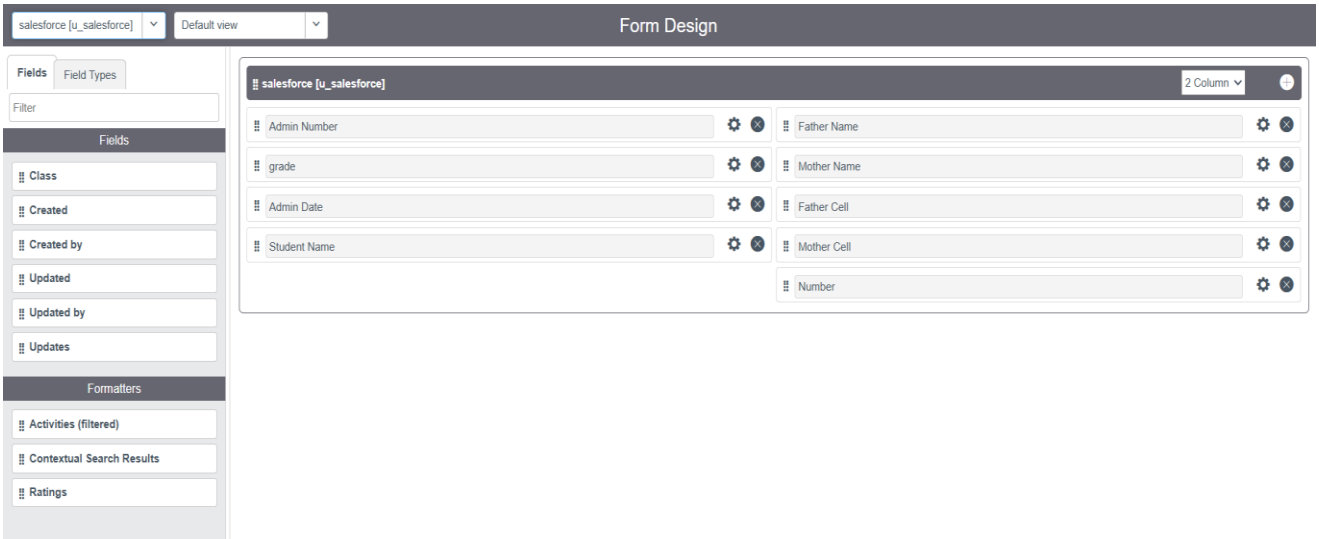
- In Label Search for Salesforce and open.
- Right Click on top Toggle >> Configure >> Form Design.



- In drop down select Salesforce(u_salesforce).

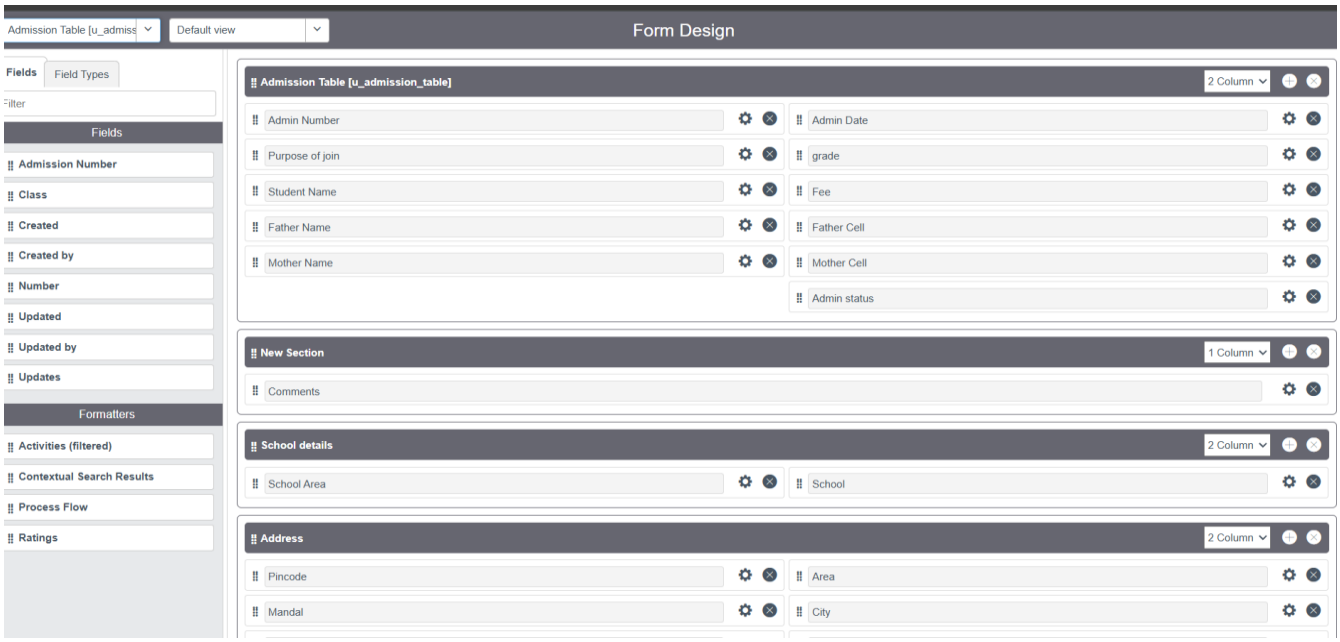


- Drag and drop the fields to the left side as below.>>Save.



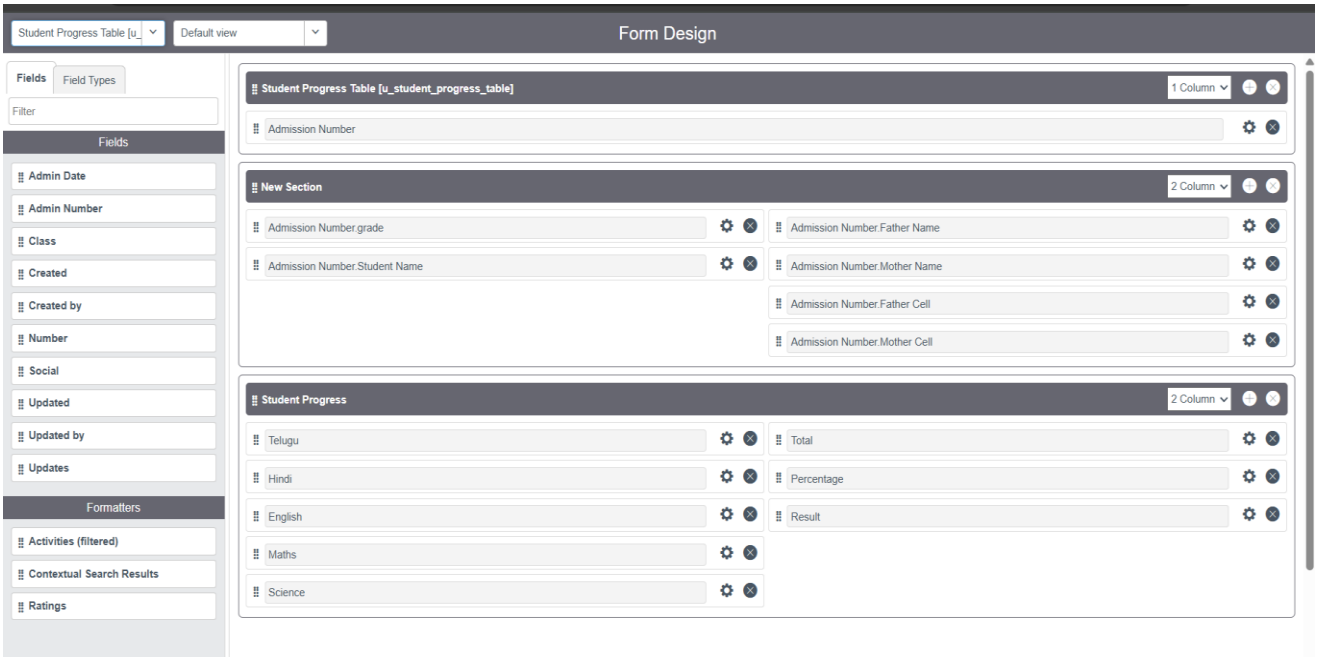
Activity 2: Creating Form Design for Admission Table:

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



Activity 3: Creating Form Design for Student progress Table

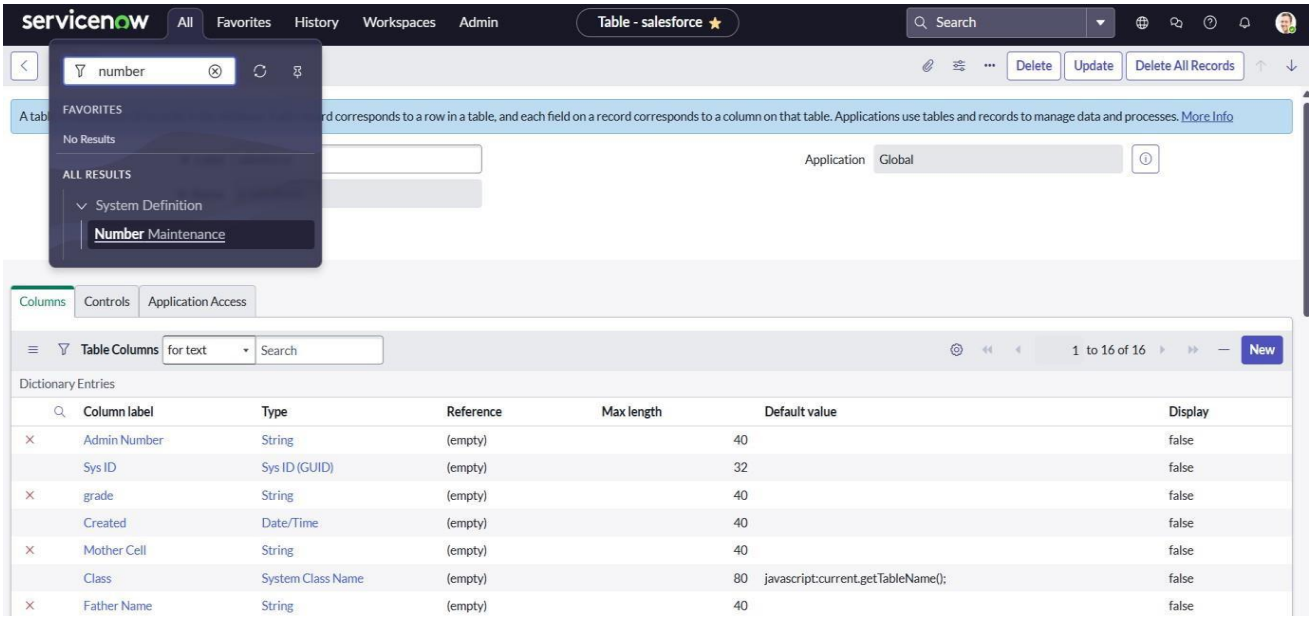
- Follow the same steps as Activity1, Configure the fields as below >>Save



Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

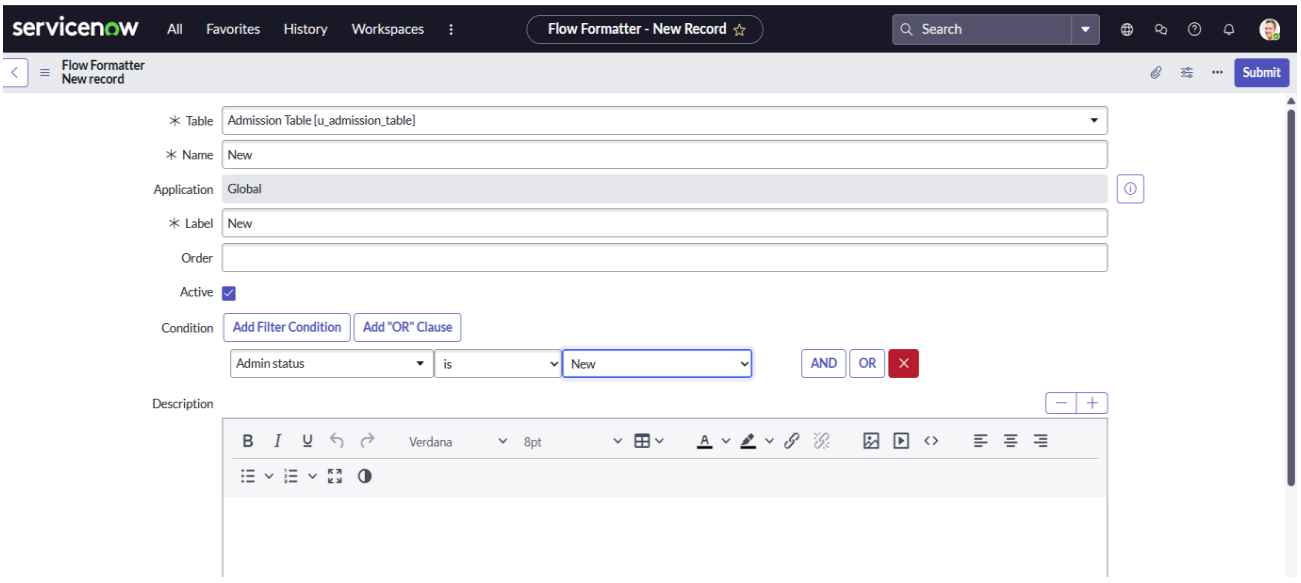
- All >> Number Maintenance >> New
- Fill the details >> Submit.



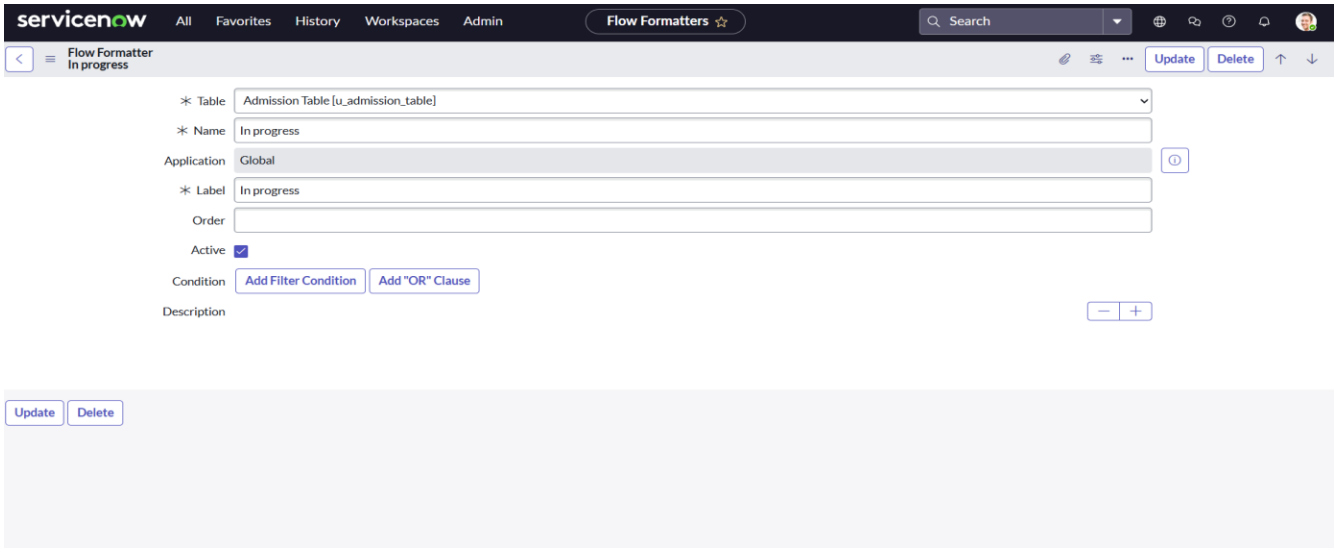
Milestone 7: Process Flow

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.



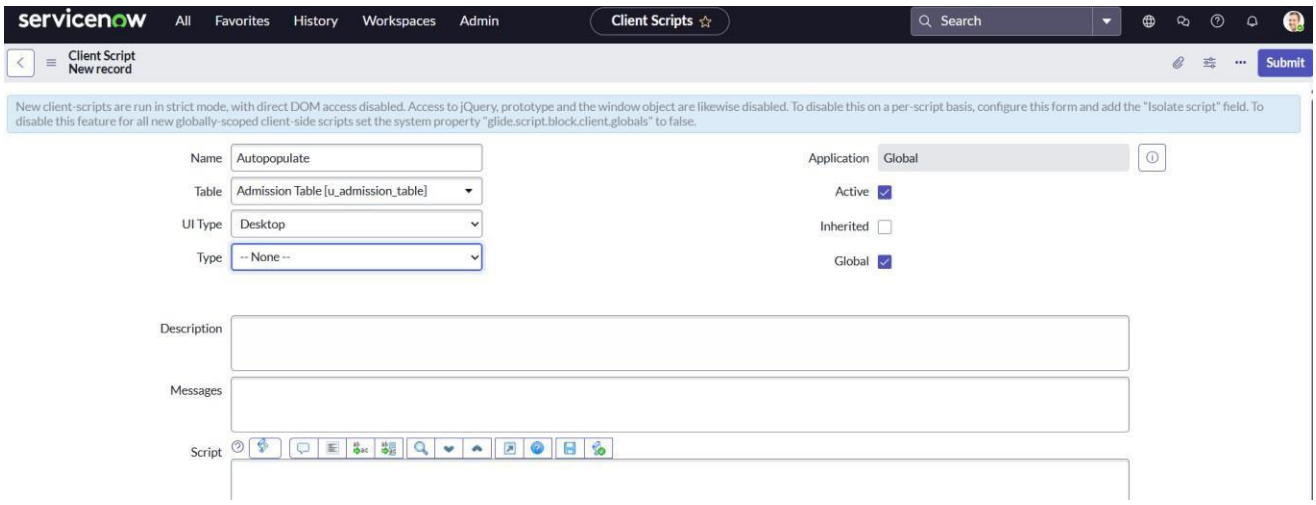
- Replace the Name and Label in order and click on Insert on stay.

  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.

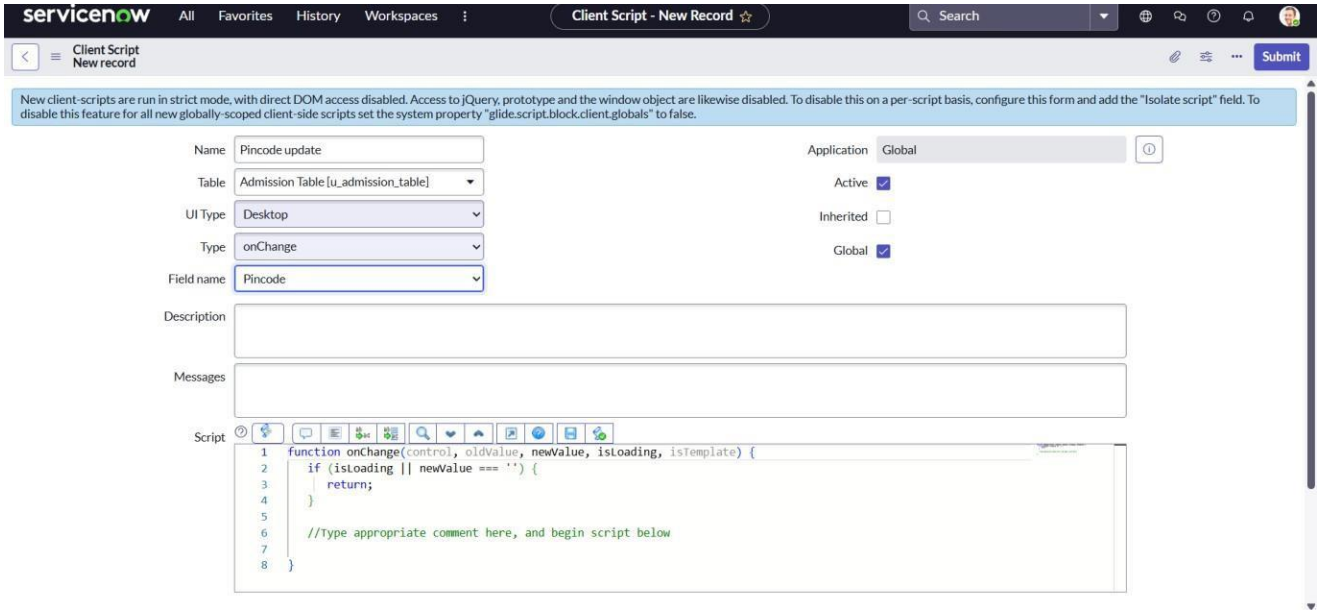


- Write the Code as below, Enable Isolate script and Save.

```
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_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

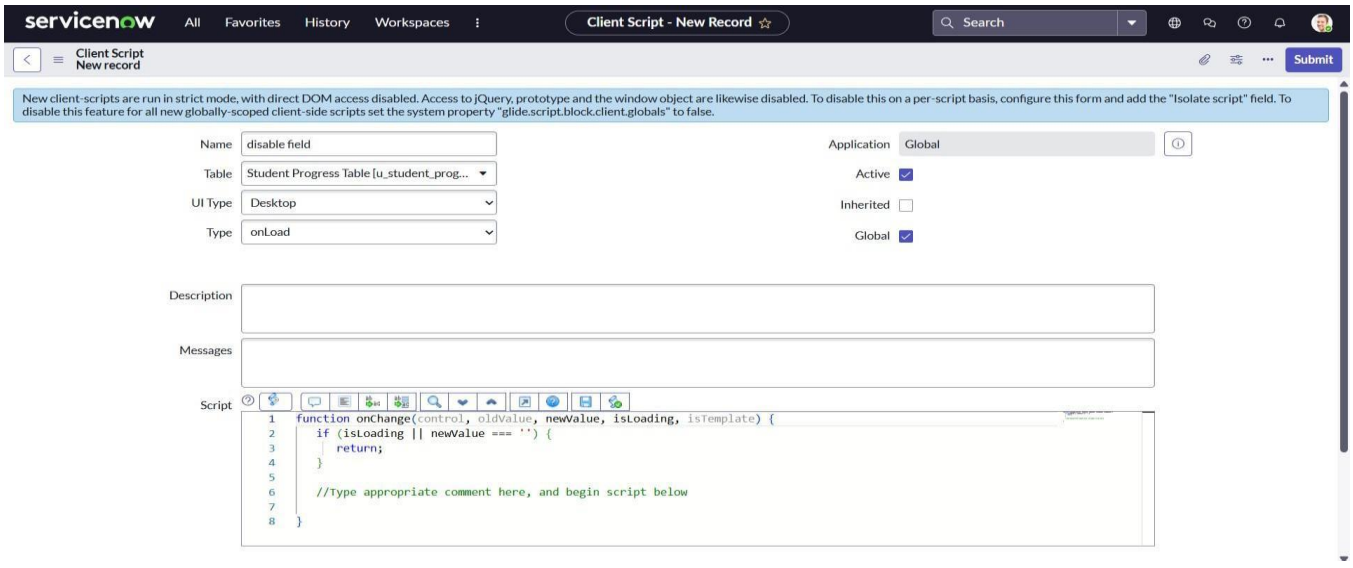
- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.



```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
   if (isLoading || newValue === '') {
      return;
   }
    var a = g_form.getValue('u_pincode');{

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

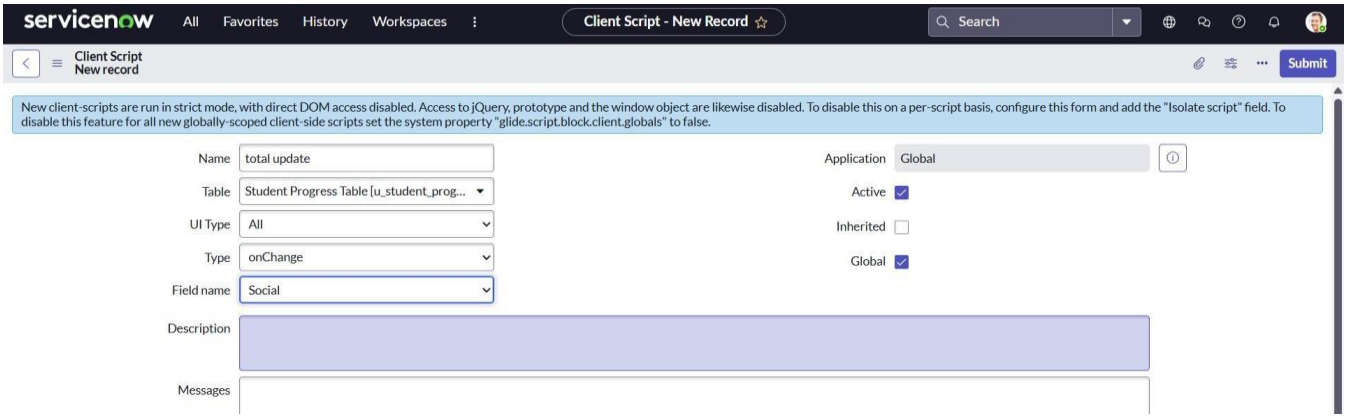


```
function onLoad() {
  //Type appropriate comment here, and begin script below
  g_form.setDisabled('u_total',true);
  g_form.setDisabled('u_percentage',true);
  g_form.setDisabled('u_result',true);
}
```

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

- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.

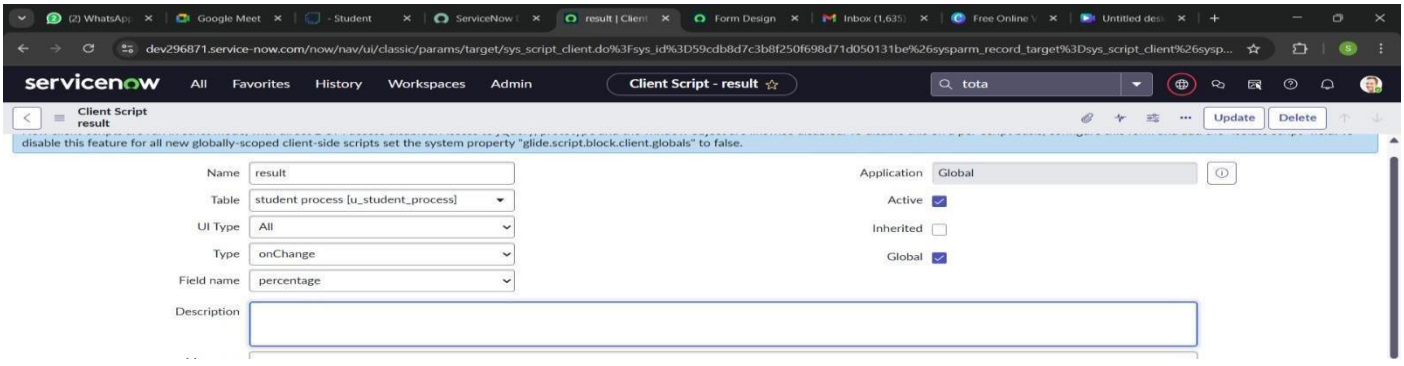
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }
//Type appropriate comment here, and begin script below
if (newValue){
var a = parseInt(g_form.getValue('u_telugu'));
var b = parseInt(g_form.getValue('u_hindi'));
var c = 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 “Result” Client Scripts for Student progress Table

- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.

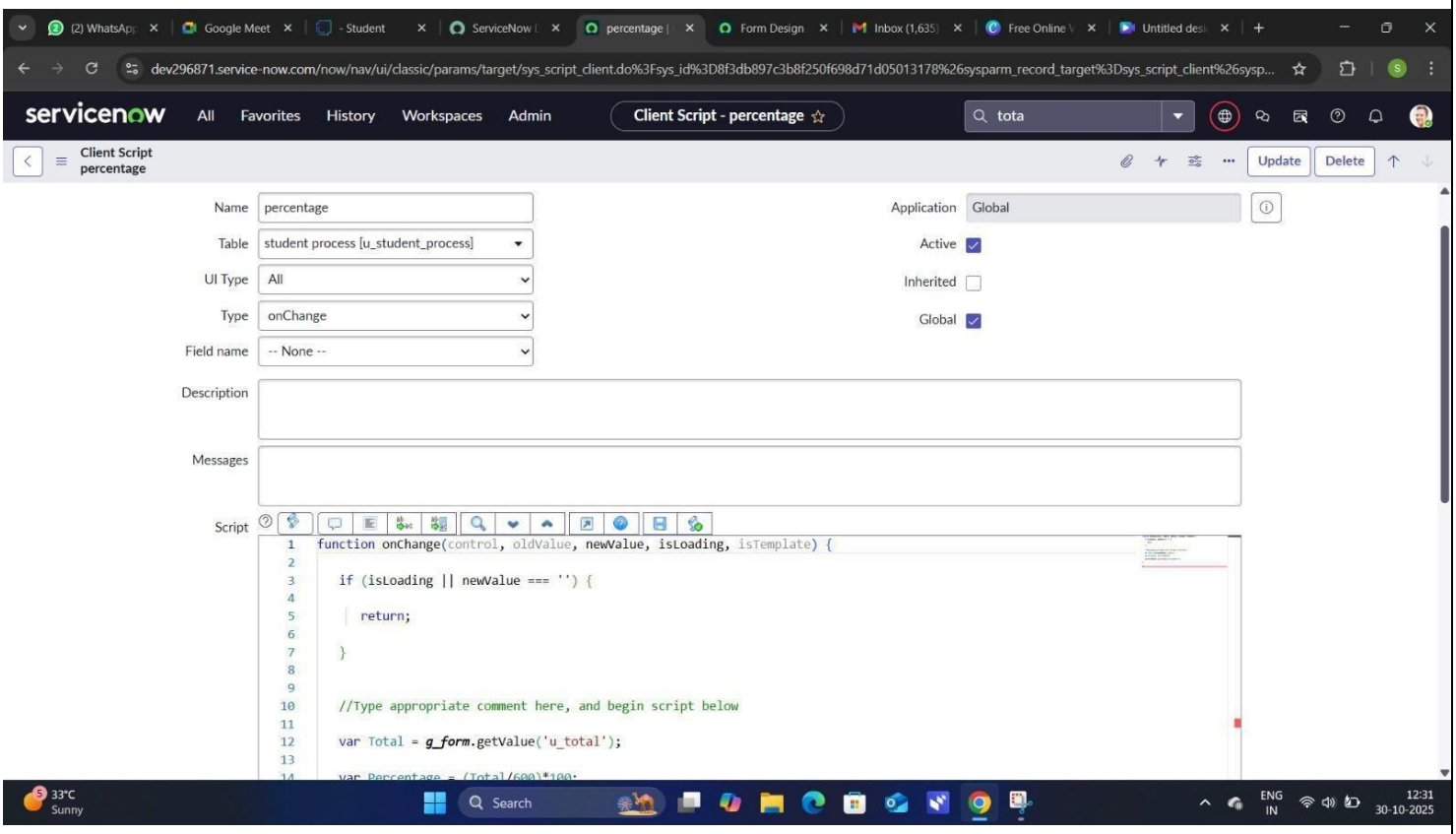
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }
  //Type appropriate comment here, and begin script below
  if(newValue) {
    var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
    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');
    }
  }
}
```



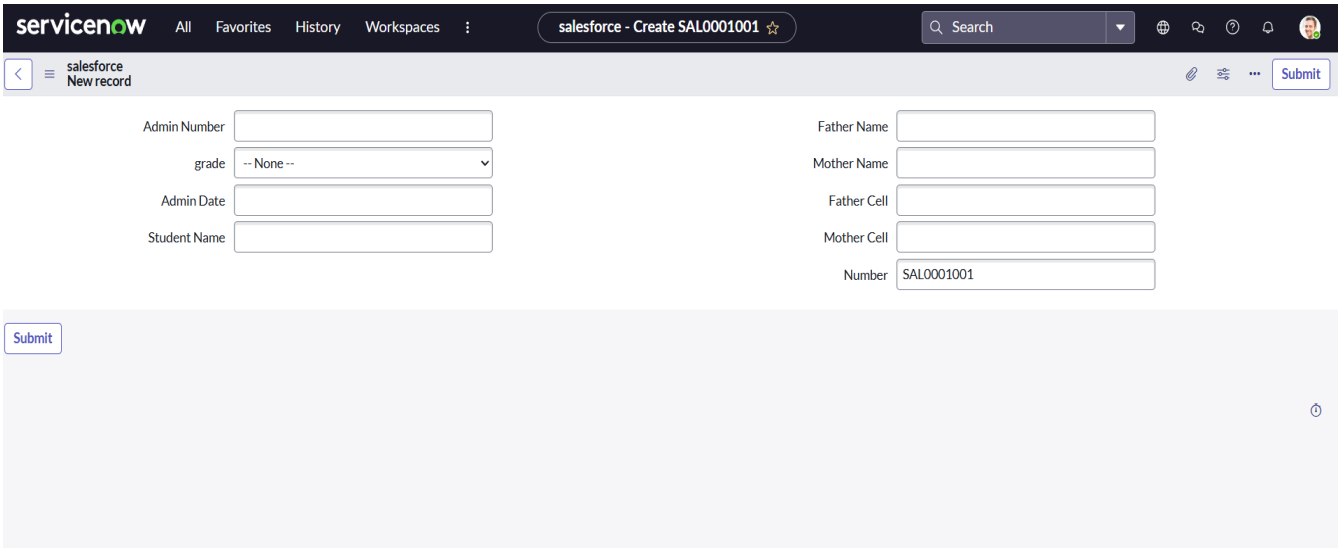
Activity 6: Creating “Percentage” Client Scripts for Student progress Table.

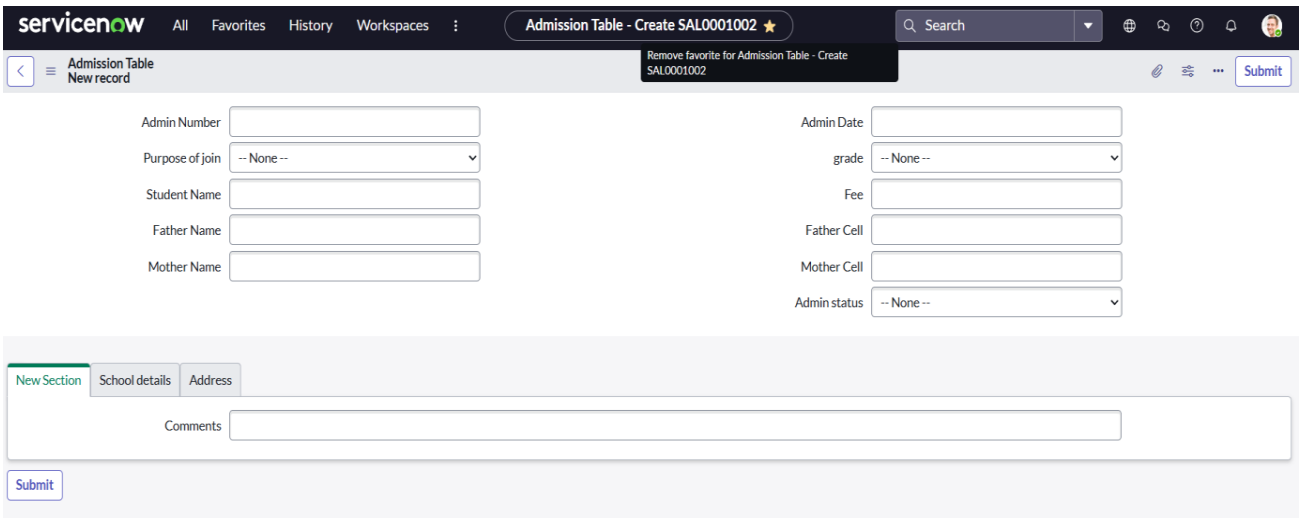
- Fill the Details as given.
- Write the Code as below, Enable Isolate script and >>Save.

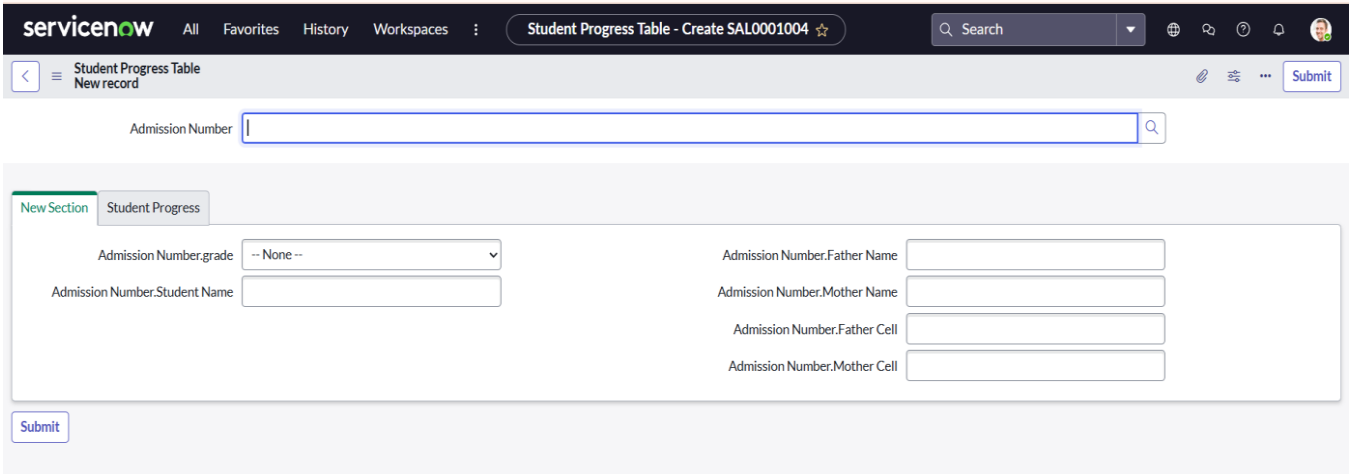
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') {
    return;
  }

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



Results:


servicenow
All
Favorites
History
Workspaces
salesforce - Create SAL0001001
Search
salesforce
New record
Submit
Admin Number
grade
-- None --
Admin Date
Student Name
Father Name
Mother Name
Father Cell
Mother Cell
Number
SAL0001001
Submit


servicenow
All
Favorites
History
Workspaces
Admission Table - Create SAL0001002
Search
Remove favorite for Admission Table - Create SAL0001002
Admission Table
New record
Submit
Admin Number
Purpose of join
-- None --
Student Name
Father Name
Mother Name
Admin Date
grade
-- None --
Fee
Father Cell
Mother Cell
Admin status
-- None --
New Section
School details
Address
Comments
Submit



Conclusion:

The project **"Educational Organization Using ServiceNow"** successfully automates the core administrative operations of an educational institution, including admissions, student data management, and academic progress tracking. Using ServiceNow's customization features such as tables, forms, process flows, and client scripts, the system provides a reliable and scalable platform for educational data automation. It minimizes manual errors, improves efficiency, and enhances transparency in academic administration. This project demonstrates the adaptability of the ServiceNow platform beyond IT service management, making it a valuable digital tool for modern educational organizations.