REQUIREMENT ANALYSIS

EducationalOrganizationUsing ServiceNow

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Project Name: Educational Organization Using ServiceNow

TechnicalArchitecture

- This architecture supports educational institutions in automating workflows, managing student andfacultyrequests,andstreamliningadministrativeoperationsusingtheServiceNowplatform. 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	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