

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 different tables in ServiceNow. Each screenshot includes a 'Table Columns' section with a table of columns and their properties.

Columns	Controls	Application Access
Columns label	Type	Reference
Max length	Default value	Display
X Address Date	Date	(empty)
40	false	
X Father Cell	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	false	
X Father Name	String	(empty)
40	false	
X Grade	Choice	(empty)
40	false	

Columns label	Type	Reference
Max length	Default value	Display
X Pincode	Choice	(empty)
40	false	
X Admin 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	

Columns label	Type	Reference
Max length	Default value	Display
X Admission Number Father Cell	String	(empty)
40	false	
X Created By	String	(empty)
40	false	
X Student	String	(empty)
40	false	
X Admission Number Student Name	String	(empty)
40	false	
X Status	String	(empty)
40	false	
X Created	DateTime	(empty)
40	false	
X Admission Number Student Cell	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.

Students Progress [v_admin@]

Default view

Form Design

Fields

Field Types

Filter

Fields

1

New Section

1 Column

+

-

1

Admission Number

1

+

-

Created

Created by

Reset

Updated

Updated by

Updates

Formatters

1

Admission Number (Formatter)

1

+

-

1

Admission Number Grade

1

+

-

1

Admission Number Student Name

1

+

-

1

Admission Number Father Name

1

+

-

1

Admission Number Mother Cell

1

+

-

1

Admission Number Father Cell

1

+

-

1

Admission Number Mother Name

1

+

-

Formatters

1

Student Progress

1

+

-

1

Target

1

+

-

1

Test

1

+

-

1

View

1

+

-

1

Percentage

1

+

-

1

English

1

+

-

1

Result

1

+

-

1

Maths

1

+

-

1

Science

1

+

-

Admission [v_admin@]

Default view

Form Design

Fields

Field Types

Filter

Fields

1

Admission Number

1

+

-

1

Class

1

+

-

Created

Created by

Reset

Updated

Updated by

Updates

Formatters

1

Admission Number (Formatter)

1

+

-

1

Admission Number

1

+

-

1

Purpose of join

1

+

-

1

Student Name

1

+

-

1

Father Name

1

+

-

1

Mother Name

1

+

-

1

Admission Date

1

+

-

1

Grade

1

+

-

1

Fee

1

+

-

1

Father Cell

1

+

-

1

Mother Cell

1

+

-

1

Admission Status

1

+

-

Formatters

1

Comments

1

+

-

Students [v_admin@]

Default view

Form Design

Fields

Field Types

Filter

Fields

1

Admission Number

1

+

-

1

Class

1

+

-

Created

Created by

Reset

Updated

Updated by

Updates

Formatters

1

Admission Number (Formatter)

1

+

-

1

Admission Number

1

+

-

1

Admission Date

1

+

-

1

Grade

1

+

-

1

Mother Name

1

+

-

1

Mother Cell

1

+

-

1

Father Cell

1

+

-

Formatters

1

Comments

1

+

-

Step 6: Number Maintenance

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

servicenow

AllFavoritesHistoryWorkspacesNumber - SAL

Search

UpdateDelete

NumberSAL

* 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:

<

≡

Admission
New record

Submit

New

InProgress

Joined

Rejected

Rejoined

Closed

Cancelled

Admission Number

Q

Admin Date

Purpose of join

-- None --

Grade

-- None --

Student Name

Fee

\$

0.00

Father Name

Father Cell

Mother Name

Mother Cell

Admin Status

-- None --

Comments

School Details

Address

School Area

-- None --

School

-- None --

Submit

Step 8: Client Scripts

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

Results

Admission:

<

≡

Admission
New record

Submit

New

InProgress

Joined

Rejected

Rejoined

Closed

Cancelled

Admission Number

Q

Admin Date

Purpose of join

-- None --

Grade

-- None --

Student Name

Fee

\$

0.00

Father Name

Father Cell

Mother Name

Mother Cell

Admin Status

-- None --

Comments

School Details

Address

School Area

-- None --

School

-- None --

Submit

salesforce:

Servicenow

AllFavoritesHistoryAdmin⋮Salesforce - Create Created ☆

Search

<= Salesforce New record

Admin NumberSAL0001024

Admin Date<

Grade-- None -->

Student Name

Father Name

Mother Name

Mother Cell

Father Cell

Submit

Student Progress:

servicenow

AllFavoritesHistoryAdmin

Student Progress - Create Created

Search

New SectionNew record

Submit

Admission Number

Admission Number.Father Name

Admission Number.Mother Cell

Admission Number.Father Cell

Admission Number.Mother Name

Admission Number.Grade

Admission Number.Student Name

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.