



servicenow.

NAAN MUDHALVAN

**EDUCATIONAL ORGANIZATION USING SERVICE NOW
PROJECT REPORT**

Submitted by

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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
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'P.T.R COLLEGE OF ENGINEERING AND TECHNOLOGY
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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).

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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.

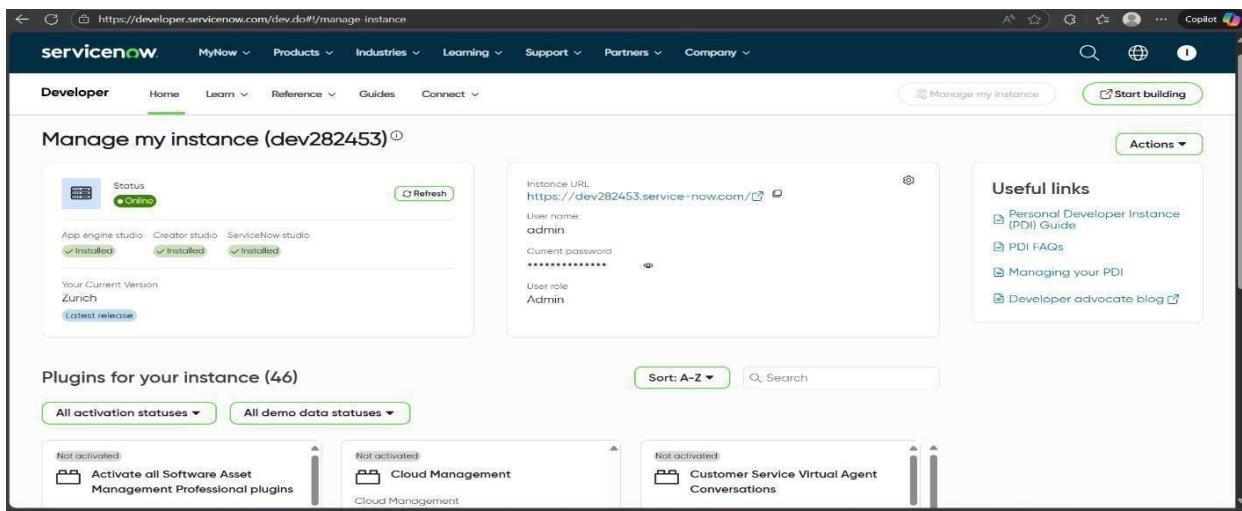
Skills:

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

Activity: Setup of ServiceNow Developer Instance

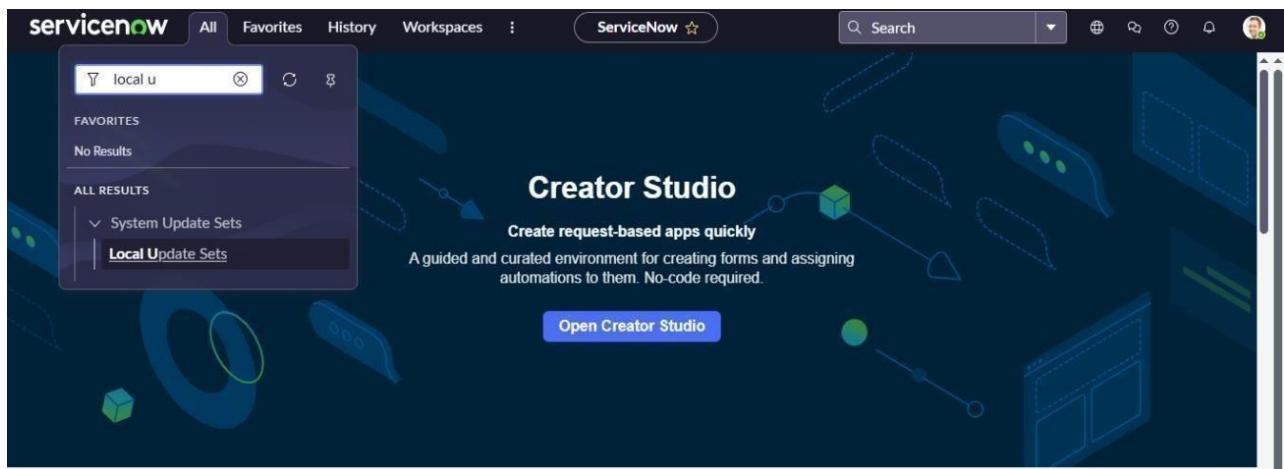
- Sign up at <https://developer.servicenow.com>.
- Navigate to **Personal Developer Instance Request Instance**.
- Fill in required details and submit the request.
- Log in with credentials received via email.
- Access your new instance and begin customization.



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

Tables				
	Label	Name	Extends table	Extensible
<input type="checkbox"/>	Search	Search	Search	Search
Admission Table	u_admission_table	salesforce	false	2025-10-28 07:17:18
CIs by Number of Sources	sn_cndb_ws_ms_cis_by_number_of_sources	(empty)	false	2025-08-07 13:27:32
Task Number Adapter Rule	sys_task_number_adapter_rule	Pattern Adapter Rule	false	2025-08-07 12:52:48
Number	sys_number	Application File	false	2025-08-07 12:33:44
Number Counter	sys_number_counter	(empty)	false	2025-08-07 12:33:44
Page Number Configuration	doc_page_number_config	Application File	false	2025-08-07 12:38:45
Serial Number	cmdb_serial_number	(empty)	false	2025-08-07 12:42:32
IANA Enterprise Number	iana_enterprise_numbers	(empty)	false	2025-08-07 12:50:13
Invalid Serial Number	dscy_invalid_serial	Application File	false	2025-08-07 12:56:49

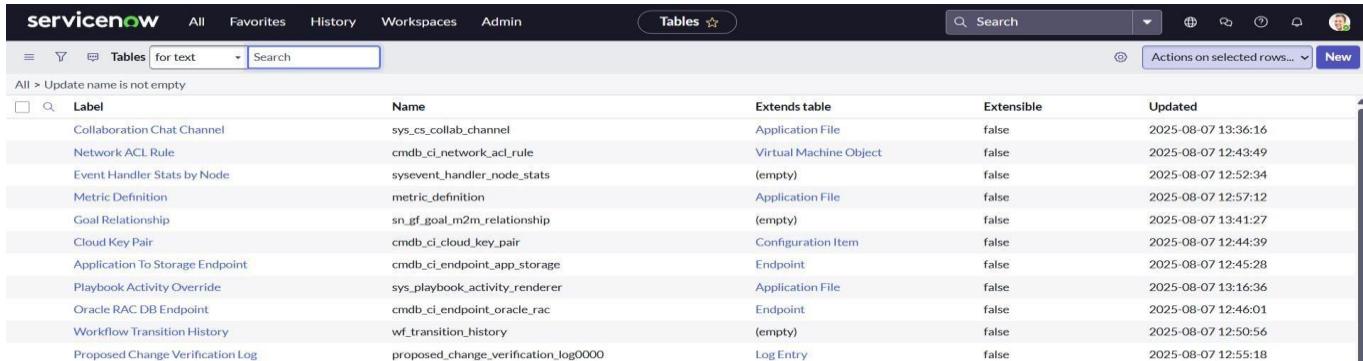
- Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

Table - New Record	
* Label	<input type="text"/>
* Name	<input type="text"/>
Extends table	<input type="text"/> <input type="button" value="Search"/>
Application: Global <input type="button" value="Edit"/> Create module: <input checked="" type="checkbox"/> Create mobile module: <input checked="" type="checkbox"/> Add module to menu: <input type="button" value="-- Create new --"/> <input type="text"/> New menu name: <input type="text"/>	
Columns <input type="button" value="Controls"/> Application Access <input type="button" value="Edit"/> Dictionary Entries <input type="button" value="Search"/> Table Columns <input type="text"/> for text <input type="button" value="Search"/> Insert a new row... <input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table.

- All >> Tables.

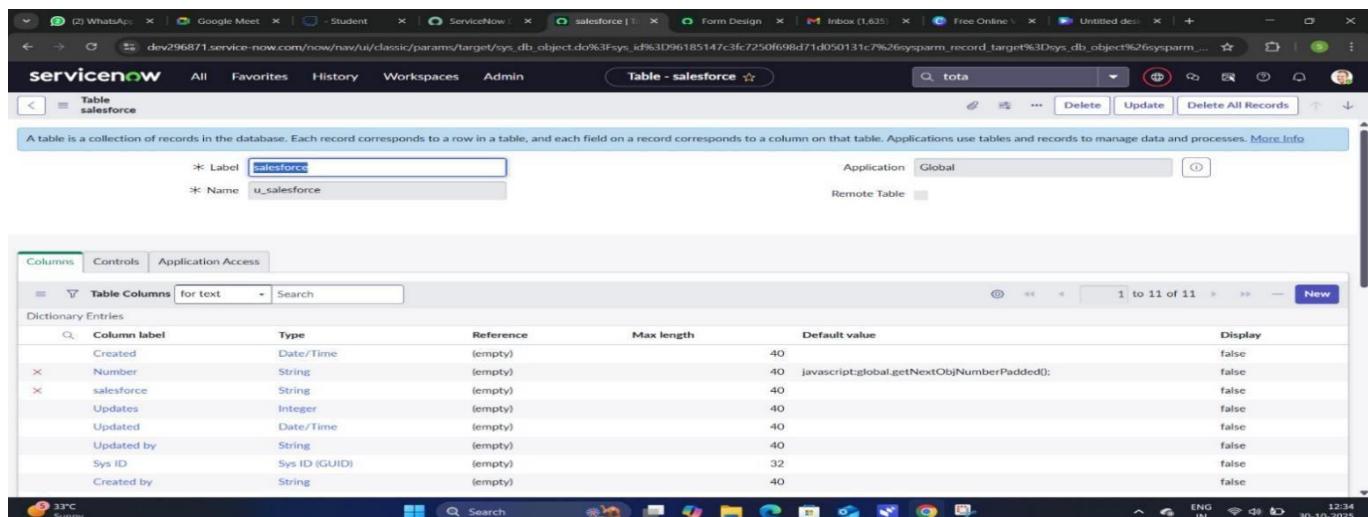


The screenshot shows the ServiceNow 'Tables' list page. The table has columns for Label, Name, Extends table, Extensible, and Updated. Some rows are collapsed. Key entries include:

Label	Name	Extends table	Extensible	Updated
Collaboration Chat Channel	sys_cs_collab_channel	Application File	false	2025-08-07 13:36:16
Network ACL Rule	cmdb_ci_network_act_rule	Virtual Machine Object	false	2025-08-07 12:43:49
Event Handler Stats by Node	sysevent_handler_node_stats	(empty)	false	2025-08-07 12:52:34
Metric Definition	metric_definition	Application File	false	2025-08-07 12:57:12
Goal Relationship	sn_gf_goal_m2m_relationship	(empty)	false	2025-08-07 13:41:27
Cloud Key Pair	cmdb_ci_cloud_key_pair	Configuration Item	false	2025-08-07 12:44:39
Application To Storage Endpoint	cmdb_ci_endpoint_app_storage	Endpoint	false	2025-08-07 12:45:28
Playbook Activity Override	sys_playbook_activity_renderer	Application File	false	2025-08-07 13:16:36
Oracle RAC DB Endpoint	cmdb_ci_endpoint_oracle_rac	Endpoint	false	2025-08-07 12:46:01
Workflow Transition History	wf_transition_history	(empty)	false	2025-08-07 12:50:56
Proposed Change Verification Log	proposed_change_verification_log0000	Log Entry	false	2025-08-07 12:55:18

- Enter the Label as:

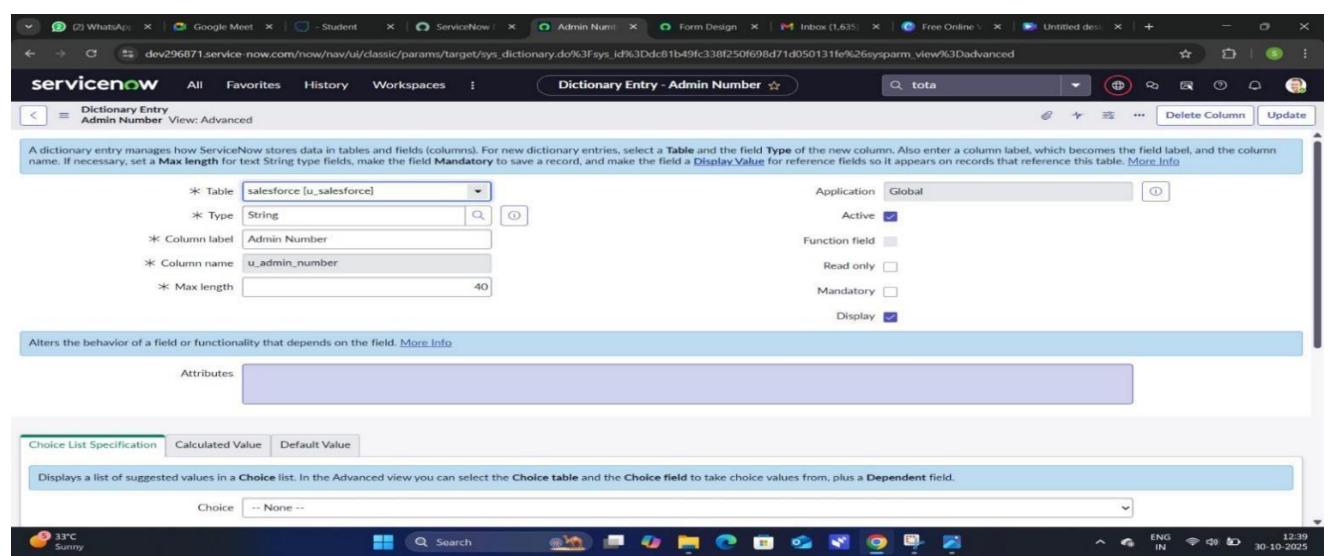
Name: Salesforce



The screenshot shows the 'Table - salesforce' creation page. The 'Label' field is set to 'salesforce' and the 'Name' field is set to 'u_salesforce'. The table has one column labeled 'Created'.

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
salesforce	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false

- Admin Number:



The screenshot shows the 'Dictionary Entry - Admin Number' creation page. The 'Table' field is set to 'salesforce [u_salesforce]', 'Type' is 'String', 'Column label' is 'Admin Number', 'Column name' is 'u_admin_number', and 'Max length' is 40. The 'Active' checkbox is checked.

Table	Type	Column label	Column name	Max length	Active
salesforce [u_salesforce]	String	Admin Number	u_admin_number	40	<input checked="" type="checkbox"/>

- Grade Column:

The screenshot shows the ServiceNow Dictionary Entry - grade page. The configuration details are as follows:

- Table:** salesforce [u_salesforce]
- Type:** String
- Column label:** grade
- Column name:** u_grade
- Max length:** 40
- Application:** Global
- Active:** checked
- Function field:** unchecked
- Read only:** unchecked
- Mandatory:** unchecked
- Display:** unchecked

Below the main configuration, there are tabs for "Choice List Specification" and "Default Value". The "Choice List Specification" tab displays a dropdown menu set to "Dropdown with -- None --".

Activity 2: Creating Admission Table

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

The screenshot shows the ServiceNow Table - Admission page. The configuration details are as follows:

- Label:** Admission
- Name:** u_admission
- Extends table:** salesforce
- Application:** Global
- Remote Table:** unchecked

Below the table configuration, there is a "Columns" tab showing a list of columns with their properties:

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
pincode	String	(empty)	40		false
area	String	(empty)	40		false
school	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
salesforce	String	(empty)	40		false
Updates	Integer	(empty)	40		false

- Create Fields as shown

The screenshot shows a ServiceNow interface titled "Table - salesforce". The table lists various system fields with their types, references, and display settings. Key entries include:

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
salesforce	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Admin Number	String	salesforce	40	select Get Next Padded Number in Dynamic...	true
Class	System Class Name	(empty)	80	javascript:current.getClassName();	false
Grade	String	(empty)	40		false

Buttons at the bottom include Delete, Update, and Delete All Records.

- Create choice for Admin Status as:

The screenshot shows a ServiceNow interface titled "Dictionary Entry - Admin status". The configuration includes:

- Table:** Admission Table [u_admission_table]
- Type:** Choice
- Column label:** Admin status
- Column name:** u_admin_status
- Application:** Global
- Active:** checked
- Function field:** unchecked
- Read only:** unchecked
- Mandatory:** unchecked
- Display:** unchecked

Below the configuration, there are tabs for "Choice List Specification" and "Default Value". A note states: "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." A dropdown menu under "Choice" shows "Dropdown with - None -".

Buttons at the bottom include Create Choice List, Delete Column, and Update.

- Create choice for Pincode :

The screenshot shows the ServiceNow Dictionary Entry - Pincode page. The configuration details are as follows:

- Table:** Admission Table [u_admission_table]
- Type:** Choice
- Column label:** Pincode
- Column name:** u_pincode
- Application:** Global
- Active:**
- Function field:**
- Read only:**
- Mandatory:**
- Display:**

Below the main configuration, there are tabs for "Choice List Specification" and "Default Value".

- Create choice for Purpose of Join :

The screenshot shows the ServiceNow Dictionary Entry - Purpose of join page. The configuration details are as follows:

- Table:** Admission Table [u_admission_table]
- Type:** Choice
- Column label:** Purpose of join
- Column name:** u_purpose_of_join
- Application:** Global
- Active:**
- Function field:**
- Read only:**
- Mandatory:**
- Display:**

Below the main configuration, there are tabs for "Choice List Specification" and "Default Value".

- Create choice for School :

The screenshot shows the ServiceNow Dictionary Entry - School page. The configuration details are as follows:

- Table:** Admission Table [u_admission_table]
- Type:** Choice
- Column label:** School
- Column name:** u_school
- Application:** Global
- Active:**
- Function field:**
- Read only:**
- Mandatory:**
- Display:**

Below the main configuration, there are tabs for "Choice List Specification" and "Default Value". A note in the "Default Value" tab states: "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." A dropdown menu under "Choice" shows "Dropdown with -- None --".

At the bottom, there are buttons for "Create Choice List", "Delete Column", and "Update".

- Create choice for School Area:

The screenshot shows the ServiceNow Dictionary Entry - School Area page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main area has a title 'Dictionary Entry - School Area' with a star icon. Below the title is a note about managing dictionary entries. The configuration form includes fields for 'Table' (set to 'Admission Table [u_admission_table]'), 'Type' (set to 'Choice'), 'Column label' (set to 'School Area'), and 'Column name' (set to 'u_school_area'). On the right, there are checkboxes for 'Active' (checked), 'Function field' (unchecked), 'Read only' (unchecked), 'Mandatory' (unchecked), and 'Display' (unchecked). At the bottom, tabs for 'Choice List Specification' and 'Default Value' are visible.

Activity 3: Creating Student Progress Table:

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

The screenshot shows the ServiceNow Tables screen. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main area shows a table entry for 'student process'. The table has columns for 'Label' (set to 'student_process') and 'Name' (set to 'u_student_process'). On the right, there are checkboxes for 'Application' (set to 'Global') and 'Remote Table' (unchecked). Below the table, a 'Columns' tab is selected, showing a list of table columns: 'percentage', 'Admin Number', 'Updates', 'total', 'Updated by', 'Sys ID', 'maths', and 'Created by'. The 'Controls' and 'Application Access' tabs are also visible. The bottom of the screen shows a taskbar with various icons and system status information.

Column label	Type	Reference	Max length	Default value	Display
percentage	String	(empty)	40		false
Admin Number	String	salesforce	40		false
Updates	Integer	(empty)	40		false
total	String	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
maths	String	(empty)	40		false
Created by	String	(empty)	40		false

Milestone 4: Form Layout

Activity: Configuring Table form for Student Progress Table:

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

The screenshot shows the ServiceNow interface with the following details:

- Top Bar:** servicenow, All, Favorites, History, Workspaces, Table - Student Progress Table.
- Table View:** Shows three records: Telugu (String, empty, 40), Sys ID (GUID, empty, 32), and Maths (String, empty, 40). Buttons: Delete, Update, Delete All Records.
- Related Links:** Form Builder, Design Form, Layout Form, Layout List, Show Form, Show List, Show Schema Map, Add to Service Catalog, Run Point Scan, Explore REST API.
- Access Controls (4) Tab:** Shows two entries for u_student_progress_table:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_student_progress_table	Allow If	read	record	true	admin	2025-10-28 07:57:50
u_student_progress_table	Allow If	delete	record	true	admin	2025-10-28 07:57:50
- Bottom Status Bar:** 33°C, 100% RAM.

- Click on Admission Number [+]

The screenshot shows the Configuration Table form with the following details:

- Available Fields:** Admin Date, Admin Number, Admission Number [+], Admission Number.Father Cell, Admission Number.Father Name, Admission Number.Mother Cell, Admission Number.Mother Name, Admission Number.Student Name, Admission Number.grade, Class, Created, Created by, English, Hindi, Maths, Number.
- Selected Fields:** Admission Number.
- Create new field:** Name: Student Progress Table, Type: String, Field length: Small (40). Buttons: Cancel, Save, Add.
- Form view and section:** View name: Default view, Section: Student Progress Table, New Section, Student Progress, New... Buttons: Cancel, Save.
- Related Links:** Configuration Table form.

- 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

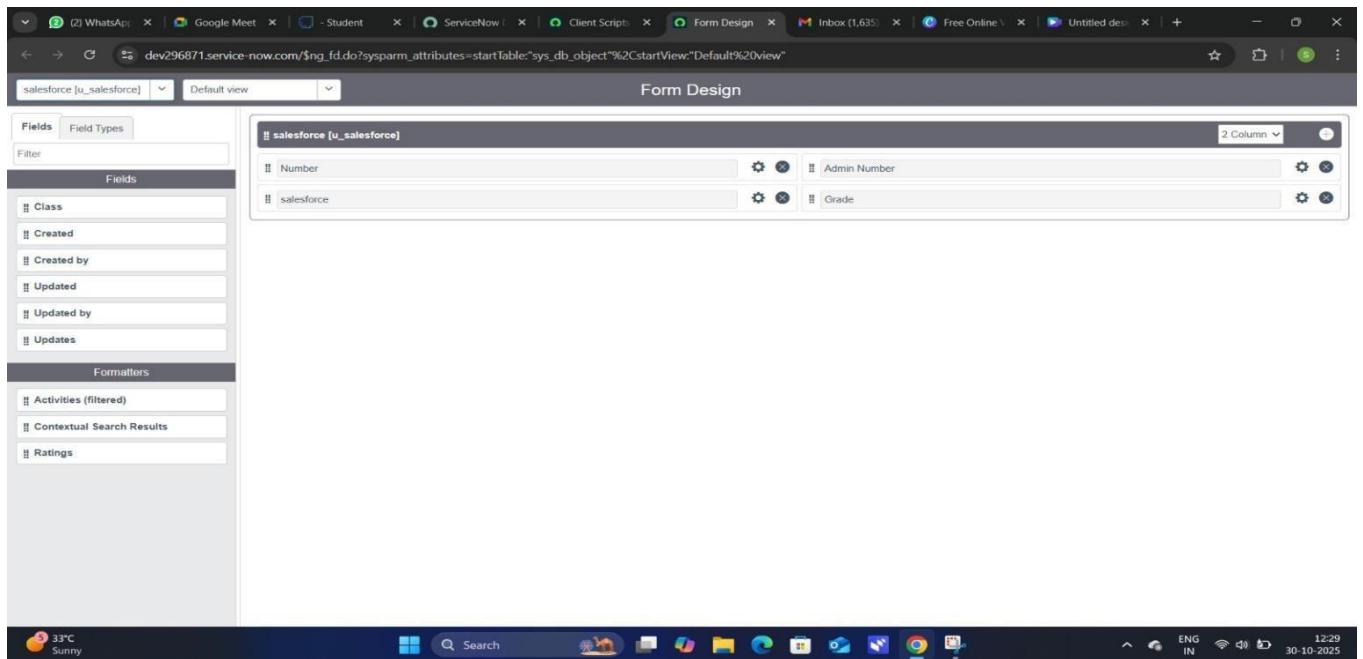
- All >> System Definition >> Tables.

The screenshot shows the ServiceNow interface with the 'Tables' search bar highlighted. The search term 'salesforce' is entered. Below the search bar, a table list is shown with columns: Label, Name, Extends table, Extensible, and Updated. The 'salesforce' table is selected, indicated by a blue border around its row. A large, semi-transparent watermark with a purple 'X' is overlaid on the page.

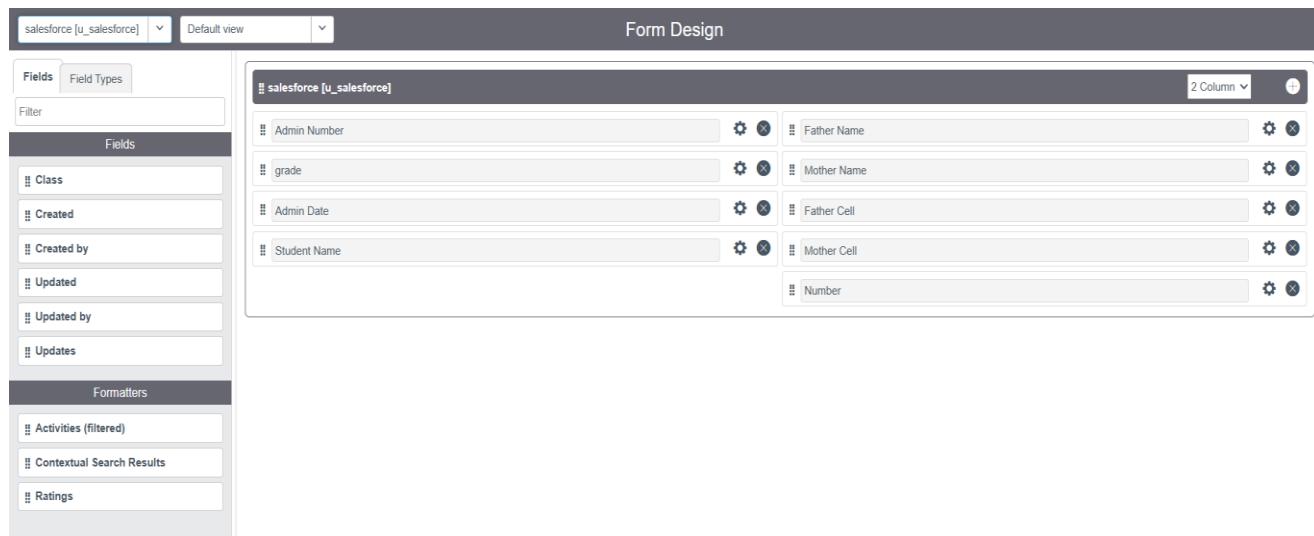
- In Label Search for Salesforce and open.
- Right Click on top Toggle >> Configure >> Form Design.

The screenshot shows the ServiceNow 'Table - salesforce' configuration screen. On the left, a sidebar menu is open under 'Table' with options like Save, Analyze Access, and Configure. The 'Configure' option is selected. The main area displays the table structure with columns: Admin Number, Sys ID, grade, Created, Mother Cell, Class, Father Name, and Admin Date. A context menu is open over the 'Configure' option in the sidebar, showing 'Form Builder', 'Form Design', and 'Form Layout'. The 'Form Design' option is highlighted. The table data grid shows columns: Reference, Max length, Default value, and Display. The 'Default value' column contains some JavaScript code: 'javascript:current.getTableName();'. The bottom of the screen shows a navigation bar with icons for back, forward, and search.

- 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.

Admission Table [u_admiss] Default view

Form Design

Fields Field Types

Filter

Fields

- Admission Number
- Class
- Created
- Created by
- Number
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Process Flow
- Ratings

Admission Table [u_admission_table]

2 Column

Admin Number	Admin Date
Purpose of join	grade
Student Name	Fee
Father Name	Father Cell
Mother Name	Mother Cell
Admin status	

New Section

Comments

School details

2 Column

School Area	School
-------------	--------

Address

2 Column

Pincode	Area
Mandal	City

Activity 3: Creating Form Design for Student progress Table

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

Student Progress Table [u_ Student Progress Table [u_student_progress_table]] Default view

Form Design

Fields Field Types

Filter

Fields

- Admin Date
- Admin Number
- Class
- Created
- Created by
- Number
- Social
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Student Progress Table [u_student_progress_table]

1 Column

Admission Number

New Section

2 Column

Admission Number.grade	Admission Number.Father Name
Admission Number.Student Name	Admission Number.Mother Name
	Admission Number.Father Cell
	Admission Number.Mother Cell

Student Progress

2 Column

Telugu	Total
Hindi	Percentage
English	Result
Maths	
Science	

Milestone 6: Number Maintenance

Activity 1: Creating Number Maintenance for Admin Number

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

The screenshot shows the ServiceNow interface for the 'Number' table. A search bar at the top has 'number' typed into it. Below the search bar, a modal window titled 'FAVORITES' is open, showing 'No Results'. Another modal window titled 'ALL RESULTS' is open, showing a single entry: 'System Definition' under 'Number Maintenance'. The main table view shows columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The data includes fields like 'Admin Number' (String, max length 40), 'Sys ID' (Sys ID (GUID), max length 32), 'grade' (String, max length 40), 'Created' (Date/Time, max length 40), 'Mother Cell' (String, max length 40), 'Class' (System Class Name, max length 80, default value 'javascript:current.getTableName();'), and 'Father Name' (String, max length 40). The 'Display' column for all fields is set to 'false'.

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

Milestone 7: Process Flow

Activity 1: Creating Process Flow for Admission Table

- All >> Process Flow >> New.
- Fill the Details as given Below.

The screenshot shows the ServiceNow interface for creating a new flow formatter. The top navigation bar shows 'Flow Formatter - New Record'. The form fields include:

- * Table: Admission Table [u_admission_table]
- * Name: New
- Application: Global
- * Label: New
- Order: (empty)
- Active: checked

Below these fields are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. A condition is defined: 'Admin status' is 'is' 'New'. There are buttons for 'AND', 'OR', and 'X'. At the bottom, there is a rich text editor for the 'Description' field.

- Right Click on toggle and click on the save .
- Replace the Name and Label as below and click on Insert on stay.

The screenshot shows the ServiceNow Flow Formatters interface. At the top, there's a navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Flow Formatters' with a star icon. Below the title, there's a search bar with 'Search' and a dropdown menu. On the right side of the title bar are icons for 'Update', 'Delete', and navigation arrows. The main area contains fields for a flow formatter record:

- * Table: Admission Table [u_admission_table]
- * Name: In progress
- Application: Global
- * Label: In progress
- Order: (empty field)
- Active:
- Condition: Buttons for 'Add Filter Condition' and 'Add "OR" Clause'
- Description: (empty field)

At the bottom left are 'Update' and 'Delete' buttons. On the right side of the form are minus and plus buttons for managing conditions.

- 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.

The screenshot shows the ServiceNow Client Scripts interface. At the top, there's a navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Client Scripts' with a star icon. Below the title, there's a search bar with 'Search' and a dropdown menu. On the right side of the title bar are icons for 'Submit' and navigation arrows. The main area contains fields for a client script record:

- Name: Autopopulate
- Table: Admission Table [u_admission_table]
- UI Type: Desktop
- Type: -- None --
- Application: Global
- Active:
- Inherited:
- Global:
- Description: (empty field)
- Messages: (empty field)
- Script: A large text area containing client-side JavaScript code.

At the bottom left are 'Submit' and 'Cancel' buttons. On the right side of the form are minus and plus buttons for managing conditions.

- 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.

The screenshot shows the ServiceNow Client Script - New Record interface. The script is named "Pincode update" and is associated with the "Admission Table [u_admission_table]" table. The UI Type is set to "Desktop" and the Type is "onChange". The field name is "Pincode". The script is defined as follows:

```

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
}

```

The "Isolate script" checkbox is checked under the "Global" tab, indicating that the script will run in strict mode with direct DOM access disabled. The "Active" checkbox is also checked.

```

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.

The screenshot shows the ServiceNow Client Script - New Record interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. Below the header, a message 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 main configuration area has the following fields:

Name	disable field	Application	Global
Table	Student Progress Table [u_student_prog...]	Active	<input checked="" type="checkbox"/>
UI Type	Desktop	Inherited	<input type="checkbox"/>
Type	onLoad	Global	<input checked="" type="checkbox"/>

Below these fields are two text input boxes: 'Description' and 'Messages'. The 'Script' section contains the provided client script code. The code is syntax-highlighted in green and white, with line numbers 1 through 8 visible on the left.

```

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

```

```

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);
    }
}

```

The screenshot shows the ServiceNow Client Script - New Record interface. The top navigation bar includes links for All, Favorites, History, Workspaces, and a search bar. The main form has the following fields:

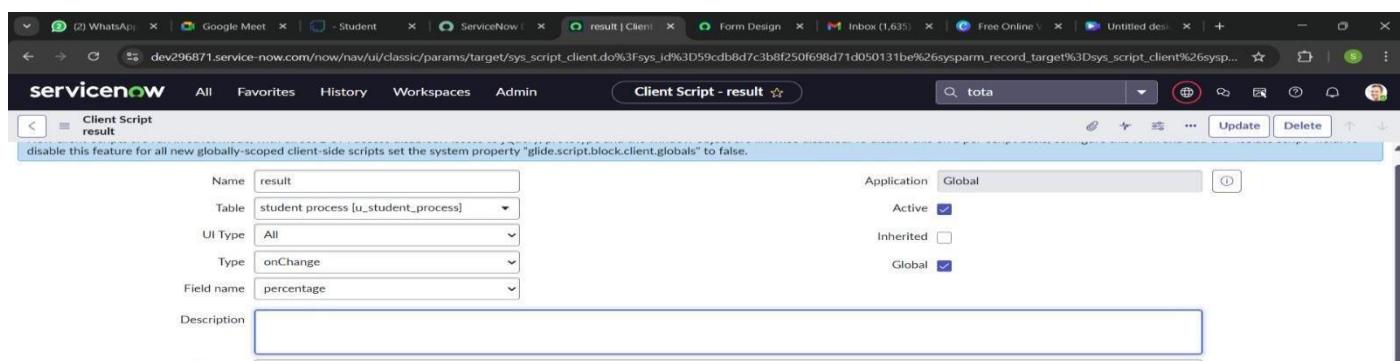
Name	total update	Application	Global
Table	Student Progress Table [u_student_prog...]	Active	<input checked="" type="checkbox"/>
UI Type	All	Inherited	<input type="checkbox"/>
Type	onChange	Global	<input checked="" type="checkbox"/>
Field name	Social		
Description			
Messages			

A note at the bottom of the form 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."

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.

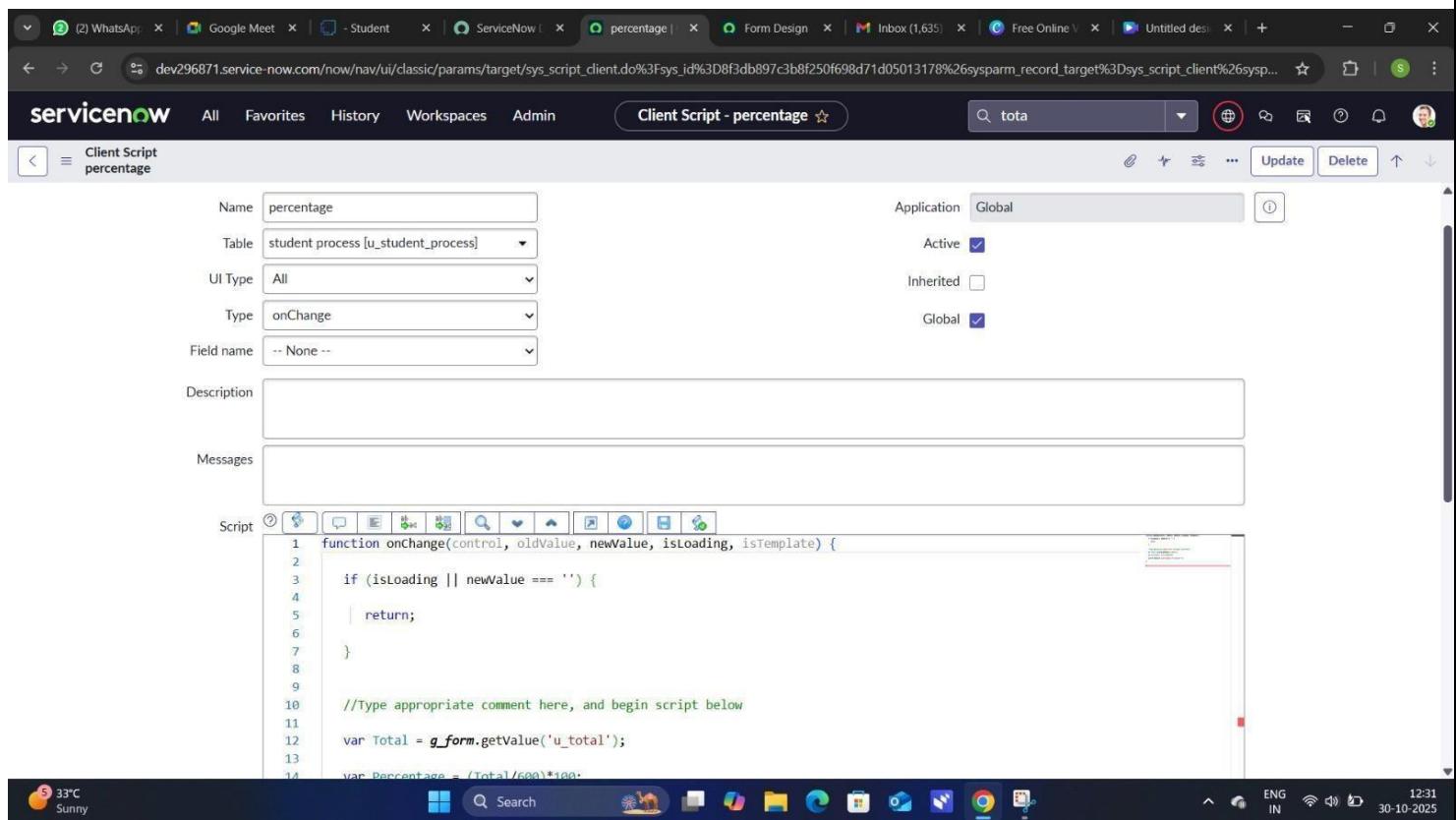
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
    if(isLoading || newValue === '') {  
        return;  
    }  
    //Type appropriate comment here, and begin script below  
    if(newValue) {  
        var a = parseInt(g_form.getValue('u_percentage')); // Convert the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



The screenshot shows the ServiceNow Client Script configuration page for a script named "percentage".

Script Configuration Fields:

- Name: percentage
- Table: student process [u_student_process]
- UI Type: All
- Type: onChange
- Field name: -- None --
- Description: (empty)
- Messages: (empty)
- Application: Global
- Active: checked
- Inherited: unchecked
- Global: checked

Script Editor:

```
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;  
}
```

Results:

servicenow All Favorites History Workspaces :

salesforce - Create SAL0001001 ★

Search

Back ≡ New record

Submit

Admin Number		Father Name	
grade	-- None --	Mother Name	
Admin Date		Father Cell	
Student Name		Mother Cell	
		Number	SAL0001001

Submit

①

servicenow All Favorites History Workspaces :

Admission Table - Create SAL0001002 ★

Search

Remove favorite for Admission Table - Create SAL0001002

Back ≡ New record

Submit

Admin Number		Admin Date	
Purpose of join	-- None --	grade	-- None --
Student Name		Fee	
Father Name		Father Cell	
Mother Name		Mother Cell	
		Admin status	-- None --

New Section School details Address

Comments

Submit

The screenshot shows a ServiceNow interface for creating a new record in the 'Student Progress Table'. The top navigation bar includes links for All, Favorites, History, Workspaces, and a search bar. The main content area has tabs for 'New Section' and 'Student Progress'. The form contains several input fields: 'Admission Number' (with a dropdown menu showing '-- None --'), 'Grade' (dropdown menu), 'Admission Number.Student Name' (text input), 'Admission Number.Father Name' (text input), 'Admission Number.Mother Name' (text input), 'Admission Number.Father Cell' (text input), and 'Admission Number.Mother Cell' (text input). A 'Submit' button is located at the bottom left of the form.

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.