

Project Design Phase Solution Architecture

Template

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

Solution Architecture:

Goals of the Architecture:

- Centralize academic and administrative workflows on ServiceNow
- Automate student-staff service processes and reduce manual paperwork
- Ensure transparency, tracking, and timely resolution of requests
- Improve communication and data consistency across departments

Key Components

- **Student/Staff Portal** for submitting academic & service requests
- **Service Catalog & Request Forms** (Admissions, ID Card, Course Registration, IT Support, etc.)
- **Workflows & Approvals** (Academic office, Admin office, IT, Department Heads)
- **ServiceNow Tables** (Student Records, Faculty Records, Service Requests, Admission Records)
- **Notifications & SLA Tracking**
- **Dashboards & Reports** for administration and faculty

Development Phases

1. Configure Student & Staff profiles in ServiceNow
2. Create Service Catalog items (Admission Request, Course Enrollment, Support Tickets)
3. Build workflows with approval stages (Dept Head → Admin → Records)
4. Set up automatic email/SMS notifications
5. Test request flow for student and faculty roles (submission to closure)
6. Publish student-facing portal and conduct user training



Solution Architecture Description

The solution architecture modernizes campus operations by implementing a unified ServiceNow-powered platform for academic and administrative workflows in an educational organization. The system introduces dedicated portals where students, faculty, and staff can request services such as admissions processing, course registration, administrative assistance, and technical support.

Service Catalog items and structured approval workflows ensure seamless request processing across departments. Student and staff data is securely stored in ServiceNow tables, while automated notifications provide real-time updates. Dashboards and reporting enable administrators to monitor performance, request trends, and SLA compliance.

This architecture eliminates manual tracking and paperwork, increases process transparency, accelerates service delivery, and supports a digitally-connected campus environment — fostering an efficient and student-centered institution.

Example - Solution Architecture Diagram:

