

BRAINSTROMING - INDIVIDUAL

Date	18 June 2025
Team ID	LTVIP2025TMID20393
Project Name	Educational Organisation Using ServiceNow
Person Name	CH Venkat teja
Maximum Marks	4 Marks

Idea Title: Automated Student Progress Tracker using Native ServiceNow Features

While evaluating the core pain points in the educational system during our ideation session, I observed that one of the most inefficient processes in traditional institutions is **student academic performance tracking**. Teachers often rely on spreadsheets, paper records, or disconnected portals to enter and compute student marks. These methods are prone to human error, difficult to manage at scale, and cause delays in progress reporting. This realization led me to propose the idea of building a **centralized, automated academic progress tracking system** inside ServiceNow.

The concept revolves around creating a **custom table within ServiceNow** that stores subject-wise marks for each student — including English, Maths, Science, Social Studies, Hindi, and Telugu. For each student entry, the system will automatically calculate the **total marks** and **percentage** using a simple client script. The formula will run dynamically when a teacher enters the individual marks, eliminating manual math and ensuring consistency across records.

For example, if a teacher inputs the subject scores, a client-side script will run in real time and populate the Total and Percentage fields based on a maximum of 600 marks. The percentage is calculated and rounded to two decimal places to maintain clarity. This avoids manual calculation and human error, and it keeps the academic process standardized.

This progress tracking module will also utilize **ServiceNow's Access Control (ACL)** system to manage visibility. Teachers will have permissions to add or update marks, while students and parents can only view the results via a self-service portal. Administrators will have full access and will be able to run analytical reports such as class averages, subject-wise performance charts, and progress trends over time.

An added benefit is that this entire system is **built without external development technologies** like JavaScript frameworks or HTML/CSS. We are relying purely on ServiceNow-native tools — such as tables, forms, client scripts, and Flow Designer — making it low-maintenance, secure, and highly scalable for institutions that adopt the platform.

Looking ahead, this idea can evolve into a full-featured academic report card generator. We could also integrate attendance, behavioral remarks, and teacher feedback. Notifications can be sent to students when new results are uploaded using the built-in notification system.

This idea reflects the core values of our project: **automation, accuracy, and simplicity**. It not only meets institutional requirements but also showcases how ServiceNow can be used in educational environments to digitize and modernize traditional workflows.

I believe this progress tracker module is more than a feature — it's a digital foundation. It changes how academic data is handled, improves user confidence, and supports scalable reporting. I am excited to contribute this to the final implementation and iterate upon it with real user feedback.