Project Design Phase

Solution Architecture

Date	17 Feb 2026
Team ID	LTVIP2026TMIDS24864
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Provide improved operational efficiency
- Effectively optimizes resource allocation, leading to more cost-effective
- Significant reduction in issue resolution delays

Key Components:

- **Operations related [u_operations_related] table** (where tickets are created).
- **sys_user_group table** (contains Certificates and Platform groups).
- **Flow Designer** (with two separate automated flows).
- **Flow logic** that checks the 'issue' choice field.
- **Access Controls (ACLs)** to secure the new table.

Development Phases:

1. Create test users (Katherine, Manne), groups, and roles.
2. Create the custom Operations related table and its columns/choices
3. Configure security (assign roles to groups, create ACLs for the table).
4. Implement the two "Update Record" flows in Flow Designer based on the 'issue' field.
5. create access control and flow
6. Attempt ticket creation (test each 'issue' choice to verify correct group assignment).

Solution Architecture Description:

The solution architecture is designed to automate support ticket routing within the ServiceNow platform by implementing two flows in Flow Designer. The architecture focuses on ensuring operational efficiency and routing accuracy, using a custom Operations related table. A flow trigger monitors this table and checks the 'issue' field on any new or updated record. Based on the selected issue, the flow logic automatically populates the 'assigned_to_group' field, routing the ticket to the correct team (e.g., 'Certificates' or 'Platform'). The development process involves creating the foundational data (users, groups, table), configuring security

(ACLs), applying the automation flows, and verifying the routing behavior. This architecture reduces the need for manual monitoring and triage, enhances resolution speed, and promotes operational efficiency for the support team. deletion behavior. This architecture reduces the need for manual monitoring, enhances system reliability, and promotes operational accountability in ITSM environments.

Example - Solution Architecture Diagram: