

## Project Design Phase

### Solution Architecture

Date	27 June 2025
Team ID	LTVIP2025TMID28869
Project Name	Educational Organization using Servicenow
Maximum Marks	4 Marks

#### Solution Architecture:

- Web portal, mobile app, and chatbot access for students, faculty, and staff
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- IT Service Management, HR Service Delivery, Facilities Management, Knowledge Base, and Service Catalog on ServiceNow
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- Automated workflows for ticketing, approvals, onboarding, and service requests
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- Integration with LMS (e.g., Moodle, Canvas), ERP systems (e.g., SAP), email, and SSO
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- Real-time dashboards, performance reports, and analytics
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- Role-based access control, data encryption, and compliance with education data standards (FERPA, GDPR)

#### Example - Solution Architecture Diagram:

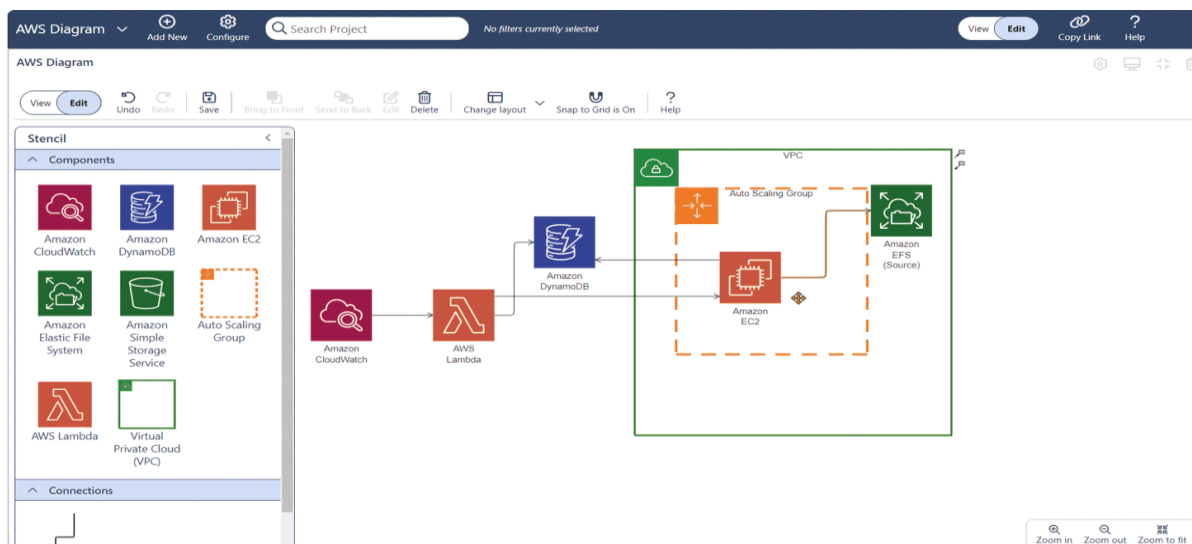


Figure 1: Architecture of the Educational Organization using Servicenow

Reference: <https://aws.amazon.com/blogs/industries/voice-applications-in-clinical-research-powered-by-ai-on-aws-part-1-architecture-and-design-considerations/>

<https://www.avolutionsoftware.com/news/servicenow-data-in-enterprise-architecture/>

