

Ideation Phase

Brainstorm & Idea Prioritization

Template

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01621
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Goals of the Architecture:

- Develop a unified digital campus platform on ServiceNow to address all academic and administrative requirements.
- Establish a centralized system for managing students and staff, ensuring smooth and efficient institutional operations.
- Strengthen automation, data accuracy, and interdepartmental communication across the organization.
- Deliver an integrated and user-friendly experience through portals, mobile applications, and virtual agents.
- Enhance institutional performance with real-time reporting, analytics, and data-driven decision-making.

Key Components:

- User Experience Layer – Comprises mobile applications, student portals, and employee centers designed for seamless access and enhanced engagement.
- Enterprise Service Domains – Encompasses IT & Infrastructure, Student Services, Campus Operations, Human Resources, and Administrative functions.
- Now Platform – Serves as the core ServiceNow engine, supporting CMDB, Flow Designer, Knowledge Management, and Reporting & Analytics capabilities.
- Integration & Data Layer – Facilitates connectivity with external systems such as LMS (Canvas, Moodle), SIS (Banner, PeopleSoft), Finance & ERP solutions, and Active Directory (LDAP) to ensure smooth and consistent data exchange.

Development Phases:

1. Planning & Requirement Analysis: Assess institutional needs, define user roles, and identify key data sources for system integration.
2. Platform Configuration: Configure ServiceNow modules (ITSM, SSM, HRSD) and design customized workflows tailored to educational processes.
3. Integration Setup: Establish seamless connections with LMS, SIS, and HR systems through a unified data integration layer.
4. Automation & Workflow Design: Implement automated approvals for admissions, attendance tracking, and faculty-related requests.
5. Testing & Validation: Conduct end-to-end simulations of academic and administrative operations to ensure reliability and accuracy.
6. Deployment & Monitoring: Launch the platform across the institution and continuously monitor performance using real-time dashboards.

Solution Architecture Description:

The **Educational Organisation Using ServiceNow** architecture creates a unified digital campus framework that seamlessly connects students, faculty, and administrators within a single platform.

At the top, the **User Experience Layer** provides intuitive access through portals and mobile applications, ensuring smooth and consistent interactions for students and staff.

The **Enterprise Service Domains** automate key institutional functions such as student services, campus operations, human resources, and IT infrastructure—driving efficiency and collaboration across departments.

These domains are supported by the **Now Platform**, which utilizes tools like Flow Designer, Knowledge Management, and Reporting & Analytics to streamline workflows and generate valuable insights.

At the foundation, the **Integration & Data Layer** links external academic and financial systems—including LMS, ERP, and SIS—facilitating real-time data synchronization and accuracy.

Together, this architecture enables comprehensive digital transformation in educational institutions, fostering a smarter, more efficient, and connected learning ecosystem.

Example – Solution Architecture Diagram:

Structure for Educational Organizations:

Unified Digital Campus Blueprint

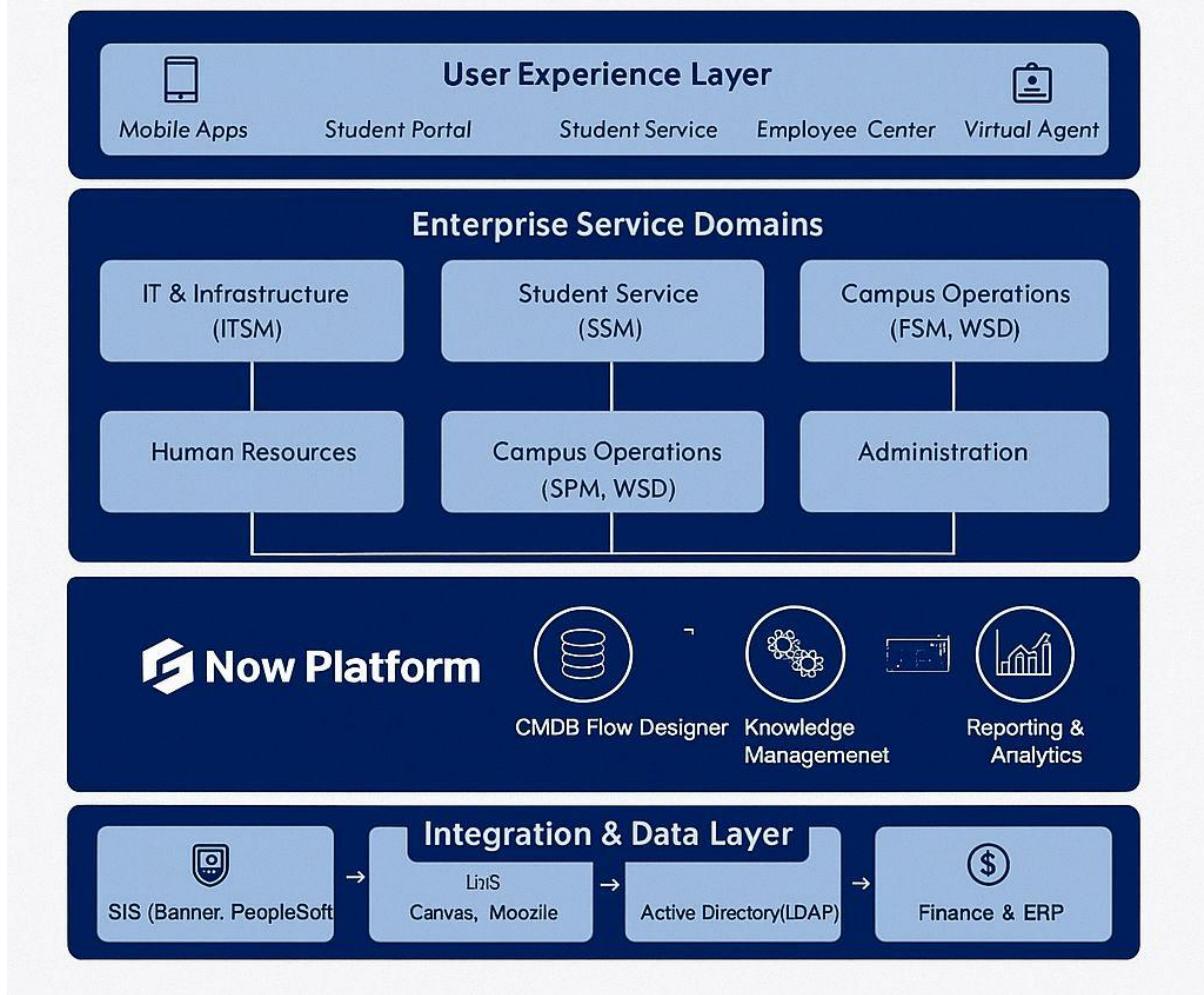


Figure 1: ServiceNow Architecture for Educational Organizations

Reference:<https://aws.amazon.com/blogs/industries/voice-applications-in-clinical-research-powered-by-ai-on-aws-part-1-architecture-and-design-considerations/>