

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>