

Project Design Phase

Solution Architecture

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Solution Architecture:

Solution architecture represents the structured design of the **ServiceNow Operations Ticket Management System**, which automates operational issue handling through workflow automation and intelligent ticket routing.

The architecture connects organizational operational problems with ServiceNow platform capabilities to ensure efficient issue tracking, assignment, and resolution.

The goals of the proposed solution architecture are:

- To automate operational ticket management using ServiceNow workflows.
- To reduce manual ticket assignment and processing delays.
- To provide role-based secure access to users and support teams.
- To improve issue resolution efficiency through automated routing.
- To enable centralized monitoring and management of operational incidents.

Architecture Components

1. User Layer

Users interact with the system through the ServiceNow portal to:

- Create operational tickets
- Report platform or certificate issues
- Track ticket status and updates

2. Application Processing Layer

The application logic is implemented using:

- ServiceNow Flow Designer
- Business rules
- Automated workflows

This layer validates issues and determines appropriate ticket routing.

3. Data Layer

Operational data is stored in the custom table:

u_operations_related

The table maintains:

- Issue type
- Assigned group
- Ticket status
- User information
- Resolution details

4. Automation Layer

Automation is achieved through:

- Flow Designer workflows
- Access Control Lists (ACL)
- Role-based permissions

Tickets are automatically assigned based on issue category.

5. Support Group Layer

Tickets are routed to:

- L1 Support Team
- L2 Support Team
- Platform Support Group
- Certificate Support Group

Support teams resolve issues and update records.

6. Notification Layer

System notifications inform users regarding:

- Ticket creation
- Assignment updates
- Resolution completion

Example - Solution Architecture Diagram:

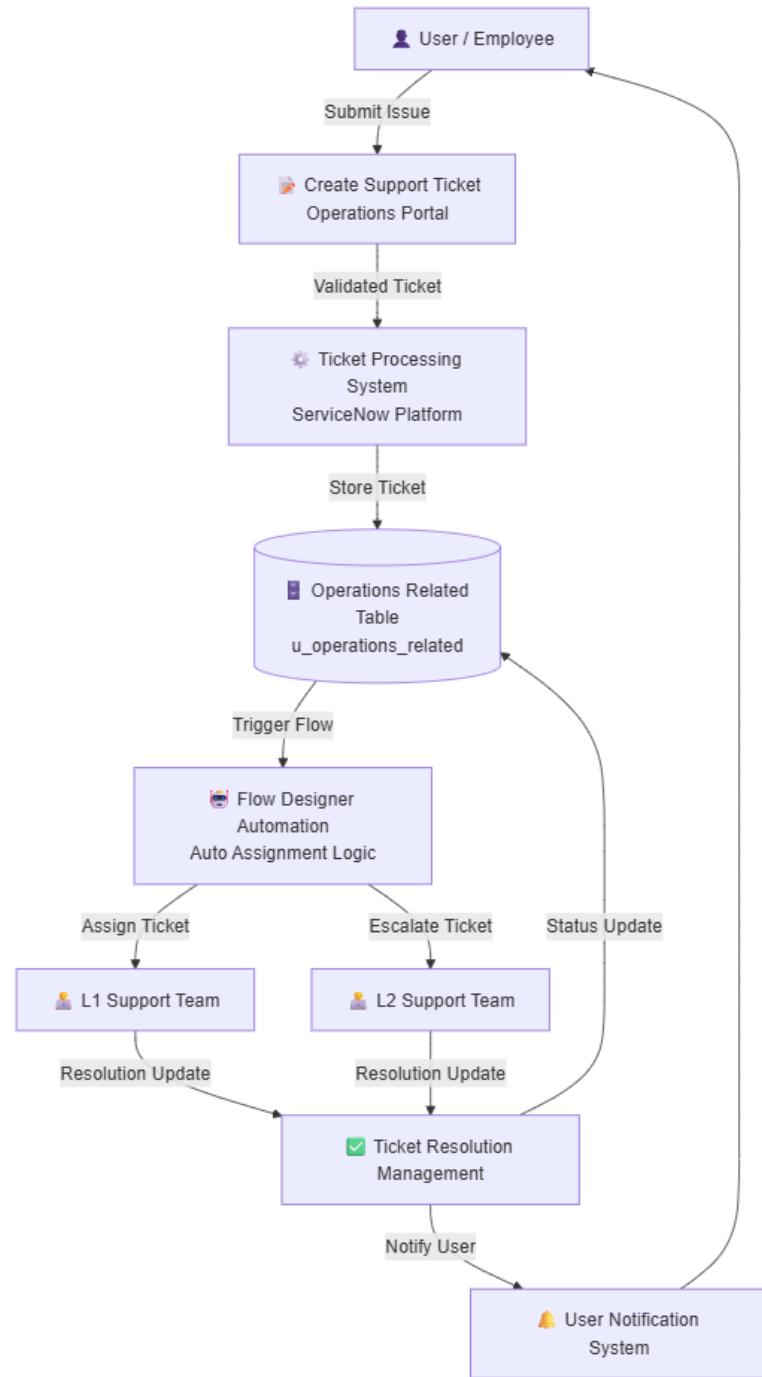


Figure 1: Architecture and data flow of the ServiceNow Operations Ticket Management System.

Reference: ServiceNow Documentation – Workflow Automation and Flow Designer Architecture.