

REQUIREMENT ANALYSIS

Educational Organization Using ServiceNow

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Project Name: Educational Organization Using ServiceNow

Technical Architecture

- This architecture supports educational institutions in automating workflows, managing student and faculty requests, and streamlining administrative operations using the ServiceNow platform. It enhances collaboration, transparency, and operational efficiency through centralized service management and secure cloud-based integration.

Table 1: Components & Technologies

S.No	Component	Description	Technology
1	UserInterface	Studentsandstaffaccessrequestsand dashboard	sviaweb ortal.ServiceNowWeb I
2	ApplicationLogic-1	Automatesticketcreation,categorisation	Scriptincludes
3	ApplicationLogic-2	Validatesrequestsandsetsprioritybasedon education	usinessrules
4	ApplicationLogic-3	Notifiesusersaboutprogressandresolutionof servicenow	Notifications
5	Database	Storesuser,request,andworkflowdatasecurely servicenow	CMDB
6	CloudBackend	Ensuresperformanceandscalabilitythrough servicenow	ServiceNowSaaSCloud
7	External API	IntegratesERPandacademicsystems	APIIntegration
8	MachineLearning	Predictsrequestcategoriesandautomates task	PredictiveIntelligence

Table 2:ApplicationCharacteristics

S.No	Characteristics	Description	Technology
1	Open-SourceFrameworks	NotApplicable	-
2	SecurityImplementations	ImplementsACLsandrole-basedsecureaccess forACL	ScopedApplications
3	ScalableArchitecture	ServiceNow'sSaaSmodelensuresscalability acrossservicenow	loudArchitecture
4	Availability	Hostedinhigh-availabilityServiceNowcloud	loudInstance
5	Performance	Optimizedusingindexeddatabases	Flowoptimization