

Educational Organisation Using ServiceNow

Project Report

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Step 1: Setting Up ServiceNow Instance

- Sign up for a developer account on the ServiceNow Developer site (<https://developer.servicenow.com>).
- Navigate to the 'Personal Developer Instance' section.
- Request Instance and fill out the required details.
- Log in to your ServiceNow instance using the provided credentials.

Step 2: Creating An Update Set

- Navigate to All >> Local update sets.
- Click on 'New', enter the details (Name: Educational Organisation), and make it Current.

The screenshot shows the 'Update Set - Educational Organisation' form in ServiceNow. The form includes fields for Name (Educational Organisation), State (In progress), Parent, Release date, Install date, Installed from, and Description. It also shows metadata like Application (Global), Created (2025-08-28 01:44:04), Created by (admin), and Merged to. Below the form are 'Related Links' for 'Merge With Another Update Set' and 'Scan Update Set', and a tabbed interface for 'Customer Updates (227)', 'Update Set Logs', 'Child Update Sets', and 'Install History'.

Step 3: Creating Tables

- Salesforce Table: Create with required columns and configurations (Admin Number, Grade choices, etc.).
- Admission Table: Extend Salesforce table, add fields and choices (Admin Status, Pincode, etc.).
- Student Progress Table: Create fields and add module to Salesforce menu.

The three screenshots show the configuration of three tables in ServiceNow:

- Salesforce Table:** Shows the 'Columns' tab with a list of columns including Address Date, Father Cell, Mother Name, Student Name, Class, Father Name, and Grade. The 'Dictionary Entries' section shows the configuration for each column.
- Admission Table:** Shows the 'Columns' tab with a list of columns including Pincode, House No., District, Mandal, School, and School Area. The 'Dictionary Entries' section shows the configuration for each column.
- Student Progress Table:** Shows the 'Columns' tab with a list of columns including Admission Number Father Cell, Created By, School, Admission Number Student Name, Science, and Created. The 'Dictionary Entries' section shows the configuration for each column.

Step 4: Form Layout

- Configure Table form for Student Progress Table.
- Add Admission Number fields to the layout.

Step 5: Form Design

- Create a form design for a Salesforce table using drag and drop.
- Repeat process for Admission and Student Progress Tables.

[illegible][illegible]

Step 6: Number Maintenance

- Navigate to All >> Number Maintenance >> New.
- Fill Table Name: “**salesforce**” and Prefix : **SAL.**
- Submit

servicenow

AllFavoritesHistoryWorkspacesNumber - SAL

Search

UpdateDelete

* TableSalesforce

PrefixSAL

* Number1,000

ApplicationGlobal

Number of digits7

UpdateDelete

Related Links

Show Counter

Step 7:

Creating Process Flow for Admission Table

- Navigate to All >> Process Flow >> New.
- Define process flow: New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

The Result:

salesforce:

ServiceNow interface showing the 'Salesforce - Create Created' form. The form includes the following fields:

- Admin Number: SAL0001022
- Admin Date: [Empty]
- Grade: -- None --
- Student Name: [Empty]
- Father Name: [Empty]
- Mother Name: [Empty]
- Mother Cell: [Empty]
- Father Cell: [Empty]

A 'Submit' button is located at the bottom left of the form.

Student Progress:

ServiceNow interface showing the 'Student Progress - Create Created' form. The form includes the following fields:

- Admission Number: [Empty]
- Admission Number.Grade: [Empty]
- Admission Number.Student Name: [Empty]
- Admission Number.Father Name: [Empty]
- Admission Number.Mother Cell: [Empty]
- Admission Number.Father Cell: [Empty]
- Admission Number.Mother Name: [Empty]

Below the main form is a 'Student Progress' section with the following fields:

- Telugu: [Empty]
- Hindi: [Empty]
- English: [Empty]
- Maths: [Empty]
- Science: [Empty]
- Total: [Empty]
- Percentage: [Empty]
- Result: [Empty]

A 'Submit' button is located at the bottom left of the form.

Conclusion

This project demonstrates how to set up and configure an Educational Organisation system using ServiceNow. It covers the creation of instances, update sets, tables, form layouts, form designs, number maintenance, process flows, and client scripts. With this structured approach, the system enables smooth handling of educational records, admissions, and student progress tracking efficiently.