Project Design Phase

Solution Architecture

Date	31 OCTOBER 2025
Team ID	NM2025TMID04230
Project Name	Education Organisation Using ServiceNow
Maximum Marks	2 Marks

A. Unified Campus Service Management (CSM/ESM)

- **Central Hub:** The primary architectural decision is to use the **Service Portal** as the single point of entry for *all* campus requests—not just IT. This addresses the core pain point identified in the Empathy Map.

- **Request Routing:** All submissions, whether an IT issue (ITSM), a transcript request (CSM), or an HR query (HRSD), are routed via the **Service Catalog** and **Flow Designer** to the correct fulfillment team.

- **Knowledge:** A unified, easily searchable **Knowledge Management** repository is directly integrated into the portal and Virtual Agent to promote self-service and deflect simple inquiries.

B. Data Integration with Core Systems

The most critical part of the architecture is connecting ServiceNow to existing campus data systems.

C. Data Structure and CMDB

- The **CMDB** is extended beyond IT assets to include **campus-specific Configuration Items (CIs)**, such as:

- **Classrooms/Labs:** Mapping location, capacity, and embedded technology (projectors, AV systems).

- **Academic Programs/Courses:** Linking service requests directly to the context of a student's degree.

- This structure ensures that an incident logged about a "Projector in Room 305" automatically links the asset, the location, and potentially the assigned maintenance team.

Deployment and Governance

- **Deployment Model:** The architecture leverages the native **ServiceNow Cloud (SaaS)** model, ensuring automatic updates, high availability, and scalability to handle peak load events like registration.

- **Governance:** A **Center of Excellence (CoE)** architecture is established to govern all changes, ensuring new workflows are standardized and that the platform remains stable across IT, Academic, and Administrative domains.

This architecture ensures high performance, a superior user experience, and the necessary integration to modernize the education organisation's administrative backbone.

Solution Architecture: Education Organisation Using ServiceNow

The solution architecture for implementing ServiceNow in an education organisation is built upon the **Now Platform**, which serves as the central **Digital Workflow Engine** connecting all stakeholders and processes. The architecture is composed of distinct layers designed to transform service delivery from a fragmented state to a unified model. At the **Presentation/Access** layer, a unified, mobile-friendly interface is crucial: the **Student Portal (CSM)** and **Faculty/Staff Portal (ESM)** provide a single point of entry for all requests, whether they are for IT, academics, or HR. All submissions pass through the **Service Management** layer, where applications like **ITSM, CSM, HRSD, and FSM** define and execute standardized service workflows. Critically, the **Data & Records** layer is anchored by an extended **Configuration Management Database (CMDB)**, which manages not only IT assets but also essential campus CIs like classrooms, labs, and academic programs, ensuring a single source of truth and contextual data for all service requests. Finally, the **Integration** layer, utilizing the **Integration Hub** and custom APIs,

ensures seamless communication with core legacy systems like the **Student Information System (SIS)** and **Learning Management System (LMS)** to synchronize vital data (e.g., student enrollment, grades, and credentials), making the entire service ecosystem responsive and data-rich. This layered approach guarantees scalability, high availability, and a unified, user-centric experience across the entire institution.