

## Project Design Phase-II

### Technology Stack (Architecture & Stack)

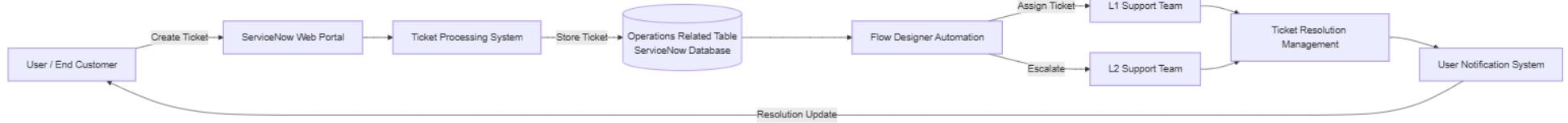
Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

#### Technical Architecture:

#### Technical Architecture

The ServiceNow Operations Ticket Management System follows a cloud-based architecture where users interact with the system through the ServiceNow web interface. The application processes operational support requests and stores ticket information in the ServiceNow database. Automated workflows created using Flow Designer assign tickets dynamically to appropriate support groups such as L1 and L2 teams. Role-based access control mechanisms ensure secure system access, while cloud infrastructure enables scalable and reliable ticket management operations.

#### Streamlining Ticket Assignment for Efficient Support Operations



**Table-1 : Components & Technologies:**

S.No	Component	Description	Technology
1	User Interface	User interacts through ServiceNow portal	ServiceNow Web Interface
2	Application Logic-1	Ticket creation and submission logic	ServiceNow Forms
3	Application Logic-2	Automated ticket routing logic	Flow Designer
4	Application Logic-3	Role and access management	ACL & Role Management
5	Database	Stores operational ticket data	ServiceNow Tables
6	Cloud Database	Cloud-based ticket storage	ServiceNow Cloud Database
7	File Storage	Stores attachments and records	ServiceNow Attachment Storage
8	External API-1	Notification services	ServiceNow Notification Engine
9	External API-2	User authentication services	ServiceNow Identity Management
10	Machine Learning Model	Intelligent workflow automation (optional)	ServiceNow Predictive Intelligence
11	Infrastructure (Server / Cloud)	Application hosted on cloud platform	ServiceNow Cloud Infrastructure

**Table-2: Application Characteristics:**

S.No	Characteristics	Description	Technology
1	Open-Source Frameworks	Platform-based workflow automation system	ServiceNow Platform
2	Security Implementations	Role-based access and ACL permissions	RBAC, ACL

3	Scalable Architecture	Cloud platform supports multiple users and requests	ServiceNow Cloud Architecture
4	Availability	Highly available cloud-hosted system	ServiceNow Managed Cloud
5	Performance	Automated ticket assignment reduces processing delay	Workflow Automation