Project Design Phase
Solution Architecture

Date	31 October 2025
Team ID	NM2025TMID00966
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Provide an efficient and automated way for employees to request laptops through ServiceNow.

- Eliminate manual delays and ensure accurate request data using dynamic form fields.

- Improve user experience and workflow visibility with interactive catalog components.

- Enable governance and change tracking through update sets and controlled deployments.

Key Components:

- Service Catalog Item: "Laptop Request" created under the Hardware category.

- Variables: Laptop Model, Justification, Additional Accessories, Accessories Details.

- Catalog UI Policy: Controls field visibility based on the Additional Accessories checkbox.

- UI Action (Client Script): Implements the "Reset Form" button to clear all fields instantly.

- Update Set: Used to export, import, preview, and commit the configuration between instances.

Development Phases:

1. Create an update set named "Laptop Request Project."

2. Develop a new catalog item under Service Catalog → Hardware.

3. Add catalog variables for laptop model, justification, and accessories details.

4. Apply a UI Policy to dynamically show or hide the Accessories Details field.

5. Implement a UI Action Script for the Reset Form feature.

6. Export the update set as XML and import it into another instance.

7. Preview, commit, and validate the configuration on the target instance.

Solution Architecture Description:

The Laptop Request Catalog Item architecture is designed to streamline IT asset requests within ServiceNow by providing a guided, dynamic, and user-friendly workflow. The solution begins with a catalog item where employees can input laptop specifications and justifications.

Using UI Policies, the form dynamically adjusts based on user selections, displaying relevant fields only when needed (e.g., showing Accessories Details when the Additional Accessories checkbox is selected). To enhance usability, a Reset Form button is implemented through a UI Action script, allowing users to clear and re-enter data easily. The project configuration is tracked through an Update Set, enabling secure migration between ServiceNow instances.

This architecture promotes efficiency, data accuracy, and governance while improving the overall employee experience in IT service management workflows.

Example - Solution Architecture Diagram:

Report Option A: Employee laptop request submis-

Report Option B: Laptop request approved deploym-