

Technology Stack Template

Date	28/10/2025
Team id	NM2025TMID01396
Project name	Laptop Request Catlog Item
Maximum mark	5 Marks

Technology Category	Specific Technology	Purpose in this Project
Core Platform	ServiceNow (Now Platform)	The primary Platform-as-a-Service (PaaS) that hosts the application, database, and all development tools.
User Interface (End User)	Service Portal	The modern, user-friendly interface where employees (requesting users) will find, fill out, and submit the laptop request form.
User Interface (Fulfiller)	Platform UI (UI16)	The standard backend interface used by IT fulfillers to view and work on the catalog tasks (SCTASKs) generated by the request.
Form Design	Catalog Item Designer	The no-code interface used to create the catalog item, define its variables (e.g., laptop models, justification), and set basic display properties.
Form Logic (No-Code)	UI Policies	Used to control the form's behavior without scripting. (e.g., making the 'Justification' field mandatory, showing/hiding software options).
Form Logic (Code)	Client Scripts	JavaScript (client-side) used for complex form validation. (e.g., validating input, or making a (GlideAjax) call to the server).
Automation & Workflow	Flow Designer	The primary automation engine. Used to build the end-to-end process: 1. Trigger on submission. 2. Get manager for approval. 3. Create catalog task (SCTASK) on appro
Business Logic	Business Rules	JavaScript (server-side) used for any advanced logic required on the server (e.g., automatically setting a field

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(Server)		on the RITM record before it's saved).
Database / Data Model	ServiceNow Tables	<p>The underlying database structure. Key tables used:</p> <ul style="list-style-type: none"> • Request (sc_request) • Requested Item (sc_req_item) • Catalog Task (sc_task)
Development & Deployment	Update Sets	The mechanism used to capture all configurations (forms, workflows, scripts) as a "package" to be moved from the development environment to production.
Email & Notifications	Notification Engine	The built-in ServiceNow module used to configure and send automated email alerts to the user and manager at key stages of the workflow.