

Project Design Phase

Solution Architecture

Date	27-01-2026
Team ID	LTVIP2026TMIDS24889
Project Name	Educational Organization Using ServiceNow
Maximum Marks	4 Marks

Solution Architecture:

1. Goals of the Architecture

1. To create a **centralized digital platform** that automates academic and administrative workflows in the educational organization.
2. To **improve communication and transparency** between students, faculty, and administrators through a unified ServiceNow interface.
3. To **ensure data security and role-based access control** for different users within the institution.

2. Key Components

1. **ServiceNow Platform:** Acts as the core system managing workflows, requests, and automation processes.
2. **User Interface Layer:** Provides access portals for students, staff, and administrators for easy interaction.
3. **Database and Storage:** Maintains all institutional data, requests, and records securely in the cloud.
4. **Reporting and Analytics Module:** Offers real-time dashboards and reports for performance monitoring and decision-making.

3. Development Phases

- Requirement Analysis:** Understanding institutional needs, user roles, and necessary functionalities.
- System Design:** Creating architecture, workflow diagrams, and interface layouts.
- Implementation and Testing:** Building workflows in ServiceNow, testing modules for functionality and performance.
- Deployment and Maintenance:** Launching the system for use and continuously updating it based on user feedback.

4. Solution Architecture Description

- The architecture follows a **multi-layer design** consisting of user, application, and database layers for better manageability.
- User Layer** allows interaction through portals where students and staff can raise or manage requests.
- Application Layer** handles workflow automation, request routing, and notifications within the ServiceNow environment.
- Database Layer** stores all user and institutional data securely while maintaining integrity and accessibility.

