

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.

Table1: Components & Technologies

S.No	Component	Description	Technology
1	UserInterface	Students and staff access requests and dashboard	sviaweb ortal.ServiceNowWeb I
2	ApplicationLogic-1	Automates ticket creation, categorisation	Script includes
3	ApplicationLogic-2	Validates requests and sets priority based on education	Business rules
4	ApplicationLogic-3	Notifies users about progress and resolution of ServiceNow	Notifications
5	Database	Stores user, request, and workflow data securely in ServiceNow	CMDB
6	CloudBackend	Ensures performance and scalability through ServiceNow	ServiceNow SaaS Cloud
7	External API	Integrates ERP and academic systems	API Integration
8	MachineLearning	Predicts request categories and automates tasks	Predictive Intelligence

Table 2: Application Characteristics

S.No	Characteristics	Description	Technology
1	Open-Source Frameworks	Not Applicable	-
2	Security Implementations	Implements ACLs and role-based secure access for ACL	Scoped Applications
3	Scalable Architecture	ServiceNow's SaaS model ensures scalability across ServiceNow	Cloud Architecture
4	Availability	Hosted in high-availability ServiceNow cloud	Cloud Instance
5	Performance	Optimized using indexed databases	Flow optimization