Project Design Phase
Solution Architecture

Date	15 February 2025
Team ID	LTVIP2025TMID56024
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Solution Architecture:

ServiceNow streamlines operations in educational organizations by centralizing services such as IT support, HR management, and campus facilities. It offers a user-friendly portal for students, faculty, and staff to request services and track progress, while automating workflows and integrating with other systems like LMS and ERP. This boosts efficiency, improves service delivery, and ensures compliance. Find the best tech solution to solve existing business problems.

- **Centralized IT Support**: A unified platform for managing all IT-related requests and troubleshooting.

- **Self-Service Portals**: Users (students, faculty, staff) can easily submit and track their service requests.

- **HR and Student Case Management**: Efficiently manages HR tasks and handles student support cases.

- **Seamless System Integration**: Integrates with LMS and ERP systems for smooth data flow and operations.

- **Automated Workflows**: Speeds up task resolution by automating routine and manual processes.

Example - Solution Architecture Diagram: