Educational Organisation Using ServiceNow

Solution Architecture

Date	1.11.2025
Team id	NM2025TMID03095
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Digitize core academic workflows in ServiceNow
- Improve request management efficiency for students & faculty
- Reduce manual administration workload
- Enable data integrity & transparency across academic processes

Key Components:

- Student / Faculty (sys_user table)
- Course Requests / Student Services (custom table / incident / case)
- Service Catalog Items (Course enrollment, ID card request, certificate request etc.)
- Flow Designer / Business Rules / Catalog Client Scripts

Development Phases:

1. Identify student – faculty user records

2. Create catalog items for academic service requests

3. Configure workflows / flows for approval automation

4. Validate requests end-to-end (student → advisor → approval)

Solution Architecture Description:

- The solution architecture is designed to support academic operations inside an educational organization using the ServiceNow platform. ServiceNow is utilized to automate student services such as course enrollment requests, certificate requests, and faculty approvals.

- User data is stored in the sys_user table while academic service requests are handledthrough catalog items and flows. Approval logic is automated using Flow Designer and Business Rules; this reduces manual interventions done by administration teams.

- The system ensures transparency in request tracking, minimizes delays, and improves academic service delivery. This architecture increases operational efficiency, accuracy, and governance within institutional ITSM processes.

Example - Solution Architecture Diagram: