TEAM ID: NM2025TMID03458

TITTLE:  EDUCATIONAL ORGANIZATION USING   SERVICENOW

PROJECT DESIGN PHASE REPORT

## Introduction

The design phase focuses on converting the project plan into a system blueprint. In an educational organization, ServiceNow is designed to enhance academic support, automate requests, improve IT services, and streamline administrative operations.
This stage defines **system architecture, modules, forms, workflows, data structures, user interfaces, and integration plans**.

## Aim

To design ServiceNow architecture and workflows that support student services, IT operations, and administrative processes in an educational institution.

## Objectives

**#**

1 Create system architecture and modules

2 Design student and faculty service portal

3 Develop data and table structure

4 Plan automation workflow designs

5 Build UI/UX layouts and dashboard mockups

6 Define user roles and access control

7 Establish reporting & SLA design

# System Design Components

## System Architecture

- Cloud-hosted ServiceNow instance
- Multi-portal support:
  - Student Service Portal
  - Faculty Support Portal
  - IT Helpdesk Portal
- Knowledge Base, Ticketing, and Reporting engine

## Module Design

| Module | Purpose |
|---|---|
| Student Services | Admissions, ID request, hostel request, certificate request |
| IT Service Management | Incidents, service requests, password reset, LMS/ Wi-Fi support |
| HR & Staff Services | Leave request, pay concern, HR queries |
| Facilities Management | Maintenance request, infrastructure issues |
| Self-Service & Knowledge Base | FAQs, student guides, how-to articles |

## Table / Database Design

| Table Name | Description |
|---|---|
| Student Request Table | Stores all student service requests |
| Faculty Support Table | Faculty service requests |
| Incident Table | IT issues and ticket tracking |
| Knowledge Base Table | Support articles |
| User Table | Students, faculty, staff profiles |

## Workflow Design

**Design Features**

- Approval rules
- SLA timers
- Email & notification triggers
- Escalation logic

## Tools & Technologies

- ServiceNow Platform
- ITSM Suite (Incident, Request, Knowledge modules)
- Flow Designer / Workflow engine
- Catalog Builder
- Service Portal Designer
- Reporting & Performance Analytics

## Output of Design Phase

- System design document (SDD)
- Data model and tables
- Portal prototype
- Workflow diagrams
- SLA matrix
- Security & role design
- Testing strategy outline

## Conclusion

The design phase creates the technical and functional blueprint for implementing ServiceNow in an educational organization. With defined workflows, UI, data models, access rules, and automation flows, the institution is prepared for system configuration and development to improve student services and operational efficiency.