Project Design Phase
Solution Architecture

Date	15 February 2025
Team ID	LTVIP2026TMIDS78244
Project Name	Educational organisation using servicenow
Maximum Marks	4 Marks

The solution architecture of the Educational Organisation Management System follows a layered design approach to ensure scalability, maintainability, and efficient data processing. The architecture consists of presentation, application, automation, and data layers integrated within the ServiceNow platform.

The presentation layer represents the user interface through which students, teachers, and administrators interact with the system. Customized forms and portals allow users to submit admission requests, manage records, and monitor academic information.

The application layer includes client scripts and UI policies responsible for validating user inputs and enabling dynamic behavior within forms. These components improve usability by guiding users during data entry and preventing invalid submissions.

The automation layer is implemented using ServiceNow Flow Designer and business rules. Automated workflows handle admission approvals, record updates, and status changes without manual intervention. Workflow automation ensures consistency and reduces administrative workload.

The data layer consists of ServiceNow database tables storing student, teacher, admission, and performance information. Centralized storage ensures data integrity and enables seamless information sharing across modules.

Finally, reporting and dashboard components provide administrators with analytical insights into institutional operations. The layered architecture enhances system performance while maintaining flexibility for future expansion and integration with additional educational services.