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Project Design Phase-II

Technology Stack (Architecture & Stack)

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Date	24 June 2025
Team ID	LTVIP2025TMID20421
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Mentor Name	Dr Shaik Salma Begum
Maximum Marks	4 Marks

Technical Architecture:

The Deliverable shall include the architectural diagram as below and the information as per the table1 & table 2
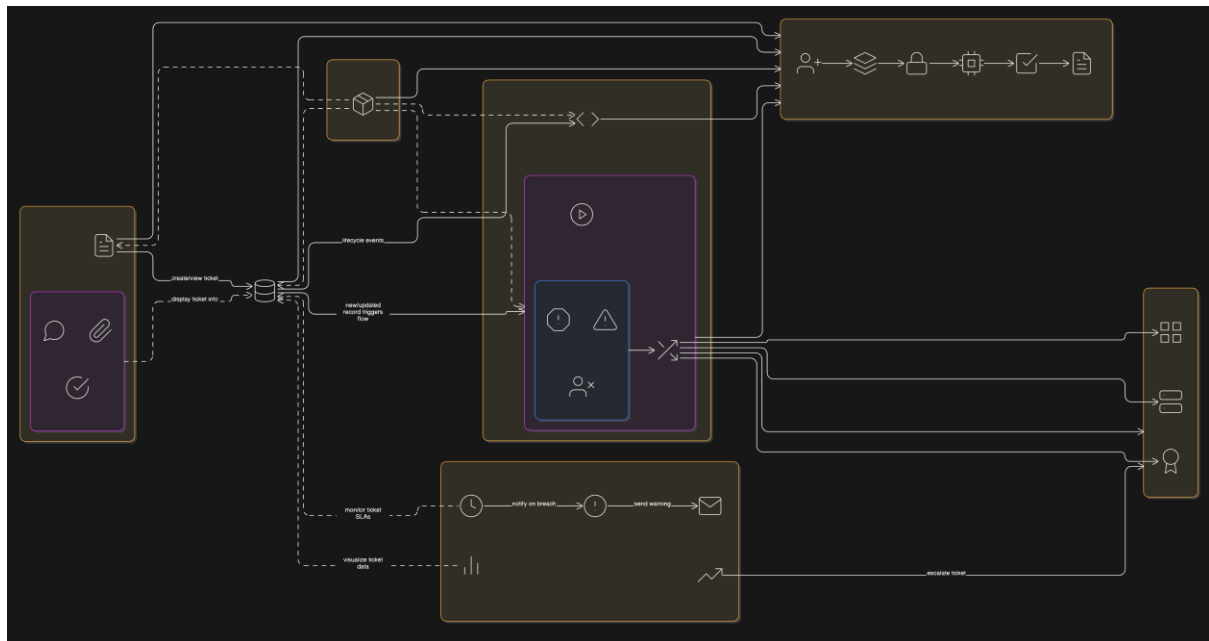

Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1	User Interface	Web-based ServiceNow forms for creating and viewing operations-related tickets	ServiceNow UI Framework (Form Designer, Lists)
2	Application Logic-1	Dynamic form behavior (e.g., visibility based on issue selected)	ServiceNow Client Scripts, UI Policies (GlideForm API)

3	Application Logic-2	Automated flow-based ticket assignment logic	ServiceNow Flow Designer
4	Application Logic-3	Optional alerts to team via notifications	ServiceNow Notification Engine (for future use)
5	Database	Stores ticket data, issue types, and assignment rules	ServiceNow Custom Table: Operations Related (backed by MySQL)
6	External API-1 (Optional)	Integrations with other ITSM tools or external monitoring platforms (future scope)	ServiceNow REST API
7	Infrastructure (Cloud)	Secure hosting with redundancy and scaling	ServiceNow Cloud SaaS Platform

Table-2: Application Characteristics:

S.No	Characteristic	Description	Technology
1	Open-Source Frameworks	JavaScript used for both client and server logic	JavaScript (Glide APIs), AngularJS (optional for portals)
2	Security Implementations	Role-based access control (platform & certificate roles), encrypted connections	ServiceNow ACLs, HTTPS/TLS, Role-based Group Assignment
3	Scalable Architecture	Easily supports additional routing rules, issue types, and user roles	ServiceNow Cloud Architecture + Flow Designer
4	Availability	Highly available PDI/cloud instances ensure system uptime	ServiceNow SaaS Platform with built-in failover
5	Performance	Optimized flow execution and form loading	Caching layer + internal ServiceNow optimization + Akamai CDN