

Ideation Phase
Brainstorm & Idea Prioritization
Template

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01749
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Goals of the Architecture:

- Build a unified **digital campus platform** using ServiceNow for all academic and administrative needs.
- Provide a **centralized student and staff management system** to streamline institutional processes.
- Enhance **automation, data accuracy**, and **communication** across multiple departments.
- Offer an integrated, user-friendly experience through **portals, mobile apps, and virtual agents**.
- Improve institutional efficiency with **real-time reporting, analytics, and decision-making**.

Key Components:

- **User Experience Layer** – Includes mobile apps, student portals, and employee centers for easy access and engagement.
- **Enterprise Service Domains** – Covers IT & Infrastructure, Student Services, Campus Operations, Human Resources, and Administration.
- **Now Platform** – Core ServiceNow engine supporting **CMDB Flow Designer, Knowledge Management, and Reporting & Analytics**.
- **Integration & Data Layer** – Connects external systems like **LMS (Canvas, Moodle), SIS (Banner, PeopleSoft), Finance & ERP, and Active Directory (LDAP)** for seamless data flow.

Development Phases:

1. **Planning & Requirement Analysis:** Identify institutional needs, define system roles, and map data sources.
2. **Platform Configuration:** Set up ServiceNow modules (ITSM, SSM, HRSD) and design workflows for education use cases.
3. **Integration Setup:** Connect LMS, SIS, and HR systems through the data integration layer.
4. **Automation & Workflow Design:** Enable auto-approvals for admissions, attendance, and faculty requests.
5. **Testing & Validation:** Run simulations for academic and administrative processes to ensure accuracy.
6. **Deployment & Monitoring:** Roll out modules institution-wide and monitor through performance dashboards.

 **Solution Architecture Description:**

The **Educational Organisation Using ServiceNow** architecture establishes a **unified digital campus blueprint** that connects students, faculty, and administrators through one platform. At the top level, the **User Experience Layer** provides seamless access to portals and apps, ensuring smooth interactions for both students and employees.

The **Enterprise Service Domains** automate major functions like **student services, campus operations, human resources, and IT infrastructure**, promoting operational efficiency. These domains are powered by the **Now Platform**, which leverages **Flow Designer, Knowledge Management, and Reporting & Analytics** tools to simplify workflows and deliver actionable insights.

Finally, the **Integration & Data Layer** connects external academic and financial systems such as LMS, ERP, and SIS, enabling real-time data sharing and accuracy. This architecture ensures complete digital transformation within educational institutions—creating a smarter, faster, and more connected learning ecosystem.

Example – Solution Architecture Diagram:

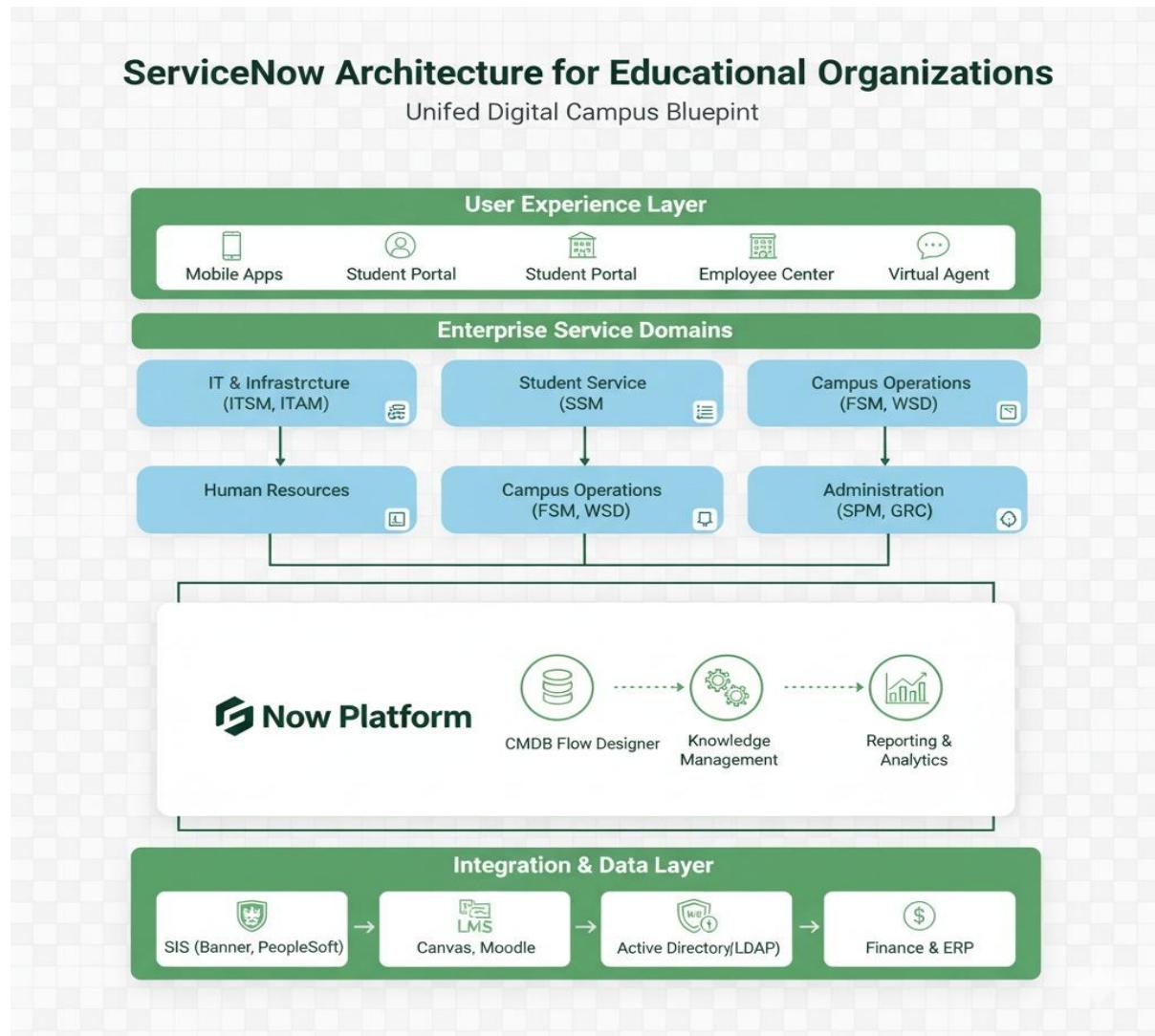


Figure 1: ServiceNow Architecture for Educational Organizations

Reference:<https://aws.amazon.com/blogs/industries/voice-applications-in-clinical-research-powered-by-ai-on-aws-part-1-architecture-and-design-considerations/>