

Project Design Phase II

Technology Stack Template

Date	
Team ID	NM2025TMID04230
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Mark

Educational Organization ServiceNow Technology Stack

1. The Core Foundation (Now Platform)

This layer provides the fundamental capabilities and infrastructure for all applications.

Component	Description	Key Modules/Features
Data Backbone	The central repository for all service-related and IT data.	Configuration Management Database (CMDB) , Service Graph, Common Service Data Model (CSDM)
Automation Engine	The tool for designing, executing, and monitoring multi-step business process workflows without code.	Flow Designer , Process Automation Designer, IntegrationHub
User Experience	Provides the unified, branded interface for all end-users (students, faculty, staff).	Service Portal (or Employee Center) , Mobile App (Now Mobile), Virtual Agent (Chatbot)
Intelligence	Platform capabilities that use AI/ML to improve service delivery.	Predictive Intelligence, AI Search, Performance Analytics

2. Primary Product Workflows (Modules)

These are the main ServiceNow product suites essential for a fully operational educational organization.

Workflow / Persona	ServiceNow Product Suite	Key Modules for Education
IT & Tech Support	IT Service Management (ITSM)	Incident Management, Problem Management, Change Management, Service Catalog, Knowledge Management , Service Level Management (SLA)
Hardware & Software	IT Asset Management (ITAM)	Software Asset Management (SAM), Hardware Asset Management (HAM), Cloud Asset Management
Student/Campus Support	Customer Service Mgmt (CSM) / Custom App Engine	Case Management (for student/alumni cases), Service Catalog (for non-IT requests like transcripts, ID cards), Custom Application Development
Faculty & Staff Services	HR Service Delivery (HRSD)	Employee Onboarding/Offboarding, HR Case Management (for payroll, benefits questions), Knowledge Base
Physical Campus	Workplace Service Delivery (WSD) / EAM	Facilities Request, Workplace Case Management, Space Management, Reservations Management

3. Integration & Extensibility Layer

ServiceNow rarely works in isolation; this layer ensures connection to existing institutional systems.

System Type	ServiceNow Component	Integration Technology
Student Information System (SIS) (e.g., Banner, PeopleSoft)	User, Role, & Data Synchronization	IntegrationHub (Spokes), REST/SOAP APIs
Financial/ERP System (e.g., SAP, Oracle)	Asset and Cost Synchronization	IntegrationHub (Spokes), JDBC, Custom ETL
Learning Management System (LMS) (e.g., Canvas, Moodle)	Incident/Status Reporting	Event Management, Custom APIs
Network & Monitoring Tools (e.g., SolarWinds, Nagios)	Event and Alert Ingestion	IT Operations Management (ITOM) Discovery, Event Management
Identity Provider (e.g., Azure AD, LDAP)	User Authentication & Provisioning	SSO (SAML), LDAP Integration