

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

Date	25-12-2025
Team ID	
Project Name	Automated Network Request Management
Maximum Marks	4 Marks

Technical Architecture:

The Deliverable shall include the architectural diagram as below and the information as per the table1 & table 2

Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	Platform	Core ITSM platform	ServiceNow
2.	Workflow Automation	Automated request processing	ServiceNow Flow Designer
3.	Service Catalog	User request submission	ServiceNow Service Catalog
4.	Change Management	Auto-creation of change records	ServiceNow Change Management
5.	Configuration Management	CI tracking and updates	ServiceNow CMDB
6.	Notifications	Real-time emails and updates	ServiceNow Notification Engine
7.	Integration	External system integrations	ServiceNow IntegrationHub (if needed)
8.	Scripting	Custom business rules and scripts	JavaScript (Server/Client)

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Low-code/no-code platform with custom scripting	ServiceNow Platform
2.	Security Implementations	Role-based access, encryption, ACLs	ServiceNow Security, OAuth
3.	Scalable Architecture	Cloud-based multi-instance architecture	ServiceNow Cloud Infrastructure
4.	Availability	High availability with audit trails	ServiceNow SLA, Redundancy
5.	Performance	Real-time processing, optimized workflows	Flow Designer, IntegrationHub

References:

ServiceNow Docs: <https://docs.servicenow.com>

Flow Designer: <https://www.servicenow.com/products/platform-flow-designer.html>

CMDB Overview: <https://www.servicenow.com/products/servicenow-platform/configuration-management-database.html>