

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

**Template**

Date	31 OCTOBER 2025
Team ID	NM2025TMID00531
Project Name	Educational Organization using serviceNow
Maximum Marks	4 Marks

## Technical Architecture

### Architecture Description

The platform uses ServiceNow to automate and manage student service requests such as admissions, certificates, academic support, and administrative queries. The system includes student and staff portals, workflow automation, database access, notification services, and reporting dashboards.

### Workflow:

Student → Request Portal → Workflow Engine → Department Review → Approval / Rejection → Notification → Records stored in Student DB

## Architecture Guidelines Delivered

- ✓ Included all application logic blocks
- ✓ Cloud SaaS architecture used
- ✓ External educational APIs (optional)
- ✓ Database + Document storage noted
- ✓ AI Model interface (*Not applicable*)

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

S.No	Component	Technology
1.	Portal UI (Student/Staff)	ServiceNow Portal
2.	Request Handling	Service Catalog, UI Policies
3.	Workflow Automation	Flow Designer / Business Rules
4.	Notifications	ServiceNow Notification Engine
5.	Data Storage	ServiceNow Tables
6.	Cloud Hosting	ServiceNow SaaS Cloud
7.	Document Uploads	ServiceNow Attachments
8.	External Integration (Optional)	REST APIs

**Table-2: Application Characteristics:**

S.No	Characteristic	Technology / Description
1.	Security	RBAC, ACLs
2.	Scalability	ServiceNow Cloud Architecture
3.	Availability	24/7 Access
4.	Performance	Flow Designer, Indexed Tables
5.	Platform	Proprietary (ServiceNow)