



servicenow

NAAN MUDHALVAN

**EDUCATIONAL ORGANIZATION USING SERVICE NOW
PROJECT REPORT**

Submitted by

TEAM LEADER

SIKKANDAR KAIF.S.Y(911922104006)

TEAM MEMBERS

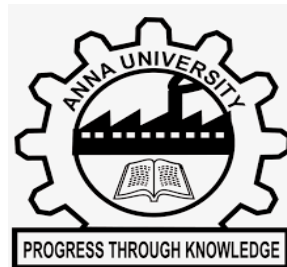
YOGESH.C(911922104007)

KISHOREPANDI.T(911922104301)

SELVAGANESH (911922104303)

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
NOVEMBER 2025**



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.

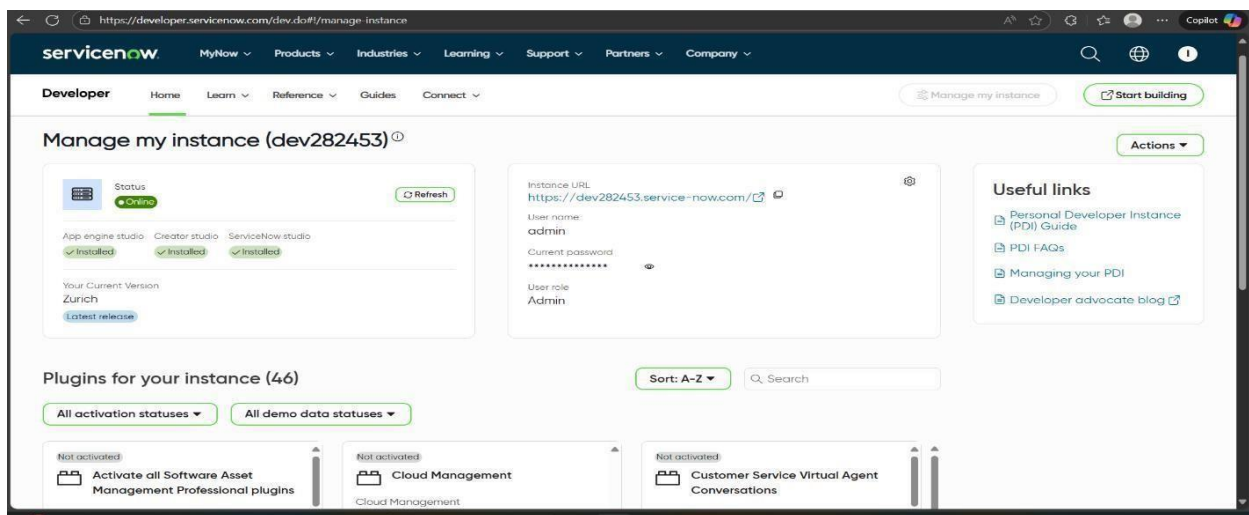
Skills:

TASK INITIATION

Milestone 1: Setting up ServiceNow Instance

Activity: Setup of ServiceNow Developer Instance

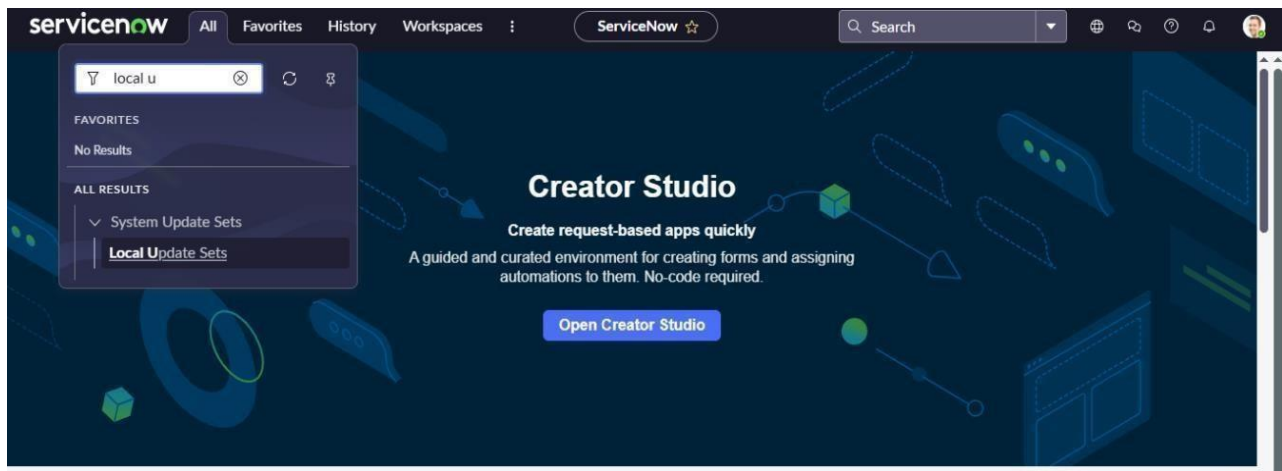
- Sign up at <https://developer.servicenow.com>.
- Navigate to **Personal Developer Instance Request Instance**.
- Fill in required details and submit the request.
- Log in with credentials received via email.
- Access your new instance and begin customization.



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

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Admission Table	u_admission_table	salesforce	false	2025-10-28 07:17:18
CIs by Number of Sources	sn_cmdb_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.

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label

* Name

Extends table

Application

Create module ☒

Create mobile module ☒

Add module to menu

New menu name

Columns * Controls Application Access

Table Columns for text Search

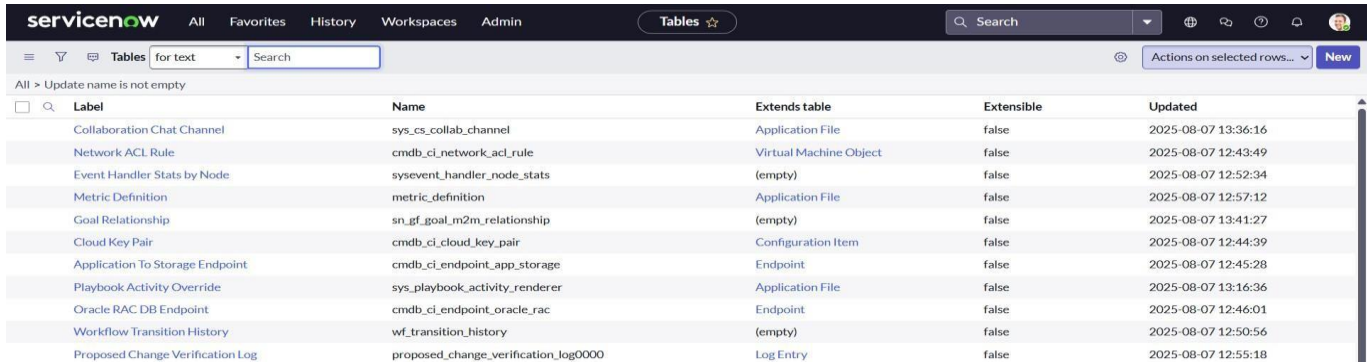
Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
+	Insert a new row...					

Submit Cancel

Milestone 3: Creating a Table

Activity 1: Creating Salesforce Table.

- All >> Tables.



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_acl_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

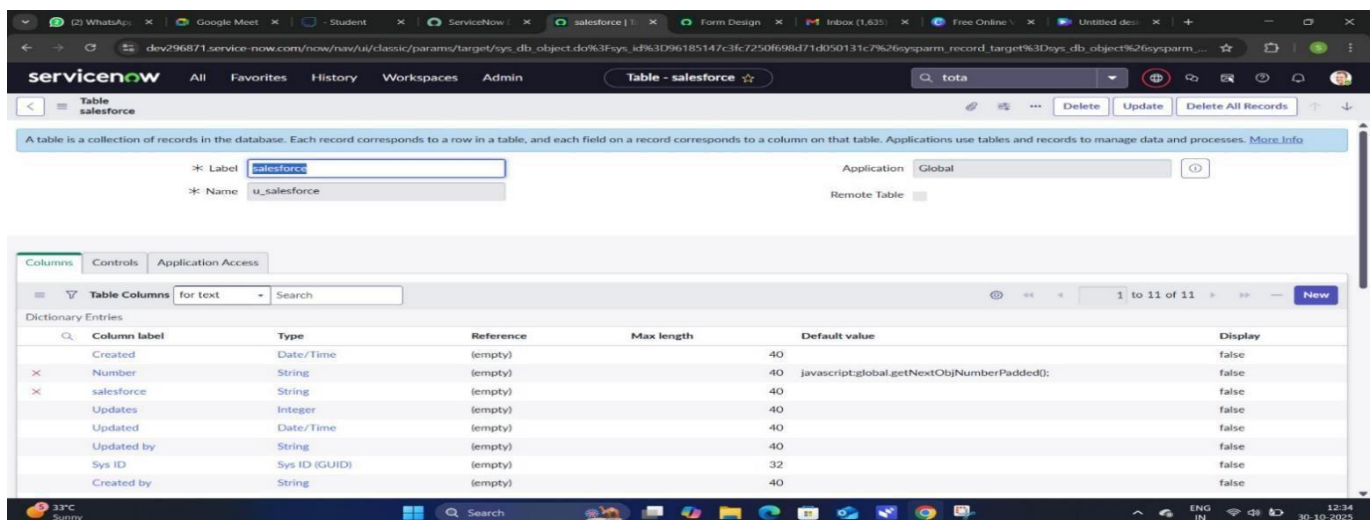


Table - salesforce

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label:

* Name:

Application:

Remote Table:

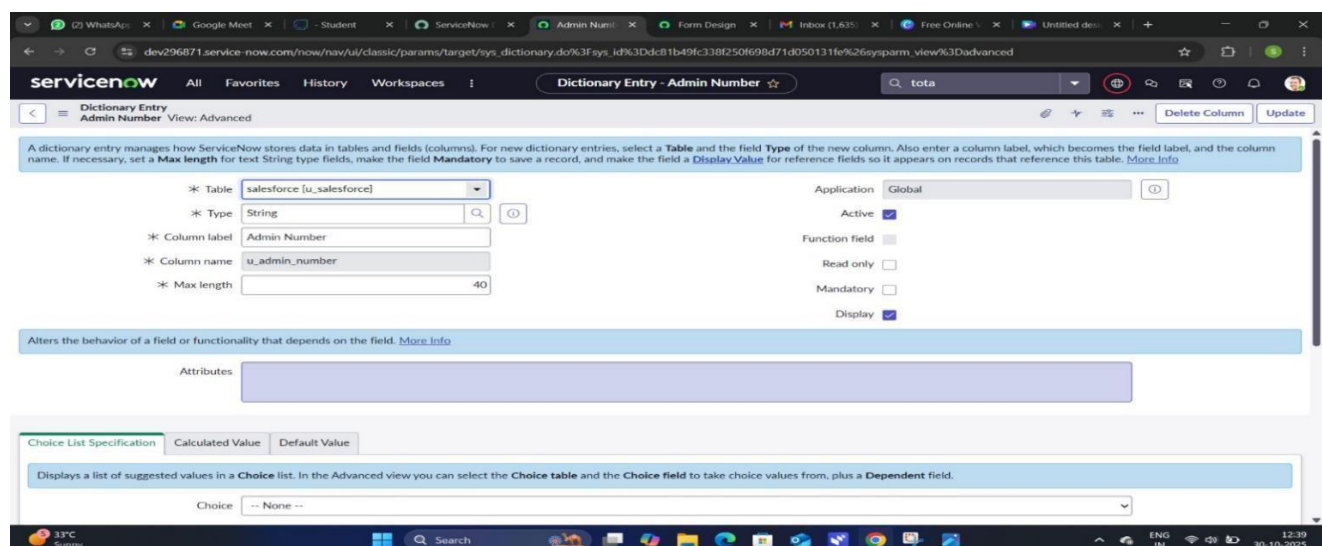
Columns | Controls | Application Access

Table Columns for text Search

1 to 11 of 11

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Number	Number	(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:



Dictionary Entry - Admin Number

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table:

* Type:

* Column label:

* Column name:

* Max length:

Application:

Active: ☒

Function field: ☐

Read only: ☐

Mandatory: ☐

Display: ☒

Attributes:

Choice List Specification | Calculated Value | 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:

- Grade Column:

The screenshot shows the 'Dictionary Entry - grade' form in ServiceNow. The form is divided into two main sections: 'Table' and 'Choice List Specification'.

Table Section:

- * Table: salesforce [u_salesforce]
- * Type: String
- * Column label: grade
- * Column name: u_grade
- * Max length: 40

Choice List Specification Section:

- Choice: Dropdown with -- None --

Related Links:

- Show Table
- Run Point Scan
- Advanced view

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 'Table - Admission' form in ServiceNow. The form is divided into two main sections: 'Table' and 'Columns'.

Table Section:

- * Label: Admission
- * Name: u_admission
- Extends table: salesforce

Columns Section:

Dictionary Entries

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

Table Columns for text Search

Dictionary Entries

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.getTableName();	false
Grade	String	(empty)	40		false
Insert a new row...					

Related Links
Form Builder

- Create choice for Admin Status as:

Dictionary Entry - Admin status

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table: Admission Table [u_admission_table]

* Type: Choice

* Column label: Admin status

* Column name: u_admin_status

Application: Global

Active: ☒

Function field: ☐

Read only: ☐

Mandatory: ☐

Display: ☐

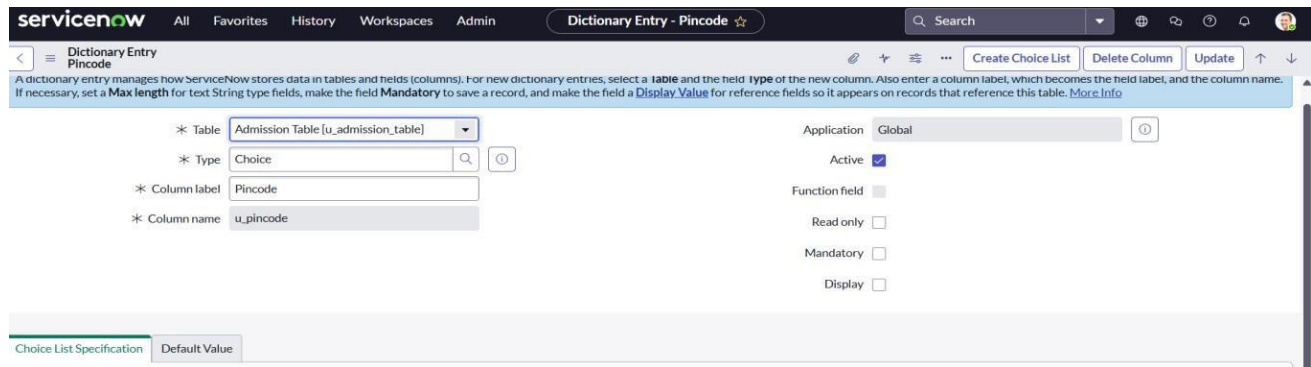
Choice List Specification

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: Dropdown with -- None --

Related Links
[Show Table](#)

- Create choice for Pincode :

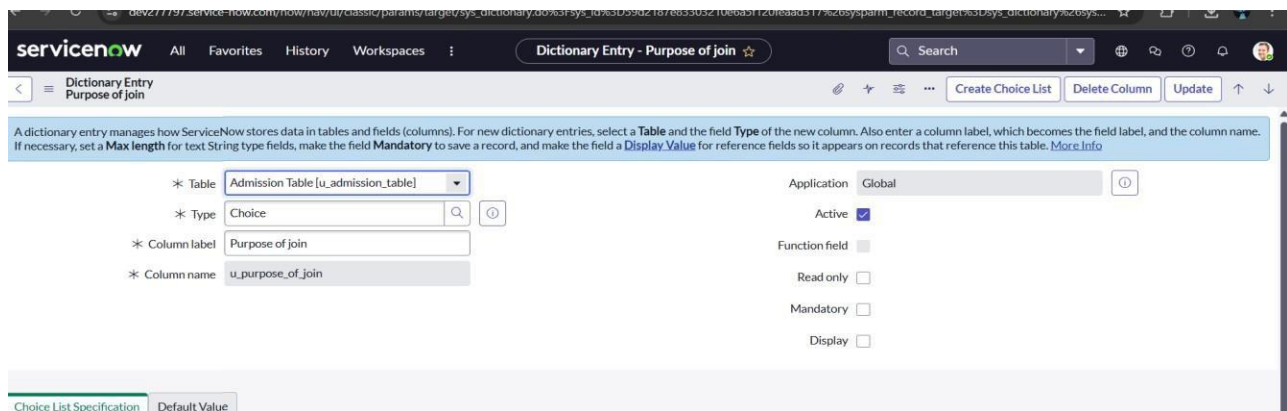


The screenshot shows the 'Dictionary Entry - Pincode' form in ServiceNow. The form is titled 'Dictionary Entry - Pincode' and includes a search bar and navigation links. The main content area contains the following fields:

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

At the bottom, there are tabs for 'Choice List Specification' and 'Default Value'.

- Create choice for Purpose of Join :

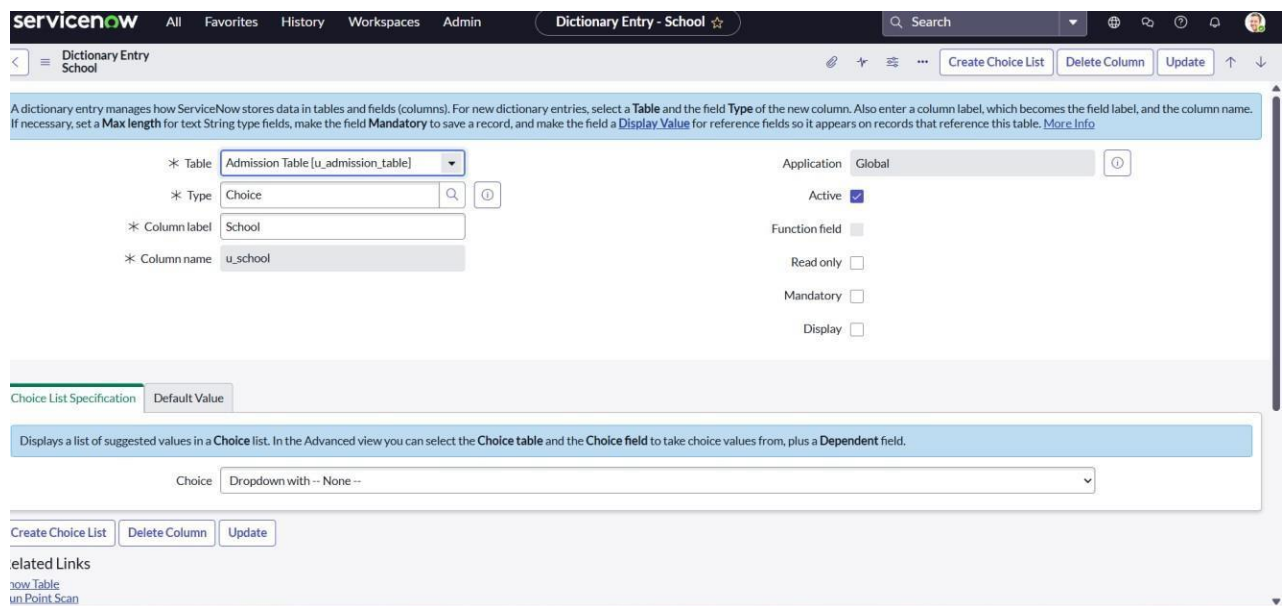


The screenshot shows the 'Dictionary Entry - Purpose of join' form in ServiceNow. The form is titled 'Dictionary Entry - Purpose of join' and includes a search bar and navigation links. The main content area contains the following fields:

- 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:** ☐

At the bottom, there are tabs for 'Choice List Specification' and 'Default Value'.

- Create choice for School :



The screenshot shows the 'Dictionary Entry - School' form in ServiceNow. The form is titled 'Dictionary Entry - School' and includes a search bar and navigation links. The main content area contains the following fields:

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

At the bottom, there are tabs for 'Choice List Specification' and 'Default Value'. Below the tabs, there is a text box that says: '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.'

Below the text box, there is a dropdown menu with the text 'Choice' and 'Dropdown with -- None --'.

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

Below the buttons, there is a section titled 'Related Links' with the following links:

- [Now Table](#)
- [un Point Scan](#)

- Create choice for School Area:

The screenshot shows the 'Dictionary Entry - School Area' form in ServiceNow. The form is titled 'Dictionary Entry - School Area' and includes a search bar and navigation links. The main content area contains the following fields:

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

At the bottom, there are tabs for 'Choice List Specification' and 'Default Value'.

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 'Table student process' form in ServiceNow. The form is titled 'Table student process' and includes a search bar and navigation links. The main content area contains the following fields:

- * Label: student process
- * Name: u_student_process
- Application: Global
- Remote Table: ☐

Below the form, there is a table titled 'Table Columns' with the following columns: Column label, Type, Reference, Max length, Default value, and Display. The table contains the following data:

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

Milestone 4: Form Layout

Activity: Configuring Table form for Student Progress Table:

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

Name	Type	Length	Active	
Telugu	String	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Maths	String	(empty)	40	false

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

- Click on Admission Number [+]

Available

- 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
- Percentage

Selected

- Admission Number

Form view and section

View name: Default view

Section: Student Progress Table

Create new field

Name:

Type: String

Field length: Small (40)

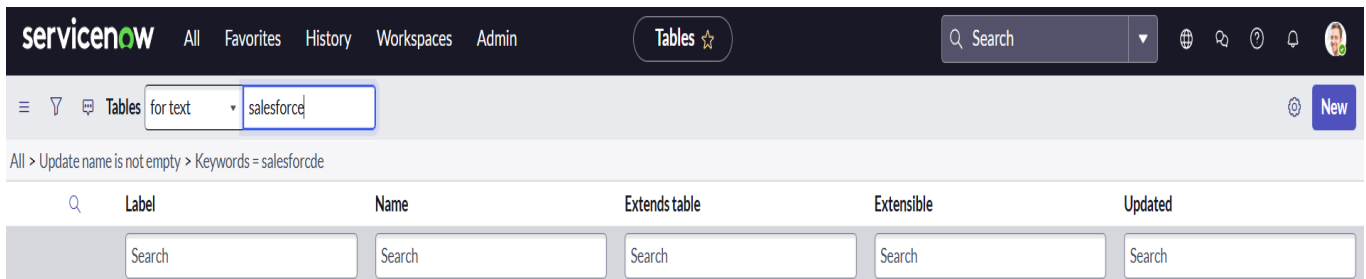
Buttons: Cancel, Save, Add

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

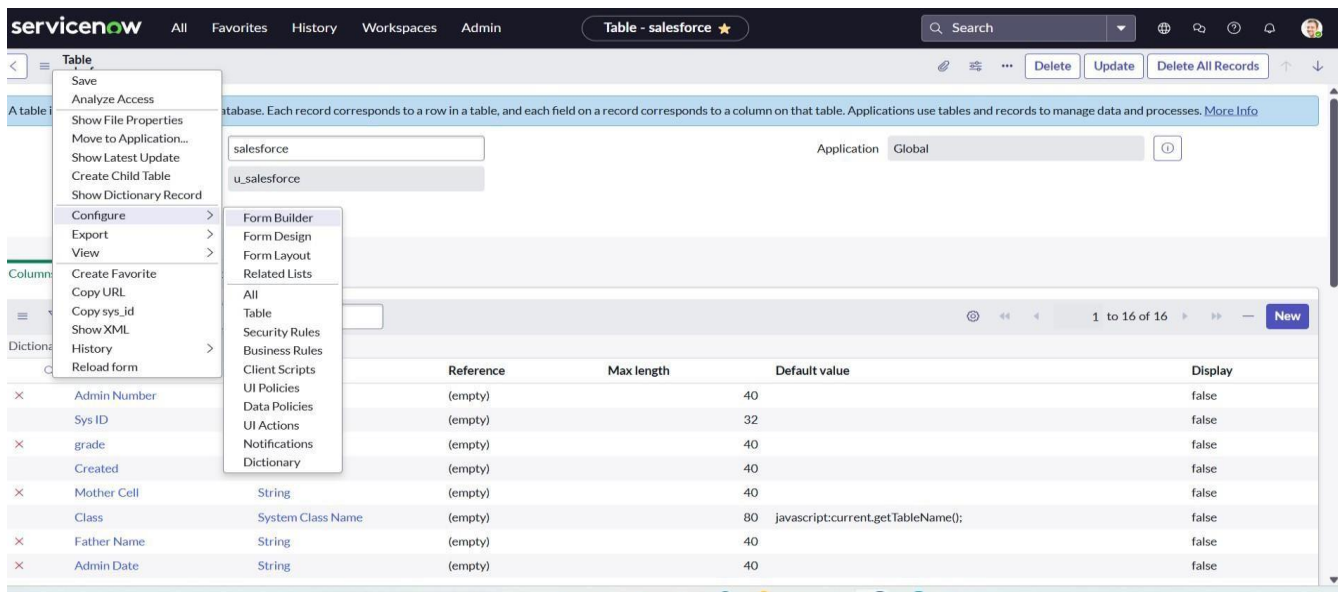
Milestone 5: Form Design

Activity 1: Creating Form Design for Salesforce Table

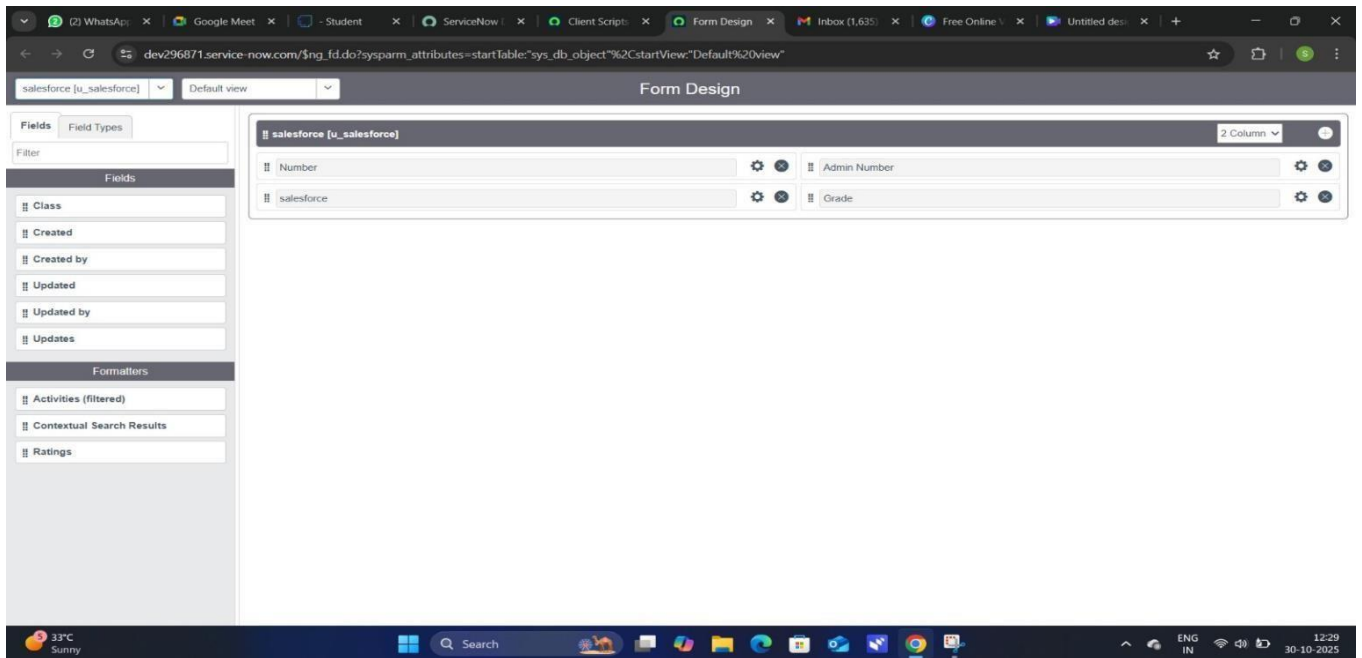
- All >> System Definition >> Tables.



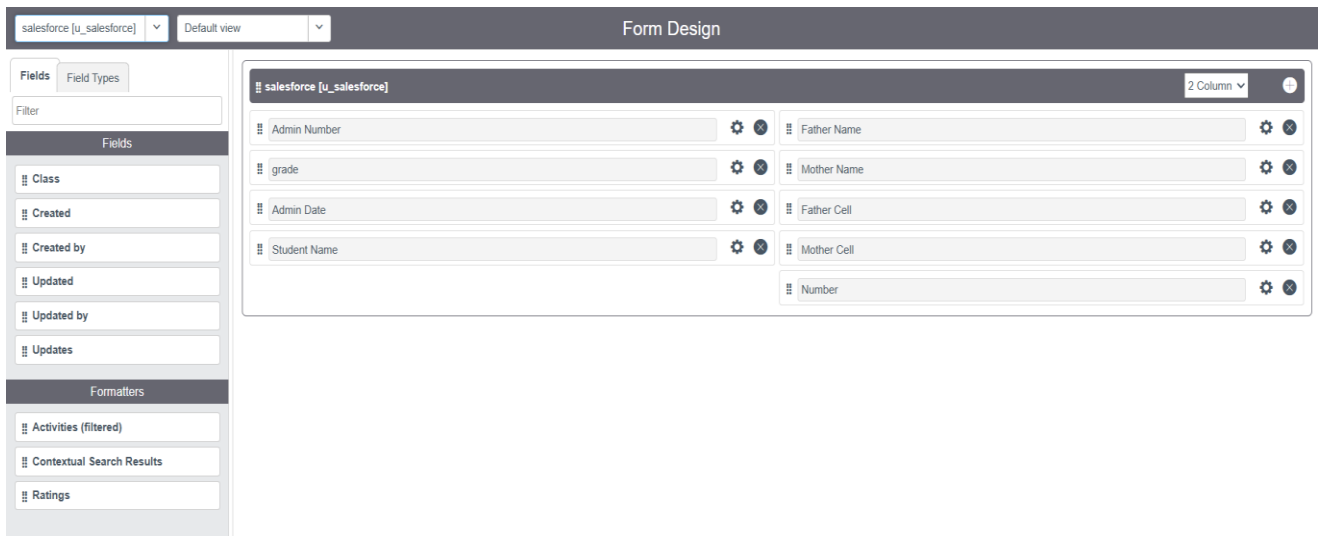
- In Label Search for Salesforce and open.
- Right Click on top Toggle >> Configure >> Form Design.



- 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.

The screenshot shows the 'Form Design' interface for the 'Admission Table [u_admission_table]'. The interface is divided into a left sidebar and a main design area. The sidebar contains a 'Fields' tab with a list of fields: Admission Number, Class, Created, Created by, Number, Updated, Updated by, Updates, Activities (filtered), Contextual Search Results, Process Flow, and Ratings. The main design area shows the form layout with sections: 'Admission Table [u_admission_table]' (2 Column), 'New Section' (1 Column), 'School details' (2 Column), and 'Address' (2 Column). The fields are arranged in a grid, with each field having a configuration icon (gear) and a delete icon (X).

Section	Field	Configuration
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	✓
New Section (1 Column)	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

The screenshot shows the 'Form Design' interface for the 'Student Progress Table [u_student_progress_table]'. The interface is divided into a left sidebar and a main design area. The sidebar contains a 'Fields' tab with a list of fields: Admin Date, Admin Number, Class, Created, Created by, Number, Social, Updated, Updated by, Updates, Activities (filtered), Contextual Search Results, and Ratings. The main design area shows the form layout with sections: 'Student Progress Table [u_student_progress_table]' (1 Column), 'New Section' (2 Column), and 'Student Progress' (2 Column). The fields are arranged in a grid, with each field having a configuration icon (gear) and a delete icon (X).

Section	Field	Configuration
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 configuring a number. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'Table - salesforce'. A search bar is present with the text 'number'. A dropdown menu is open, showing 'FAVORITES' (No Results) and 'ALL RESULTS' (System Definition, Number Maintenance). The 'Number Maintenance' option is selected. Below the dropdown, the 'Columns' tab is active, showing a table of dictionary entries for the 'Admin Number' column.

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 record in the 'Flow Formatter' table. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'Flow Formatter - New Record'. The form fields are as follows:

- * Table: Admission Table [u_admission_table]
- * Name: New
- Application: Global
- * Label: New
- Order: (empty)
- Active: ☒
- Condition: Add Filter Condition Add "OR" Clause
- Admin status is New
- Description: (empty)

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

servicenow All Favorites History Workspaces Admin Flow Formatters

< Flow Formatter In progress

* Table Admission Table [u_admission_table]

* Name In progress

Application Global

* Label In progress

Order

Active ☒

Condition Add Filter Condition Add "OR" Clause

Description

Update Delete

- 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.

servicenow All Favorites History Workspaces Admin Client Scripts

< Client Script New record

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 Autopopulate

Table Admission Table [u_admission_table]

UI Type Desktop

Type -- None --

Application Global

Active ☒

Inherited ☐

Global ☒

Description

Messages

Script

- 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 interface for creating a new client script. The page title is "Client Script - New Record". A warning 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 configuration form includes the following fields:

- Name:** Pincode update
- Table:** Admission Table [u_admission_table]
- UI Type:** Desktop
- Type:** onChange
- Field name:** Pincode
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:**

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   //Type appropriate comment here, and begin script below
6
7 }
8
```

A "Submit" button is located in the top right corner of the form.

```

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 interface for creating a new Client Script. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Client Script - New Record' button. A search bar is also present. Below the navigation bar, the page title is 'Client Script - New record'. 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 includes the following fields:

- Name:** disable field
- Table:** Student Progress Table [u_student_prog...]
- UI Type:** Desktop
- Type:** onLoad
- Application:** Global
- Active:** ☒
- Inherited:** ☐
- Global:** ☒

Below these fields are sections for 'Description', 'Messages', and 'Script'. The 'Script' section contains the following code:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5
6     //Type appropriate comment here, and begin script below
7
8 }

```

```
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);
    }
}
```

servicenow All Favorites History Workspaces Client Script - New Record Search

Client Script New record Submit

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	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			

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');
```

```
        }
```

```
    }
```

```
}
```

The screenshot shows the ServiceNow interface for configuring a Client Script. The browser address bar shows the URL: `dev296871.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D59cdb8d7c3b8f250f698d71d050131be%26sysparm_record_target%3Dsys_script_client%26sysparm_record_target_sys_id%3D59cdb8d7c3b8f250f698d71d050131be%26sysparm_record_target_sys_id%3D59cdb8d7c3b8f250f698d71d050131be`. The page title is "Client Script - result". A blue banner at the top states: "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 includes the following fields:

Field	Value
Name	result
Table	student process [u_student_process]
UI Type	All
Type	onChange
Field name	percentage
Description	
Application	Global
Active	<input checked="" type="checkbox"/>
Inherited	<input type="checkbox"/>
Global	<input checked="" type="checkbox"/>

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 interface for configuring a Client Script. The browser tabs include (2) WhatsApp, Google Meet, Student, ServiceNow, percentage, Form Design, Inbox (1,635), Free Online, and Untitled des. The URL is dev296871.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D8f3db897c3b8f250f698d71d05013178%26sysparm_record_target%3Dsys_script_client%26sysp... The page title is 'Client Script - percentage'. The configuration fields are: Name: percentage, Table: student process [u_student_process], UI Type: All, Type: onChange, Field name: -- None --, Application: Global, Active: ☒, Inherited: ☐, Global: ☒. The Description and Messages fields are empty. The Script section shows the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2  
3     if (isLoading || newValue === '') {  
4  
5         return;  
6     }  
7  
8  
9  
10    //Type appropriate comment here, and begin script below  
11  
12    var Total = g_form.getValue('u_total');  
13  
14    var Percentage = (Total/600)*100;
```

The Windows taskbar at the bottom shows the date and time as 30-10-2025 12:31, and the weather as 33°C Sunny.

Results:

servicenow

AllFavoritesHistoryWorkspaces

salesforce - Create SAL0001001

Search

<≡salesforceNew record

Submit

Admin Number

grade-- None --

Admin Date

Student Name

Father Name

Mother Name

Father Cell

Mother Cell

NumberSAL0001001

Submit

servicenow

AllFavoritesHistoryWorkspaces

Admission Table - Create SAL0001002

Search

<≡Admission TableNew record

Remove favorite for Admission Table - Create SAL0001002

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 SectionSchool detailsAddress

Comments

Submit

servicenow All Favorites History Workspaces : Student Progress Table - Create SAL0001004 ☆

Search

Student Progress Table
New record

Admission Number

New Section Student Progress

Admission Number.grade -- None --

Admission Number.Student Name

Admission Number.Father Name

Admission Number.Mother Name

Admission Number.Father Cell

Admission Number.Mother Cell

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.