

## Project Design Phase

### Solution Architecture

Date	2 November 2025
Team ID	NM2025TMID08798
Project Name	Educational Organisation using ServiceNow
Team Size	4

#### Written Description of Solution Architecture

The architecture of the “Educational Organisation Using ServiceNow” system is designed using ServiceNow’s low-code/no-code environment. It includes custom tables, update sets, client scripts, process flows, and forms that integrate to automate the admission and academic progress tracking workflows.

Component	Description
<b>1. ServiceNow Instance</b>	The primary platform for development and deployment of the educational management system
<b>2. Custom Tables</b>	Includes Salesforce, Admission, and Student Progress tables to manage various datasets.
<b>3. Update Sets</b>	Used to package and transfer customizations from development to production instance.
<b>4. Client Scripts</b>	Custom JavaScript for automation like autofilling fields, calculating totals and percentages.
<b>5. Process Flow</b>	Workflow for visualizing admission status (e.g., New → Joined → Closed).
<b>6. UI Forms</b>	Custom-designed forms for Admission and Student Progress tables for data entry and review.

Diagram: Architecture

