BRAINSTROMING - INDIVIDUAL

Date	18 June 2025
Team ID	LTVIP2025TMID20393
Project Name	Educational Organisation Using ServiceNow
Person Name	G Prasanna
Maximum Marks	4 Marks

Idea Title: Administrative Dashboard for Real-Time Educational Insights and Data Monitoring

In any educational institution, the ability to monitor data in real time is essential for administrators to make informed decisions. During our team brainstorming session, I proposed a concept focused on building a **dedicated administrative dashboard** within the ServiceNow platform that gives clear visibility into the operational and academic activities managed by the system. The goal is to provide key decision-makers — such as school admins, principals, or department heads — with the tools they need to understand how the institution is functioning at a glance.

This dashboard would be driven by data already captured in other modules of the system — such as student registration records, admission status, progress tracking, and attendance (if available). Rather than having to manually pull reports or navigate multiple tables, administrators would see everything in one place.

For example, the dashboard could show:

- Total number of students registered this academic year

- Admissions in progress, approved, and rejected

- Subject-wise average marks and performance heatmaps

- Class-wise student distribution

- Real-time alerts for any inconsistencies or missing data

Each of these metrics would be updated automatically using ServiceNow's reporting and visualization tools. Administrators could apply filters (e.g., by class, grade level, or district) to refine the data displayed, making the dashboard flexible and context-aware. Since ServiceNow supports role-based access, this dashboard would be available only to authorized roles, maintaining data confidentiality.

What I found most exciting about this idea is that it doesn't require building custom charts or importing BI tools. **ServiceNow already has widgets and reporting capabilities** that can be used to achieve this with very little configuration. Using Performance Analytics, we can create trend lines, bar graphs, and even predictive reports based on historical patterns. This makes it a smart and scalable solution.

From an institutional standpoint, this feature would empower decision-makers with **data-driven insights**. Instead of relying on outdated methods like paper logs or quarterly review meetings, the institution can function with real-time intelligence. During inspection, audit, or accreditation processes, the data presented through the dashboard will also demonstrate the professionalism and technological maturity of the institution.

This idea supports not just monitoring, but also **action**. If the dashboard shows that a class has unusually low performance, the administrator can immediately intervene. If a large number of admissions are pending in one region, more staff can be allocated. It turns raw data into strategic information.

By proposing this module, I aimed to connect all other parts of the system — registration, admission, and progress tracking — into a **single, actionable interface** for leadership. It reflects the true power of ServiceNow in an educational context: not just storing data, but using it intelligently.

I believe this dashboard will be the most impactful module for long-term scalability and performance oversight. It can grow with the institution and evolve as more data sources and functions are added in the future.