Project Design Phase-II
Technology Stack

Date	29 June 2025
Team ID	LTVIP2025TMID28890
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks

Technical Architecture:

ServiceNow provides a unified platform for managing IT, HR, student services, and administrative workflows in educational institutions.Students, faculty, and staff interact via a self-service portal or mobile app.Key modules include ITSM, HR Service Delivery, and Knowledge Management.Data is securely managed through ServiceNow's cloud with RBAC and encryption.APIs and MID servers enable seamless integration with LMS and ERP systems.Automation tools like Flow Designer streamline service requests and approvals.

1. User Access Layer:
 Users access the system through a web-based self-service portal or mobile app. Roles include students (for course help or IT support), faculty (for HR or facilities), and administrative staff (for process automation).

2. Core ServiceNow Modules:
 Modules such as **ITSM** manage incidents and service requests, while **HRSD** handles onboarding/offboarding and staff queries. **Knowledge Management** centralizes FAQs and guides, and **Service Catalog** allows users to raise service or support requests.

3. Integration Layer:
 ServiceNow integrates with existing systems like **LMS (Moodle, Canvas)** and **ERP (SAP, Oracle)** through REST/SOAP APIs and a **MID Server** for on-prem communication.

4. Data Layer:
 The **CMDB** maintains a repository of IT and service assets. All operational data is securely stored in ServiceNow's managed databases.

5. Security Features:
Includes **SSO**, **MFA**, and **Role-Based Access Control**. Data encryption (in transit and at rest) and audit logs help maintain compliance.

6. Cloud Hosting:
Runs on ServiceNow's secure SaaS cloud infrastructure offering **high availability**, **auto-scaling**, and **disaster recovery** for uninterrupted service delivery.
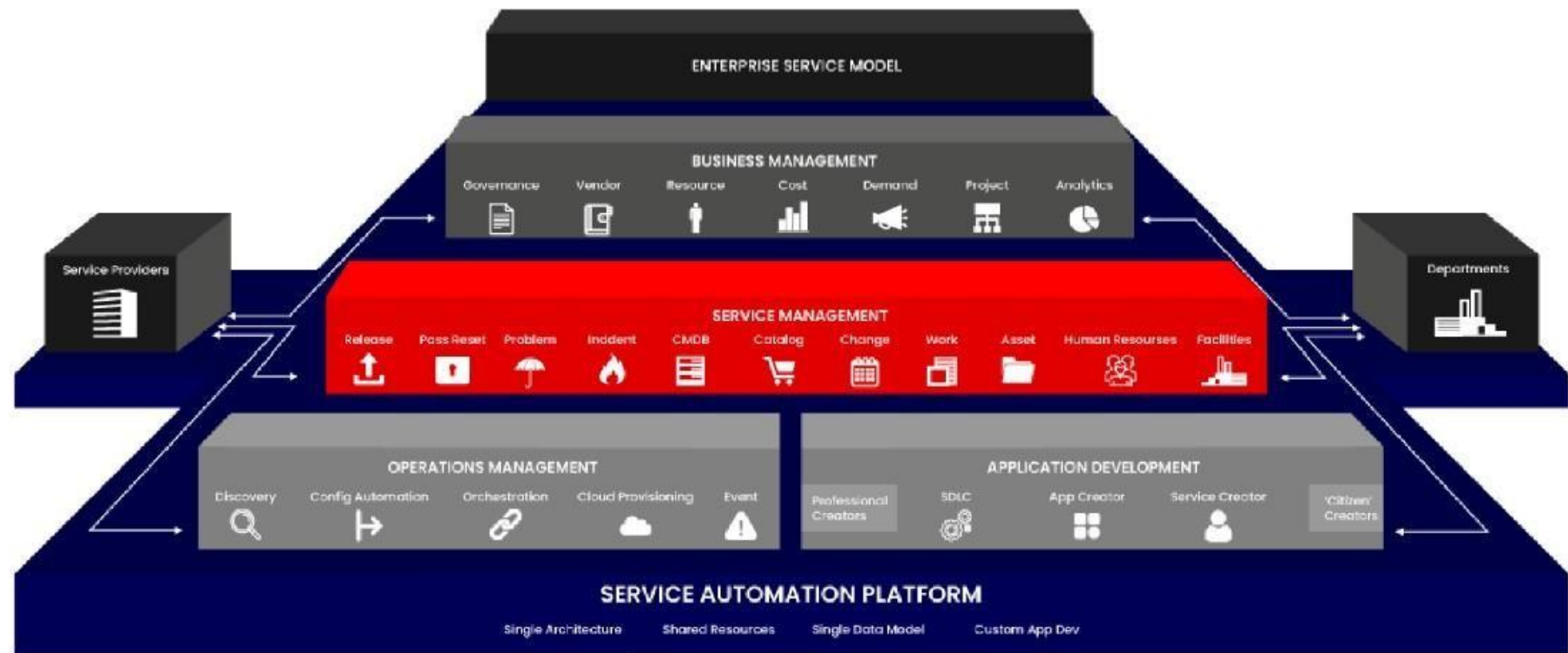
Reference:

1. GitHub - balasadidevaki/educational-organization-using-service-now

2. https://dev337531.servicenow.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f

3. https://drive.google.com/file/d/1lzVVQnDPZmRq0uJ0xwMRO5KdPn0Fr7N-/view?usp=sharing