Date	30/10/2025
Time id	NM2025TMID07726
Project name	Education organization using servicenow
Maximum mark	2 marks

Project design phase

Solution Architecture   **Single AI Platform:**   The
foundation is the ServiceNow AI Platform, which connects various departments (IT, HR, facilities, student services) through a single system of record, automating workflows and using AI for efficiency.

- **Enterprise Architecture Alignment:** The solution architecture is designed to bridge business processes with IT infrastructure, using standard models like the Common Service Data Model (CSDM) to structure services and applications consistently across the institution.
- **Integration Layer:** The architecture includes a robust integration layer (using methods like REST and SOAP) to connect with existing campus systems such as Student Information Systems (SIS), Learning Management Systems (LMS), and ERPs, creating seamless, end-to-end workflows.
- **Self-Service Focus:** A primary architectural goal is to empower users (students, faculty, staff) with self-service portals and virtual agents to find information, track requests, and get instant answers without manual intervention, which improves efficiency and satisfaction.
- **Data and Analytics:** The architecture emphasizes using real-time data and analytics to inform decision-making, identify trends in student success or operational costs, and drive continuous improvement.

Key Solution Areas and Modules

Educational institutions leverage several ServiceNow modules to achieve their goals:

Solution Area	ServiceNow Modules Used	Architectural Focus & Benefits
IT Operations	ITSM, ITOM, ITAM, SecOps	**Centralized IT Management:** Manages IT assets (hardware, software, lab equipment), monitors campus infrastructure, and automates incident response to ensure reliable, secure operations and compliance.
Student Services	CSM, App Engine, Workflow Automation	**Enhanced Student Experience:** Manages student lifecycles from admissions/enrollment to placement assistance via custom portals and automated workflows for requests (financial aid, registration, housing, etc.).
HR & Faculty Services	HRSD, Employee Center, Workplace Service Delivery	**Empowered Staff:** Streamlines HR processes like onboarding, leave requests, and resource booking, providing a single portal for all employee services so faculty can focus on teaching and research.
Strategic & Risk Management	SPM, GRC	**Governance and Alignment:** Aligns projects with institutional

goals, optimizes resource allocation, and effectively manages risks and data privacy regulations (e.g., FERPA, GDPR).

Campus Facilities	Field Service Management, Enterprise Asset Management (EAM)	**Streamlined Operations:** Manages facility requests, non-IT assets (library books, athletic equipment), and maintenance, optimizing campus operations