

Project Design Phase

Solution Architecture

Template

Date	02 NOVEMBER 2025
TEAM ID	NM2025TMID05272
Project Name	Education Organisation Using ServiceNow
Maximum Marks	4 Marks

Solution Architecture

Goals of the Architecture

Educational Organization Management System using ServiceNow

- Digitize and streamline institutional operations under a unified ServiceNow platform.
- Simplify student admission, academic progress tracking, and communication workflows.
- Enhance transparency through real-time request tracking and automated notifications.
- Minimize human errors and ensure accurate data flow between academic departments.

Key Components

- Unified User Portal for students, teachers, and administrative staff.
- Request Management System for handling admissions, academic queries, and student progress.
- Automated Workflows for data validation, approval routing, and progress record updates.
- Centralized Databases for securely storing and retrieving student information.
- Analytics Dashboard for performance monitoring, student statistics, and administrative insights.

Development Phases:

1. Define and configure user roles (Student, Faculty, Administrator).
2. Design and implement ServiceNow forms for admissions and academic updates.
3. Develop workflows for approval and validation of records.
4. Enable notification services for real-time communication.
5. Conduct testing for data accuracy and workflow execution.
6. Launch the platform and train staff for live use.

Solution Architecture Description

The proposed architecture integrates key academic operations within ServiceNow to create a cohesive and digital ecosystem for educational institutions. Through a unified portal, users can perform essential activities such as student enrollment, academic record updates, and communication with faculty or administration.

Automated workflows validate data and guide each request through appropriate approval paths, ensuring efficiency and accountability. Notifications keep users informed, while dashboards provide administrators with performance analytics and compliance visibility.

This architecture promotes a paperless environment, strengthens coordination among departments, enhances service responsiveness, and supports a scalable digital transformation for academic organizations.

Example – Solution Architecture Diagram

