**📘 Project Title: Training Tracker Pro**

**🔹 Summary:**

A scoped ServiceNow application that helps track employee training completion, notify stakeholders via email, and generate reports for training progress. It references existing ServiceNow tables like sys\_user (for employees) and cmn\_department, and includes custom tables for training records and sessions. Reports are added to a dashboard for quick analytics.

**✅ Key Features**

| **Feature** | **Included** |
| --- | --- |
| New custom tables | ✅ |
| Reference to existing tables | ✅ |
| Email notifications | ✅ |
| Reports | ✅ |
| Dashboard | ✅ |
| GitHub integration | ✅ |

**🔧 Requirements**

**1. Tables**

**🟢 Training Session (x\_1778869\_ttp\_training\_session)**

Stores the available training sessions.

* Session ID *(Auto Number)*
* Session Name *(String)*
* Trainer *(Reference: sys\_user)*
* Department *(Reference: cmn\_department)*
* Scheduled Date *(Date/Time)*
* Session Description *(HTML)*
* Status *(Choice: Scheduled, Completed, Cancelled)*

**🟢 Training Record (x\_1778869\_ttp\_training\_record)**

Tracks which employees attended which training session.

* Employee *(Reference: sys\_user)*
* Training Session *(Reference: x\_1778869\_ttp\_training\_session table)*
* Attendance Status *(Choice: Attended, Absent, Excused)*
* Completion Date *(Date)*
* Score *(Integer, optional)*
* Feedback *(String)*

**2. Email Notifications**

* ✅ **Trigger #1:**  
  When a **Training Session** is scheduled, an email is sent to **all employees in that department** with session details.
* ✅ **Trigger #2:**  
  When an employee's **training record is updated with “Attended” status**, send a thank-you email.

**3. Reports**

* 📊 **Report 1: Training Completion Rate by Department**
  + Bar chart showing % of employees who attended at least one training in each department.
* 📊 **Report 2: Training Session Attendance Breakdown**
  + Pie chart for each session showing distribution: Attended, Absent, Excused.

**4. Dashboard**

Create a **"Training Tracker Dashboard"** in Performance Analytics.

* Add both reports above.
* Add a filter to view by department or session date range.

**⚙️ Application Scope & Structure**

| **Component** | **Description** |
| --- | --- |
| Name | Training Tracker Pro |
| Scope | x\_ttpro |
| Tables | x\_ttpro\_training\_session, x\_ttpro\_training\_record |
| Existing References | sys\_user, cmn\_department |
| Email Template | Use Dynamic Templates for triggers |
| Studio Features | Tables, Business Rules, Email Notifications, Reports, Dashboards |
| GitHub | Commit via Studio, connect to your GitHub repo |
| Update Set | One update set capturing all customizations |

**🧪 Learning & Demonstration Outcomes**

* Creating and linking custom tables
* Referencing existing ServiceNow core tables
* Configuring Email Notifications using Flow Designer
* Creating Reports and Dashboards
* Using GitHub integration with Studio
* Following good naming conventions & scoped app practices

Would you like me to:

1. Write the **README.md** for this GitHub project?
2. Generate a **starter commit message**?
3. Provide **step-by-step instructions** for implementing this in ServiceNow Studio?

Let me know how you'd like to proceed!

**🧪 In Your Project (Training Tracker Pro):**

**Option 1: Flow Designer Notification**

**Trigger:** When a Training Session is scheduled  
**Reason:** You want to send emails to *all employees in a department* (complex logic → use Flow)

**Steps:**

* Flow triggers on x\_ttpro\_training\_session Insert
* Use a Lookup Records action to find employees in the department
* Send an email for each

**Option 2: sysevent\_email\_action Notification**

**Trigger:** When a Training Record is updated to "Attended"  
**Reason:** Simple condition on field change → use email\_action

**Steps:**

* Create a new Notification for x\_ttpro\_training\_record
* Condition: [Attendance Status] changes to [Attended]
* Recipient: Employee
* Email includes feedback form link

**🧠 Recommendation**

Go ahead and **use both** methods — and you can even mention that in your README:

"This project demonstrates both Flow Designer-based and classic Notification-based email handling, depending on logic complexity."

That actually **shows off your versatility** with ServiceNow automation tools — a great point for LinkedIn or interviews.