

Requirement Analysis

Technology Stack

Date	01 November 2025
Team ID	NM2025TMID05296
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

1. Frontend (User Interface Layer)

Component	Description
Service Catalog Form (ServiceNow)	Used to create the Laptop Request form where users input their details.
UI Policies & Client Scripts	Define dynamic form behaviors (show/hide fields, validation, etc.).
HTML/CSS (within ServiceNow)	For form layout customization and styling.
JavaScript (ServiceNow Client Scripts)	Used for form logic, validation, and interactivity.

2. Backend (Server-Side Layer)

Component	Description
ServiceNow Platform (Glide System)	Core backend environment that handles business logic, workflows, and data storage.
Business Rules	Automate actions such as request routing and approvals.
Workflows / Flow Designer	Manages the request approval and notification processes.
Server-side Scripts (GlideRecord API)	Used for querying and updating ServiceNow database tables.

3. Database Layer

Component : ServiceNow Tables

Description:

Store all records related to catalog items, requests, approvals, and updates.

Key Tables:

- sc_catalog → Catalog details
- sc_cat_item → Laptop Request item
- sc_request → Request records
- sys_user → Employee and manager details

Component : ServiceNow Tables

Description:

Store all records related to catalog items, requests, approvals, and updates.

- sys_update_set → Tracks configuration changes

4. Integration Layer

Component	Description
Update Sets	Used to package and migrate configurations between instances.
REST / SOAP APIs (Optional)	For integration with external inventory or asset management systems.

5. Tools & Platforms

Tool / Platform	Purpose
ServiceNow	Main development and deployment platform.
Microsoft Word / Excel	For documentation and reporting.
Email (ServiceNow Notifications)	To send status updates and approval notifications.
Version Control (Update Sets)	Track and manage configuration changes.

6. Deployment & Testing

Component	Description
ServiceNow Dev Instance	For creating and testing the catalog item.
ServiceNow Test Instance	Used to validate functionality before production deployment.
Production Instance	Final live environment for end-users.
Testing Tools (Manual / Automated)	To validate UI policies, workflows, and form submission accuracy.

