

Project Design Phase

Solution Architecture

Date	1 November 2025
Team ID	NM2025TMID07474
Project Name	Educational Organisation using Service Now
Maximum Marks	4 marks

Solution Architecture:

Goals of Architecture:

- Streamline educational administrative workflows using ServiceNow
- Centralize and secure student and teacher data management
- Automate admissions, attendance, and report generation
- Improve transparency and communication across departments

Key Components:

- **Student Table:** Stores all student-related data including personal, academic, and attendance details
- **Teacher Table:** Maintains teacher records, class allocations, and schedules
- **Admission Module:** Handles student applications, approvals, and enrollments
- **Performance Tracing Module:** Monitors academic progress and generates reports
- **Communication Module:** Connects teachers, students, and parents for notifications and updates
- **ServiceNow Workflow Engine:** Automates processes like admissions, approvals, and report generation

Development Phases:

1. Create data tables for students, teachers, and admissions

2. Design and configure ServiceNow forms and workflows
3. Implement automation for admissions and progress tracking
4. Integrate communication and reporting modules
5. Test system functionality and user access across all roles

Solution Architecture Description:

The **Educational Management System using ServiceNow** streamlines educational operations by integrating core functions—student data, teacher management, admissions, and performance tracking—into one platform. The architecture leverages ServiceNow's workflow automation to ensure data consistency, automate key tasks like admissions and reporting, and enhance real-time communication.

This design reduces manual effort, improves coordination among stakeholders, and provides a secure, scalable framework for efficient educational administration across schools and higher institutions.

Example - Solution Architecture Diagram:



