

Project Design Phase Solution Architecture

Project Name	Automated Network Request Management in ServiceNow
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Solution Architecture:

Solution architecture is a complex process – with many sub-processes – that bridges the gap between business problems and technology solutions. Its goals are to:

- Find the best tech solution to solve existing business problems.
- Describe the structure, characteristics, behavior, and other aspects of the software to project stakeholders.
- Define features, development phases, and solution requirements.
- Provide specifications according to which the solution is defined, managed, and delivered.

Example - Solution Architecture Diagram:



Reference: <https://www.servicenow.com/products/itsm/what-is-itsm.html?referrer=grok.com>