

Project Design Phase

Solution Architecture

Solution Architecture:

Solution architecture is a complex process – with many sub-processes – that bridges the gap between business problems and technology solutions. Its goals are to:

- **Find the best tech solution** to solve existing business problems.
- **Describe the structure, characteristics, behavior, and other aspects** of the software to project stakeholders.
- **Define features, development phases, and solution requirements.**
- **Provide specifications** according to which the solution is defined, managed, and delivered.

Example - Solution Architecture Diagram:

Figure 1: Architecture and data flow of the Automated Network Request Management system

Component	Description
Service Catalog	The front-end entry point where users submit network requests (e.g., Firewall, VLAN).
Flow Designer	The orchestration engine that handles logic, approvals, and data transformation.
IntegrationHub	The connector layer that translates ServiceNow actions into Network API calls.
MID Server	The secure on-premise gateway that allows the cloud instance to talk to local hardware.
Network Devices	The final destination (Switches, Routers, Firewalls) where the automated change is applied.

Reference: <https://docs.servicenow.com/bundle/vancouver-application-development/page/administer/integrationhub/concept/integrationhub-architecture.html>