Project Design Phase
Solution Architecture

Date	27 June 2025
Team ID	NM2025TMID07092
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Solution Architecture – Educational Organisation Using ServiceNow

Goals of the Architecture:

• Provide a centralized digital platform for managing academic and administrative processes within an educational institution.
• Ensure data accuracy and integrity across student, faculty, and course modules.
• Automate academic workflows such as attendance tracking, course registration, and performance reporting.

Key Components:

• Student Table: Stores detailed records of student profiles, attendance, grades, and enrollment data.
• Faculty Table: Maintains faculty details including subject handling, schedules, and workload.
• Course Table: Defines course information such as course code, name, credits, and assigned faculty.
• Business Rules & Workflows: Automate approval processes, notifications, and grading updates.
• Dashboard & Reports: Display real-time insights on academic performance, attendance trends, and faculty activities.

Development Phases:

Create user profiles for students, faculty, and administrators.

Define academic structures such as departments, courses, and class schedules.

Build and configure the Educational Organisation Management application in ServiceNow.

Implement automated workflows for attendance, feedback collection, and grade submission.

☐ Solution Architecture Description – Educational Organisation Using ServiceNow

The solution architecture for **Educational Organisation Using ServiceNow** is designed to streamline academic and administrative operations through a centralized, automated, and transparent digital platform. It utilizes ServiceNow's workflow automation, data management, and reporting capabilities to ensure accuracy, efficiency, and consistency across institutional processes.

The architecture integrates key components such as **Student Tables**, **Faculty Tables**, and **Course Tables**, connected through automated **business rules** and **workflows**. When a faculty member updates student attendance or grades, the system validates data accuracy, updates related records, and reflects changes in real-time dashboards. Reports provide insights into academic performance, attendance trends, and departmental efficiency.

The development process involves creating user profiles for students, faculty, and administrators; defining course structures and schedules; building the core application in ServiceNow; implementing approval and grading workflows; and testing analytics dashboards. This architecture reduces administrative workload, enhances academic visibility, and fosters transparency and accountability within the educational ecosystem.

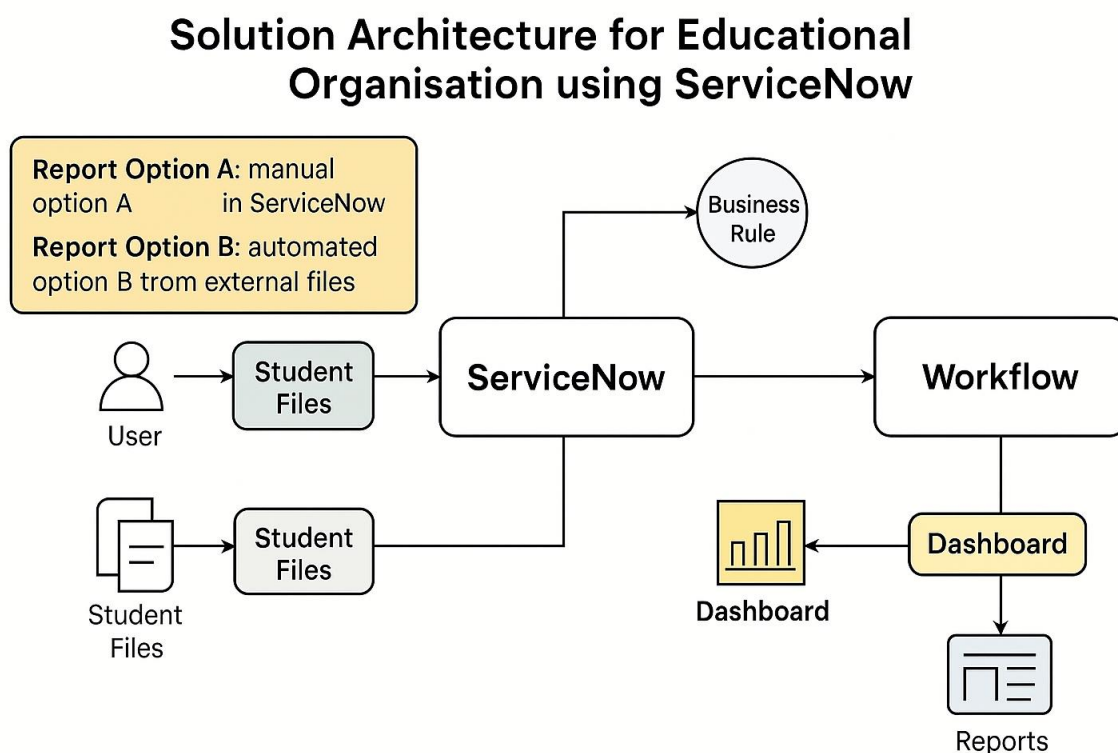**Example - Solution Architecture Diagram:**

Figure 1: Architecture and data flow of the voice patient diary sample application