

Project Design Phase

Solution Architecture

Date	22 oct 2025
Team ID	NM2025TMID08741
Project Name	Educational Organisation Using Servicenow
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- To create a centralized digital platform for all institutional services
- To automate manual processes and improve overall efficiency
- To ensure smooth communication and collaboration between departments
- To design a scalable and flexible system for future expansion

Key Components:

- Service Portal – a single platform for students, teachers, and staff to raise requests and access services
- Incident Management – tracks and resolves IT or service-related issues quickly
- Request Management – handles all types of service requests efficiently

Development Phases:

- Requirement Gathering – collect user needs and organizational goals
- Analysis and Planning – analyze requirements and prepare an implementation plan
- Design Phase – design workflows, user interfaces, and system architecture

Solution Architecture Description:

The solution architecture for an educational organization using ServiceNow is designed as a centralized, cloud-based platform that connects all departments such as IT, HR, Finance, and Student Services. The system provides a single, user-friendly Service Portal where students, teachers, and staff can easily raise, track, and manage their service requests. Automated workflows ensure that each request is routed to the correct department, reducing manual effort and improving efficiency. Core modules like Incident Management, Request Management, and the Knowledge Base work together to handle issues, provide self-service support, and maintain smooth operations. The architecture also includes reporting and dashboard tools that give administrators real-time visibility into service performance and productivity. It integrates seamlessly with other systems like HR management, learning management, and email services to enable smooth data exchange.

Example - Solution Architecture Diagram:

