**Project Design Phase**

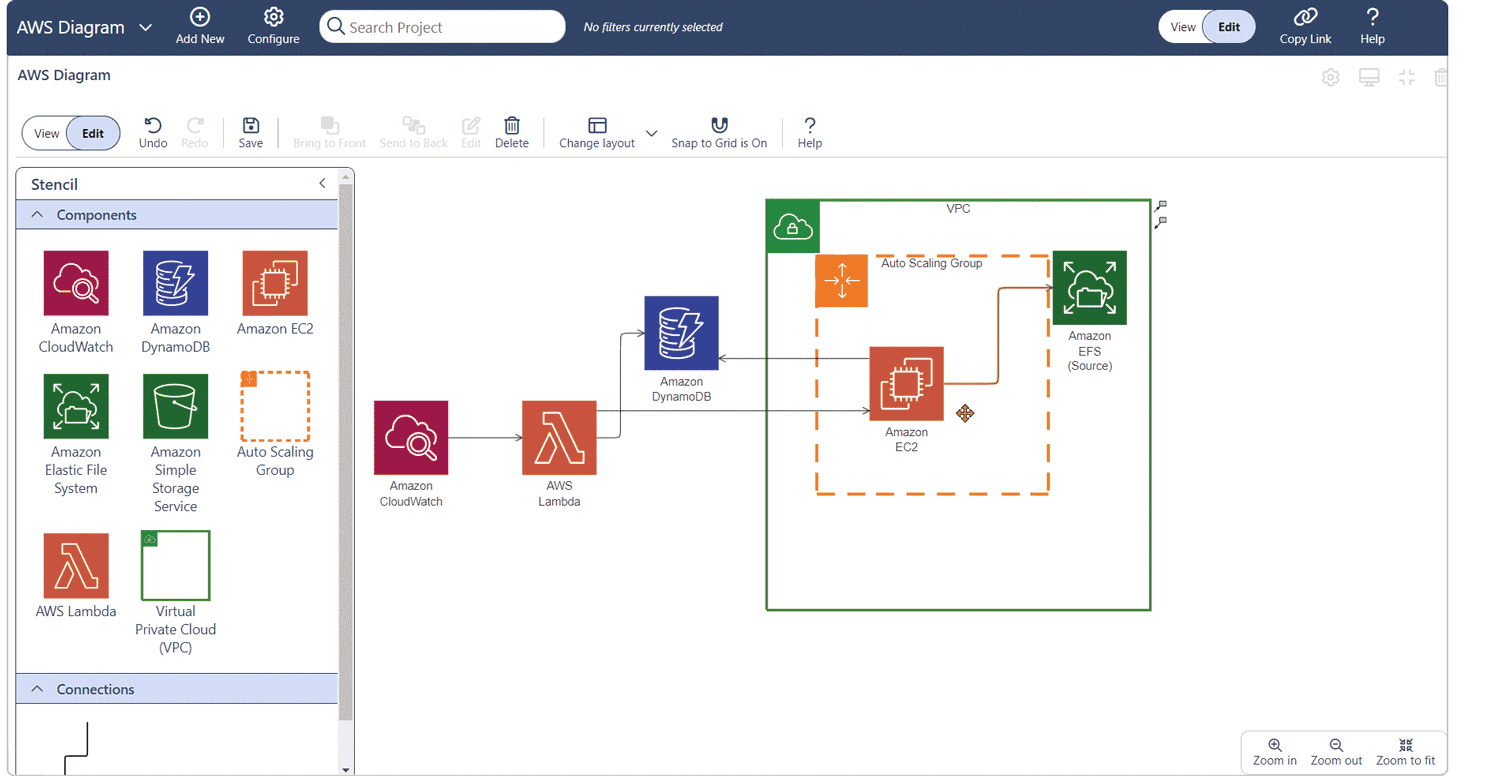
**Solution Architecture**

|  |  |
| --- | --- |
| 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
* IT Service Management, HR Service Delivery, Facilities Management, Knowledge Base, and Service Catalog on ServiceNow
* Automated workflows for ticketing, approvals, onboarding, and service requests
* Integration with LMS (e.g., Moodle, Canvas), ERP systems (e.g., SAP), email, and SSO
* Real-time dashboards, performance reports, and analytics
* 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-researchpowered-by-ai-on-aws-part-1-architecture-and-design-considerations/**](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/>