Detailed Design

# Architecture

This is a general overview of the design. For the detailed features and flow, refer to the workflow diagrams in the Blackboard File Exchange.

# Agile Sprints

Active development will begin on January 12th. The team will familiarize itself with the ServiceNow development process, including database integration, form creation, scripting, etc. during the Winter break and develop a mock-up portal and/or forms. In the meantime, user stories will be assigned weights and prioritized for each sprint. Beginning from January 12th, each agile sprint will span two weeks, with the first week focusing on new features and the second on improving existing design from customer (in this case, Bravium) feedback.

The build will be finalized mid-April. The goal is to be able to present the final product by the beginning of May.

# https://community.servicenow.com/servlet/JiveServlet/showImage/2-697644-9676/SN.PNGTechnologies

As ServiceNow is built to be an all-in-one business solution, it does not rely on third-party applications.

ServiceNow development Is largely based on the built-in GUI based tools such as business rules, client scripts, macros, etc. For more involved tasks, JavaScript is used alongside with Glide Stack, a Web 2.0 development platform written in Java that facilitates development of forms-based workflow applications. The backend database is MySQL.