

REQUIREMENT ANALYSIS

Educational Organization Using ServiceNow

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| Date | 20/02/2026 |
| TeamID | LTVIP2026TMIDS24897 |
| ProjectName | Educational organization using service now |
| MaximumMarks | 4 |

Technical Architecture

- This architecture supports educational institutions in automating workflows, managing student and faculty requests, and streamlining administrative operations using the ServiceNow platform. It enhances collaboration, transparency, and operational efficiency through centralized service management and secure cloud-based integration.

Table1:Components&Technologies

| S.No | Component | Description | Technology |
|------|--------------------|--|-------------------------------------|
| 1 | UserInterface | Students and staff access requests and dashboard | sviaweb ortal.ServiceNowWeb I |
| 2 | ApplicationLogic-1 | Automates ticket creation, categorisation | Script includes |
| 3 | ApplicationLogic-2 | Validates requests and sets priority based on education | Business rules |
| 4 | ApplicationLogic-3 | Notifies users about progress and resolution of ServiceNow | Notifications |
| 5 | Database | Stores user, request, and workflow data securely in ServiceNow | CMDB |
| 6 | CloudBackend | Ensures performance and scalability through ServiceNow | ServiceNow SaaS Cloud |
| 7 | External API | Integrates ERP and academic systems | API Integration |
| 8 | MachineLearning | Predicts request categories and automates tasks | Predictive Intelligence |

Table 2:

Application Characteristics

| S.No | Characteristics | Description | Technology |
|------|--------------------------|---|---------------------|
| 1 | Open-Source Frameworks | Not Applicable | - |
| 2 | Security Implementations | Implements ACLs and role-based secure access for ACL | Scoped Applications |
| 3 | Scalable Architecture | ServiceNow's SaaS model ensures scalability across ServiceNow | Cloud Architecture |
| 4 | Availability | Hosted in high-availability ServiceNow cloud | Cloud Instance |
| 5 | Performance | Optimized using indexed databases | Flow optimization |