

Project Design Phase
Solution Architecture

Date	15 February 2025
Team ID	LTVIP2026TMIDS24889
Project Name	Educational Organisation using ServiceNow
Maximum Marks	4 Marks

Written Description of Solution Architecture

The architecture of the “Educational Organisation Using ServiceNow” system is designed using ServiceNow’s low-code/no-code environment. It includes custom tables, update sets, client scripts, process flows, and forms that integrate to automate the admission and academic progress tracking workflows.

Component	Description
1. ServiceNow Instance	The main development and deployment platform used to build and manage the educational management system.
2. Custom Tables	Consists of Salesforce, Admission, and Student Progress tables designed to store and manage different categories of student-related data.
3. Update Sets	Utilized to collect, package, and migrate custom configurations from the development environment to the production instance.
4. Client Scripts	Custom JavaScript logic implemented to automate tasks such as auto-filling fields, calculating total marks, computing percentages, and updating results dynamically.
5. Process Flow	A structured workflow used to visually represent admission stages (e.g., New → Joined → Closed) for better tracking and clarity.
6. UI Forms	Customized user interface forms created for Admission and Student Progress tables to enable efficient data entry and record management.

Diagram: Architecture

