# Project Design Phase

## Solution Architecture for Education Organization Using ServiceNow

Date: 22 July 2025

Project Name: ServiceNow Integration for Academic Operations

Team: LTVIP2025TMID31100

Maximum Marks: 4 Marks

## Solution Architecture

Solution architecture for an Education Organization using ServiceNow is designed to streamline and digitize academic and administrative workflows. This architecture connects educational goals with the right ServiceNow modules to provide automation, visibility, and improved service delivery across the institution.

### ✅ Goals:

- Automate academic and administrative services (like student onboarding, IT helpdesk, HR requests).

- Improve operational efficiency and response times.

- Enable a unified platform for students, faculty, and staff to raise and manage service requests.

- Ensure secure and role-based access to data and services.

### Key Features:

- Self-service portals for students and staff

- Integration with existing SIS (Student Information Systems)

- Workflow automation (e.g., for admissions, grading support, library, transport)

- Knowledge base and chatbot support

- Mobile access via the ServiceNow app

### Architecture Layers:

1. Presentation Layer  
 - Portals for Students, Faculty, and Admins  
 - Mobile & Web Interface  
 - Chatbot integration (e.g., ServiceNow Virtual Agent)

2. Application Layer  
 - ServiceNow Modules (ITSM, HRSD, CSM, Case Management)  
 - Custom Scoped Applications (e.g., Course Registration, Hostel Management)  
 - Workflow Editor, Flow Designer

3. Integration Layer  
 - API integrations with LMS, ERP, SIS  
 - Single Sign-On (SSO) via SAML/LDAP  
 - Email and SMS Notification Systems

4. Data Layer  
 - ServiceNow CMDB  
 - Secure database storage for student and administrative data  
 - Audit trails and compliance logs

### Development Phases:

1. Requirement Gathering  
2. Design & Prototyping  
3. ServiceNow Configuration  
4. Integration & Testing  
5. Training & Deployment  
6. Ongoing Support

### Example - Architecture Diagram (Illustrative)

\*(Insert or draw a block diagram showing layers and flow of data across users, ServiceNow modules, and external systems like SIS or ERP.)\*

### References:

• https://www.servicenow.com/solutions/industry/education.html

• https://www.servicenow.com/products/integrationhub.html