

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 ServiceNow interface for creating a new update set. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History), and a search bar. The main title is 'Update Set - Educational Organisation'. Below this, there are several input fields for the update set details:

- Name:** Educational Organisation
- State:** In progress (dropdown menu)
- Parent:** (empty field with a search icon)
- Release date:** (empty field with a calendar icon)
- Install date:** (empty field)
- Installed from:** (empty field)
- Description:** (empty text area)
- Application:** Global
- Created:** 2025-08-28 01:44:04
- Created by:** admin
- Merged to:** (empty field)

Below the form, there is an 'Update' button and a 'Related Links' section with links to 'Merge With Another Update Set' and 'Scan Update Set'. At the bottom, there is a table with tabs for 'Customer Updates (227)', 'Update Set Logs', 'Child Update Sets', and 'Install History'. The 'Customer Updates' tab is active, showing a table with columns for 'Created' and 'Search', and an 'Actions on selected rows...' dropdown.

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.

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Table - Salesforce

Label: Salesforce

Name: u_salesforce

Application: Global

Remote Table

Columns Controls Application Access

Table Columns for text

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
X Admin Date	Date	(empty)	40		false
X Father Call	String	(empty)	40		false
X Mother Name	String	(empty)	40		false
X Student Name	String	(empty)	40		false
X Class	System Class Name	(empty)	80	javascript:current.getTableNames();	false
X Father Name	String	(empty)	40		false
X Grade	Choice	(empty)	40		false

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Table - Admission

Label: Admission

Name: u_admission

Application: Global

Remote Table

Extends table: Salesforce

Columns Controls Application Access

Table Columns for text

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
X Pincode	Choice	(empty)	40		false
X House No.	String	(empty)	40		false
X District	String	(empty)	40		false
X Mandal	String	(empty)	40		false
X School	Choice	(empty)	40		false
X School Area	Choice	(empty)	40		false
X Area	String	(empty)	40		false

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Table - Student Progress

Label: Student Progress

Name: u_student_progress

Application: Global

Remote Table

Columns Controls Application Access

Table Columns for text

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
X Admission Number Father Call	String	(empty)	40		false
X Created by	String	(empty)	40		false
X Result	String	(empty)	40		false
X Admission Number Student Name	String	(empty)	40		false
X Science	String	(empty)	40		false
X Created	Date/Time	(empty)	40		false
X Admission Number Mother Call	String	(empty)	40		false

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.

Student Progress (u_student_progress) Form Design

Fields: Field Types

Filter

Fields

Created

Created by

Result

Admission Number Student Name

Science

Created

Admission Number Mother Call

Formulas

Activities (Related)

Contextual Search Results

Settings

Student Progress

Steps

Mail

English

Maths

Science

Admission (u_admission) Form Design

Fields: Field Types

Filter

Fields

Admission Number

Created

Created by

Updated

Updated by

Formulas

Contextual Search Results

Settings

Admission (u_admission)

Activities (Related)

Process Flow (Parameter)

Admission Number

Pincode

House No.

District

Mandal

School

School Area

Mother Name

Admission Status

Admission (u_admission) Form Design

Fields: Field Types

Filter

Fields

Admission Number

Class

Created

Created by

Updated

Updated by

Formulas

Contextual Search Results

Settings

Admission

Pincode

House No.

Area

City

District

Student Progress (u_student_progress) Form Design

Fields: Field Types

Filter

Fields

Admission Number

Admission Date

Class

Created

Created by

Updated

Updated by

Formulas

Contextual Search Results

Settings

Student Progress (u_student_progress)

Activities (Related)

Admission Number

Admission Date

Class

Created

Created by

Updated

Updated by

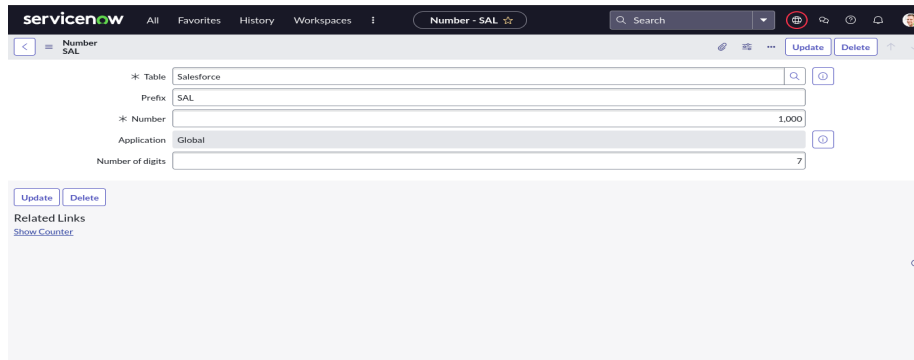
Formulas

Contextual Search Results

Settings

Step 6: Number Maintenance

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



The screenshot shows the 'Number - SAL' form in ServiceNow. The form fields are as follows:

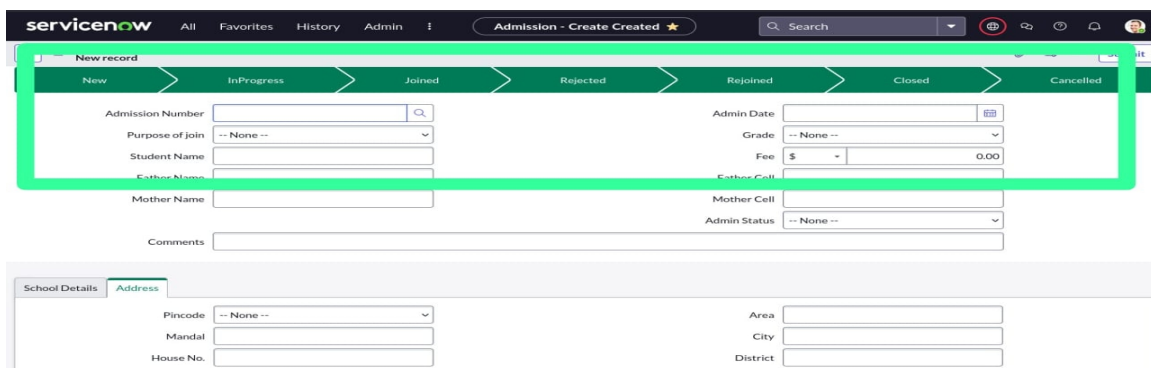
Field	Value
Table	Salesforce
Prefix	SAL
Number	1,000
Application	Global
Number of digits	7

Buttons: Update, Delete, 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:



The screenshot shows the 'Admission - Create' form in ServiceNow. The process flow diagram is highlighted with a green box and shows the following steps: New > InProgress > Joined > Rejected > Rejoined > Closed > Cancelled.

The form fields are as follows:

Field	Value
Admission Number	
Purpose of join	-- None --
Student Name	
Father Name	
Mother Name	
Comments	
Admin Date	
Grade	-- None --
Fee	\$ 0.00
Father Cell	
Mother Cell	
Admin Status	-- None --

Buttons: New, InProgress, Joined, Rejected, Rejoined, Closed, Cancelled

Step 8: Client Scripts

- Admission Table: Auto populate, Pincode Update scripts.
- Student Progress Table: Disable Fields, Total Update, Result, Percentage scripts.

Results

Admission:

The screenshot displays the ServiceNow 'Admission - Create Created' form. At the top, a navigation bar includes the ServiceNow logo, tabs for 'All', 'Favorites', 'History', and 'Admin', and a search bar. Below this, a breadcrumb trail shows 'Admission' and 'New record'. A progress bar with steps 'New', 'InProgress', 'Joined', 'Rejected', 'Rejoined', 'Closed', and 'Cancelled' is visible. The form contains several input fields: 'Admission Number' (with a search icon), 'Admin Date' (with a calendar icon), 'Purpose of join' (dropdown menu), 'Grade' (dropdown menu), 'Student Name', 'Fee' (with a currency symbol and value '0.00'), 'Father Name', 'Mother Name', 'Father Cell', 'Mother Cell', 'Admin Status' (dropdown menu), and 'Comments'. Below the main form, there are two tabs: 'School Details' and 'Address'. The 'Address' tab is active, showing fields for 'Pincode' (dropdown menu), 'Area', 'Mandal', 'City', 'House No.', and 'District'.

salesforce:

The screenshot displays the ServiceNow 'Salesforce - Create Created' form. The navigation bar and breadcrumb trail are similar to the previous form. The form contains input fields for 'Admin Number' (with a value 'SAL0001024'), 'Admin Date' (with a calendar icon), 'Grade' (dropdown menu), 'Student Name', 'Father Name', 'Mother Name', 'Mother Cell', and 'Father Cell'. A 'Submit' button is located at the bottom left of the form.

Student Progress:

servicenow All Favorites History Admin : Student Progress - Create Created ☆ Search

< New Section New record Submit

Admission Number

Admission Number.Grade

Admission Number.Student Name

Admission Number.Father Name

Admission Number.Mother Cell

Admission Number.Father Cell

Admission Number.Mother Name

Student Progress

Telugu

Hindi

English

Maths

Science

Total

Percentage

Result

Submit

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.