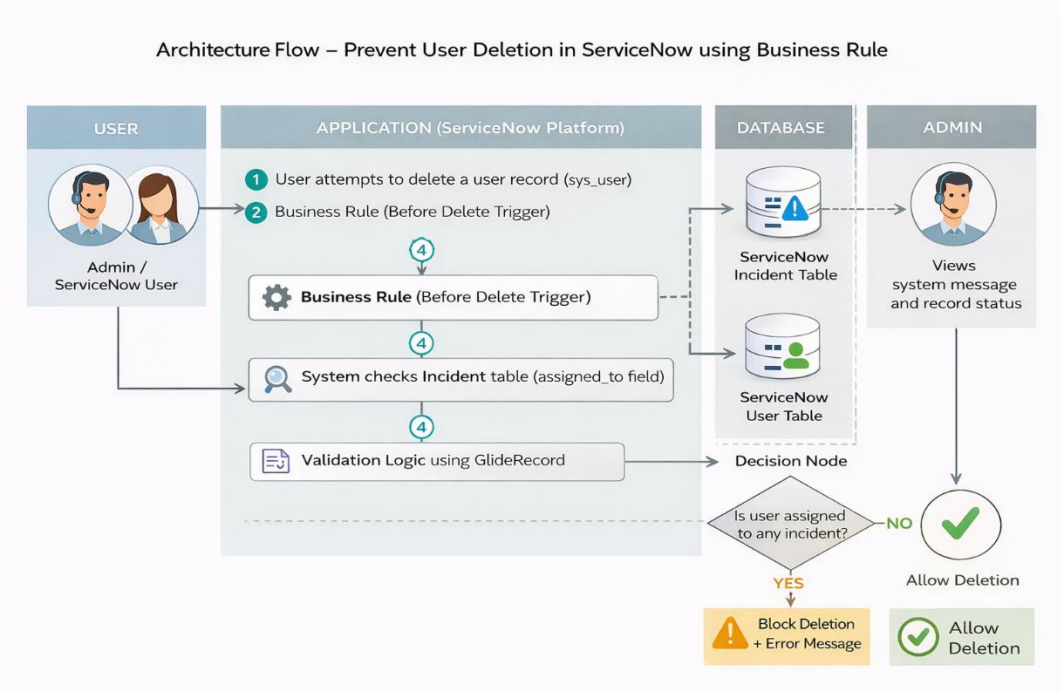
Project Design Phase-II
Technology Stack (Architecture & Stack)

Date	31 January 3035
Team ID	LTVIP2026TMIDS73881
Project Name	Prevent User Deletion in ServiceNow
Maximum Marks	4 Marks

Technical Architecture:

3-Tier Architecture using ServiceNow Platform
User → ServiceNow UI → Business Rule (Server Logic) → Incident Table (Database)



S.No	Component	Descrption	Technology
1.	**User Interface**	**Provides forms and dashboards for admins to manage users, incidents, and business rules in ServiceNow.**	**ServiceNow UI (Platform UI), HTML, CSS, JavaScript**
2.	Application Logic-1	Business Rule logic to prevent user deletion	ServiceNow (Server-side JavaScript)
3.	Application Logic-2	Incident validation and record checking	GlideRecord API (ServiceNow)
4.	Application Logic-3	Error handling and workflow control	ServiceNow Business Rules Engine
5.	Database	User and Incident data storage	ServiceNow Native Database (Relational)
6.	Cloud Database	Managed cloud database within platform	ServiceNow Cloud Platform
7.	File Storage	Storage of records, logs, and attachments	ServiceNow Cloud Storage
8.	External API-1	Not used in this project	N/A
9.	External API-2	Not used in this project	N/A
10.	Machine Learning Model	Not required for rule-based validation	N/A
11.	Infrastructure (Server / Cloud)	Application hosted on cloud instance	ServiceNow Cloud (SaaS)

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
5.	Performance	Fast server-side validation before deletion with minimal latency	ServiceNow Server-side Scripting (Business Rule)

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Platform-based development environment	ServiceNow Platform
2.	Security Implementations	Role-based access control, ACL rules, authentication	ServiceNow RBAC & ACL
3.	Scalable Architecture	ServiceNow RBAC & ACL	ServiceNow SaaS Architecture
4.	Availability	High availability with cloud-hosted infrastructure	High availability with cloud-hosted infrastructure

References:

https://c4model.com/ https://developer.ibm.com/patterns/online-order-processing-system-during-pandemic/ https://www.ibm.com/cloud/architecture https://aws.amazon.com/architecture https://medium.com/the-internal-startup/how-to-draw-useful-technical-architecture-diagrams-2d20c9fda90d