

Project Design Phase
Solution Architecture

Date	27 June 2025
Team ID	LTVIP2025TMID31281
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks

Solution Architecture:

The solution architecture outlines the structure of how ServiceNow will function within the educational organisation. It highlights the interaction between users, the platform, and integrated systems to deliver efficient services. This architecture ensures automation, security, scalability, and real-time communication. It also enables seamless workflow execution and centralized service management.

1. The frontend portal allows students and staff to submit service requests and track their status in real time.
2. Requests are routed through ServiceNow's workflow engine for automatic assignment and escalation.
3. Role-based access controls ensure secure data handling for different user groups (students, staff, admins).
4. Integration with institutional systems like ERP, LMS, and email ensures seamless data exchange.
5. Dashboards and reports provide administrators with insights into service performance and bottlenecks.

Example - Solution Architecture Diagram:

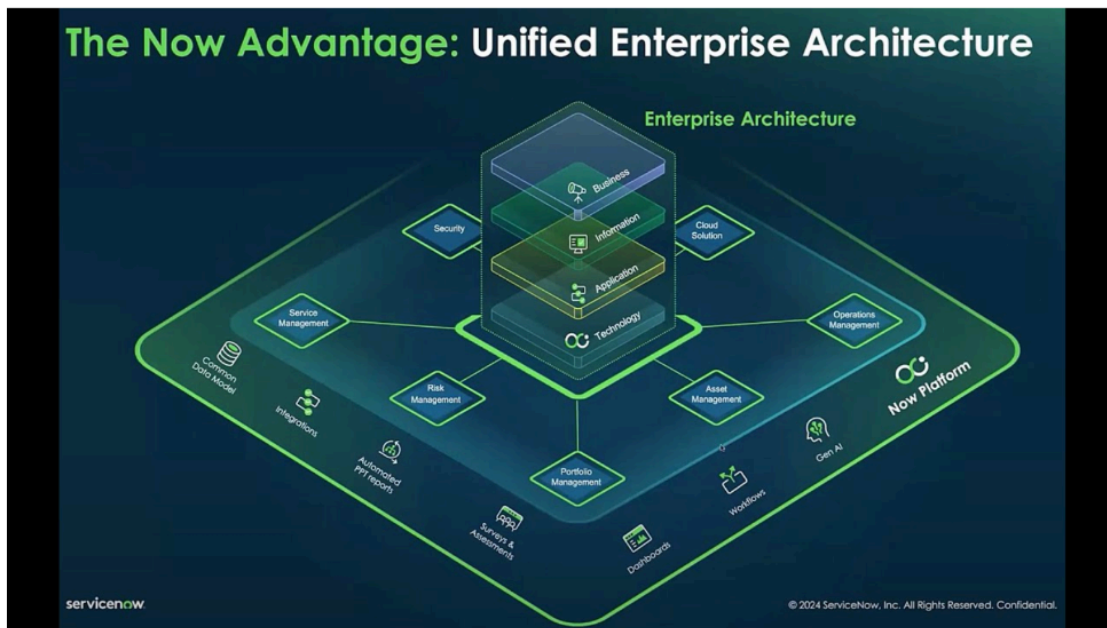


Figure 1: A layered “unified enterprise architecture” overview featuring ServiceNow as the central orchestration layer across all subsystems.

Figure 1: Architecture and data flow of the voice patient diary sample application

Reference:

1. <https://github.com/Mounika-penke/Educational-Organisation-Using-Servicenow>
2. https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f