

Project Design Phase

Solution Architecture

Date	1 November 2025
Team ID	NM2025TMID03588
Project Name	Educational Organisation using ServiceNow
Maximum Marks	4 Marks

Solution Architecture:

Goals of Architecture:

- Optimize educational administrative processes through *ServiceNow* platform implementation.
- Consolidate and secure management of student and faculty data assets.
- Automate core functions, including admissions processing, attendance tracking, and report generation.
- Enhance transparency and interdepartmental communication channels.

Key Components:

- Student/Staff Portal for submitting academic and service requests
- Service Catalog and Request Forms (Admissions, ID Card, Course Registration, IT Support, etc.)
- Workflow Automation and Approval Processes (Academic Office, Administrative Office, IT, Department Heads)
- ServiceNow Data Tables (Student Records, Faculty Records, Service Requests, Admission Records)
- Notification Systems and Service Level Agreement (SLA) Tracking
- Dashboards and Reporting Tools for Administrative and Faculty Analytics

Development Phases:

- Create data tables for student records, faculty records, and admissions, including appropriate schema definitions.
- Design and configure ServiceNow forms and workflows to facilitate data entry, updates, and process automation.
- Implement automation scripts and flow logic for admission processes and progress tracking. Integrate communication modules (e.g., notifications, alerts) and reporting components into the platform.
- Conduct comprehensive testing of system functionality, including user access control and role-based permissions across all user roles. Establish and configure ServiceNow tables such as Student Records, Faculty Records, Service Requests, and Admission

- Records.
- Set up notifications and SLA tracking mechanisms.
 - Develop dashboards and reports tailored for administrative and faculty stakeholders to monitor system metrics and processes.

Solution Architecture Description:

The solution architecture modernizes educational operations through the deployment of a unified ServiceNow-based platform that integrates core functionalities, including student information management, faculty administration, admissions processing, and performance analytics. The platform provides dedicated portals for students, faculty, and staff to submit service requests via Service Catalog items encompassing functions such as admissions, course registration, and administrative support. Each request initiates predefined approval workflows to ensure efficient processing and data integrity. All student and staff data are securely managed within ServiceNow data tables, complemented by automated notifications delivering real-time status updates. Additionally, customizable dashboards and reporting tools enable administrators to monitor key performance indicators and request volume trends. This architecture reduces manual administrative tasks, enhances process transparency, expedites service delivery, and establishes a secure, scalable, and interoperable infrastructure for a digitally integrated campus environment.

Example - Solution Architecture Diagram:

