

Educational Organization Management using ServiceNow

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Team Members: 3

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Team Member 1: GOLLA INDUMATHY

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Problem Statement :

Managing educational organization data (students, staff, courses, subjects, and activities) is complex and requires automation. Manual processes often lead to inefficiencies and errors. ServiceNow provides a platform to simplify and optimize these processes.

Objective :

To design and implement a ServiceNow-based solution that streamlines educational organization processes by setting up custom tables, forms, flows, and scripts.

Skills :

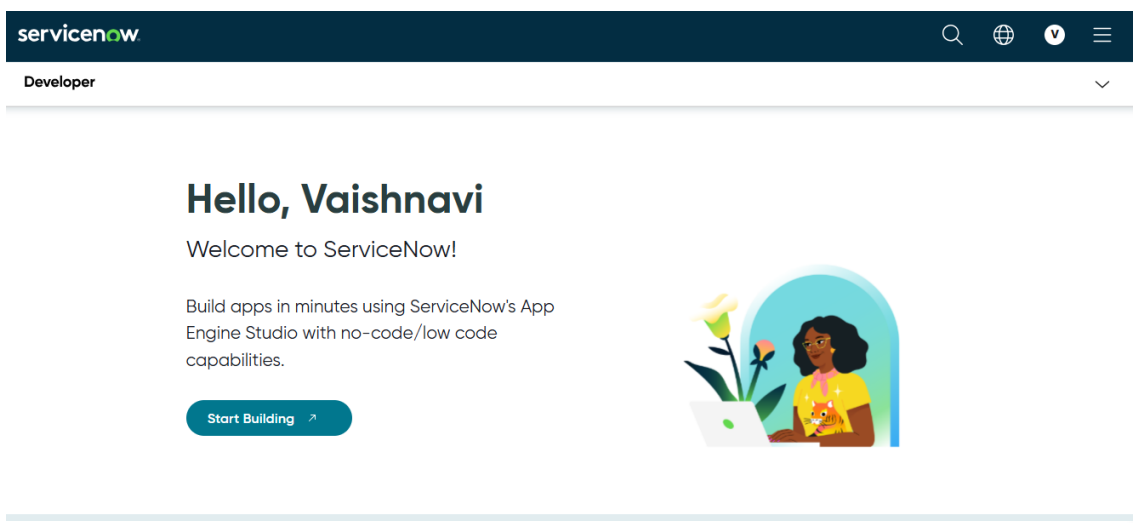
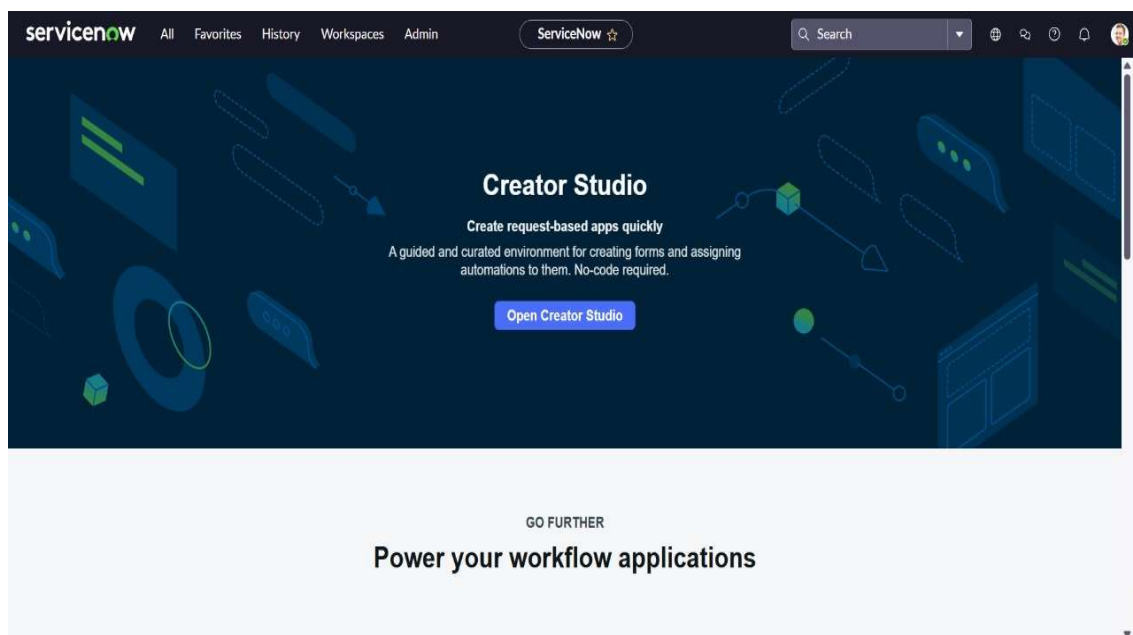
- ✓ ServiceNow Administration
- ✓ Table & Form Design
- ✓ Update Set Management
- ✓ Number Maintenance
- ✓ Process Automation using Flow Designer
- ✓ Client-side Scripting (Client Script)

TASK INITIATION

Milestone 1 : Setup ServiceNow

Activity 1: Initial Setup

1. Login to ServiceNow Developer instance.
2. Configure basic settings for the educational organization.
3. [Insert Screenshot Here: ServiceNow Setup]



Milestone 2 : Create Update Set

Activity 1: Update Set Creation

- 1. Navigate to System Update Sets > Local Update Sets.
- 2. Click New and enter name (e.g., Educational Org Customizations).
- 3. Set it as Current Update Set.
- 4. [Insert Screenshot Here: Create Update Set]

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Pipeline	In progress		2025-08-30 18:22:55	system	(empty)	(empty)
Default	Now Assist Troubleshooting	In progress		2025-06-26 00:11:31	admin	(empty)	(empty)
Default	Global	In progress		2025-06-25 22:14:10	system	(empty)	(empty)
Default	Security Center	In progress		2025-06-26 00:10:48	system	(empty)	(empty)
Educational Organisation	Global	In progress		2025-08-31 00:23:58	admin	(empty)	(empty)
Educational Organisation	Global	In progress		2025-09-02 06:22:13	admin	(empty)	(empty)

Milestone 3 : Create Table

Activity 1: Table Creation

- 1. Navigate to System Definition > Tables.
- 2. Click New and enter Table Label (e.g., Student Records).
- 3. Check Create Module & Create Mobile Module.
- 4. Add required columns (Student Name, Student ID, Course, Department, etc.).
- 5. Click Submit.
- 6. [Insert Screenshot Here: Create Table]

servicenow All Favorites History Workspaces Admin Tables ☆ Search

Tables Name Search Actions on selected rows... New

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Account Subscription Entitlement	account_subscription_entitlement	(empty)	false	2025-06-25 22:59:57
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-06-25 22:34:52
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-06-25 22:36:44
MID Server File	agent_file	(empty)	false	2025-06-25 22:17:19
Record Producer Configuration	aisa_rp_config	Application File	false	2025-06-25 22:41:39
Search Actions	aisa_ui_action	Application File	false	2025-06-25 22:41:39
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-06-25 21:59:51
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-06-25 21:59:49
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-06-25 21:59:53
AI Search Async Request	ais_async_request	(empty)	false	2025-06-25 21:59:54
AI Search Child Table	ais_child_table	Application File	false	2025-06-25 21:59:52
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-06-25 21:59:49
AI Search Connection	ais_connection	(empty)	false	2025-06-25 21:59:53
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-06-25 21:59:54
Custom Matcher	ais_custom_matcher	Application File	false	2025-06-25 21:59:51

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Activity 2: Customize Form Design

1. Navigate to the same table → Right-click form header → Configure → Form Design.
2. Use drag-and-drop fields for better UI.
3. Save and reload the form.
4. [Insert Screenshot Here: Form Design]

Table [sys_db_object] Default view Form Design

Fields Field Types Filter

Fields

- Auto number
- Class
- Created
- Created by
- DataFabric Table
- Display name
- Extension model
- Filter extension
- Package
- Protection policy
- Sys class code
- Sys class path
- Update name
- Updated
- Updated by

Table [sys_db_object] 1 Column

Annotation

2 Column

Label Application

Name Show In Menu (Formatter)

Extends table Remote Table

Columns 1 Column

Table Columns Formatter (Formatter)

Controls 1 Column

Extensible

Live feed

Annotation

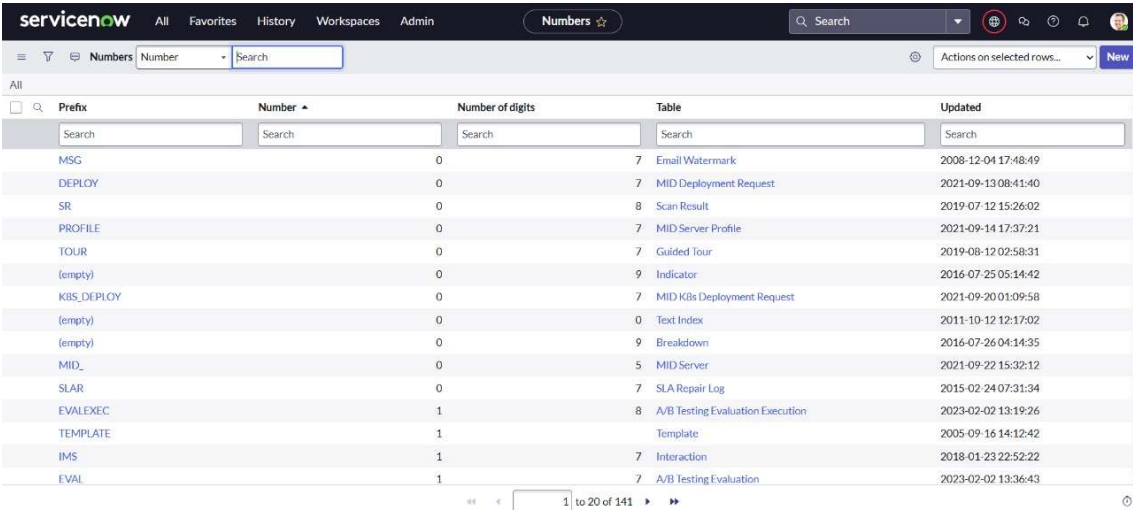
Show Number Maintenance (Formatter)

Auto number Prefix

Milestone 5 : Number Maintenance

Activity 1: Configure Numbering

- 1. Go to System Definition > Number Maintenance.
- 2. Select the Student Records table.
- 3. Define prefix (e.g., STU for Student).
- 4. Save to auto-generate unique numbers for each new record.
- 5. [Insert Screenshot Here: Number Maintenance]



The screenshot shows the ServiceNow 'Numbers' configuration page. It features a table with columns for Prefix, Number, Number of digits, Table, and Updated. The table lists various system components and their associated numbering schemes.

Prefix	Number	Number of digits	Table	Updated
MSG		0	7 Email Watermark	2008-12-04 17:48:49
DEPLOY		0	7 MID Deployment Request	2021-09-13 08:41:40
SR		0	8 Scan Result	2019-07-12 15:26:02
PROFILE		0	7 MID Server Profile	2021-09-14 17:37:21
TOUR		0	7 Guided Tour	2019-08-12 02:58:31
(empty)		0	9 Indicator	2016-07-25 05:14:42
KBS_DEPLOY		0	7 MID KBs Deployment Request	2021-09-20 01:09:58
(empty)		0	0 Text Index	2011-10-12 12:17:02
(empty)		0	9 Breakdown	2016-07-26 04:14:35
MID_		0	5 MID Server	2021-09-22 15:32:12
SLAR		0	7 SLA Repair Log	2015-02-24 07:31:34
EVALEXEC		1	8 A/B Testing Evaluation Execution	2023-02-02 13:19:26
TEMPLATE		1	Template	2005-09-16 14:12:42
IMS		1	7 Interaction	2018-01-23 22:52:22
EVAL		1	7 A/B Testing Evaluation	2023-02-02 13:36:43

Milestone 6 : Process Flow

Activity 1: Flow Designer Setup

- 1. Navigate to Flow Designer.
- 2. Click New → Create Flow (e.g., Student Admission Flow).
- 3. Enter Flow Name and select Application as Global.
- 4. [Insert Screenshot Here: Flow Creation.]

servicenow All Favorites History Workspaces Admin Flow Formatters Search

Flow Formatters Order Search Actions on selected rows... New

Name	Active	Condition	Description	Label	Order	Table
New	true			New		Admission1 [u_admission1]
Rejected	true			Rejected		Admission [u_admission]
Joined	true			Joined		Admission [u_admission]
In progress	true			In progress		Admission1 [u_admission1]
In progress	true			In progress		Admission [u_admission]
Closed	true			Closed		Admission [u_admission]
Joined	true			Joined		Admission [u_admission]
Cancelled	true			Cancelled		Admission1 [u_admission1]
Rejected	true			Rejected		Admission1 [u_admission1]
Cancelled	true			Cancelled		Admission [u_admission]

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Activity 2: Add Trigger and Actions

1. Set Trigger: Record Inserted in Student Table.
2. Add Action: Send notification to admin when new student is added.
3. Add Action: Update status field to "Active".
4. [Insert Screenshot Here: Flow Designer Actions]

servicenow All Favorites History Workspaces Admin Flow Formatters Search

Flow Formatters Order Search Actions on selected rows... New

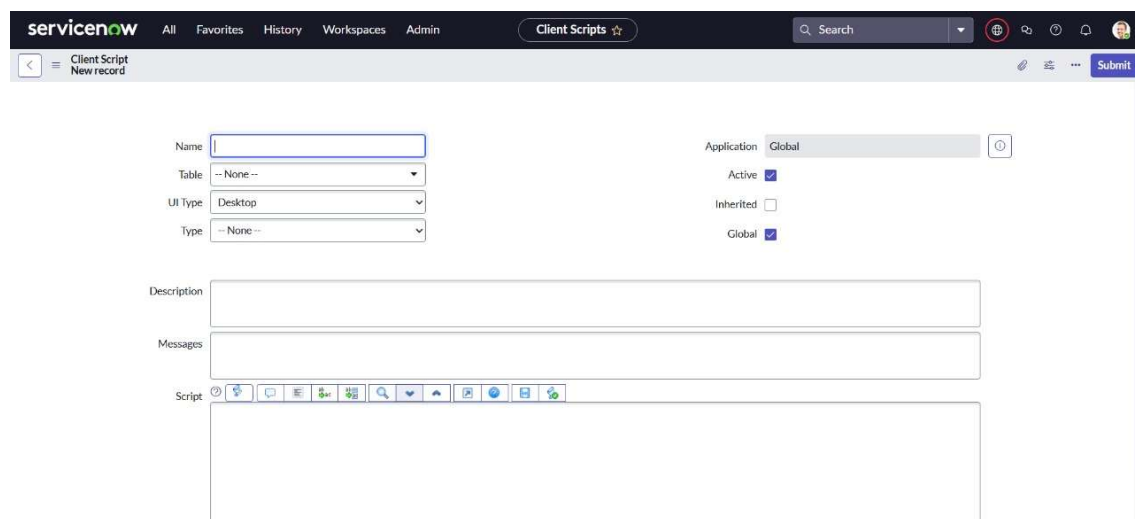
Name	Active	Condition	Description	Label	Order	Table
New	true			New		Admission1 [u_admission1]
Rejected	true			Rejected		Admission [u_admission]
Joined	true			Joined		Admission [u_admission]
In progress	true			In progress		Admission1 [u_admission1]
In progress	true			In progress		Admission [u_admission]
Closed	true			Closed		Admission [u_admission]
Joined	true			Joined		Admission [u_admission]
Cancelled	true			Cancelled		Admission1 [u_admission1]
Rejected	true			Rejected		Admission1 [u_admission1]
Cancelled	true			Cancelled		Admission [u_admission]

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Milestone 7 : Client Script

Activity 1: Client-side Validation

1. Navigate to System Definition > Client Scripts.
2. Click New and select Student Records table.
3. Choose script type (onChange, onLoad, onSubmit).
4. Example: Validate Student ID format on submission.
5. Save the script and test on the form.
6. [Insert Screenshot Here: Client Script]



The screenshot shows the ServiceNow interface for creating a new Client Script. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Client Scripts' button. A search bar is also present. The main content area is titled 'Client Script New record'. It features several input fields and checkboxes:

- Name:** A text input field.
- Table:** A dropdown menu currently set to '-- None --'.
- UI Type:** A dropdown menu currently set to 'Desktop'.
- Type:** A dropdown menu currently set to '-- None --'.
- Application:** A dropdown menu currently set to 'Global'.
- Active:** A checked checkbox.
- Inherited:** An unchecked checkbox.
- Global:** A checked checkbox.

Below these fields are three large text areas for 'Description', 'Messages', and 'Script'. The 'Script' area includes a toolbar with various icons for editing and saving the script.

Conclusion :

By implementing these steps in ServiceNow, the educational organization can effectively manage student and staff data, automate workflows, and ensure accuracy and efficiency in processes. The use of Update Sets, Tables, Forms, Process Flows, and Client Scripts allows smooth customization and adaptability for academic needs.