

Project Design Phase Solution Architecture

| | |
|---------------|-------------------------------------------|
| Date | 06 October 2025 |
| Team ID | NM2025TMID01723 |
| Project Name | Educational Organisation using ServiceNow |
| Maximum Marks | 4 Marks |

Written Description of Solution Architecture

The architecture of the “Educational Organisation Using ServiceNow” system is designed using ServiceNow’s low-code/no-code environment. It includes custom tables, update sets, client scripts, process flows, and forms that integrate to automate the admission and academic progress tracking workflows.

| Component | Description |
|------------------------|-----------------------------------------------------------------------------------------------|
| 1. ServiceNow Instance | The primary platform for development and deployment of the educational management system |
| 2. Custom Tables | Includes Salesforce, Admission, and Student Progress tables to manage various datasets. |
| 3. Update Sets | Used to package and transfer customizations from development to production instance. |
| 4. Client Scripts | Custom JavaScript for automation like autofilling fields, calculating totals and percentages. |
| 5. Process Flow | Workflow for visualizing admission status (e.g., New → Joined → Closed). |
| 6. UI Forms | Custom-designed forms for Admission and Student Progress tables for data entry and review. |

Diagram: Architecture

