Project Design Phase Report

Project Title: Laptop Request Catalog Item

Category: ServiceNow System Administrator

Skills Required: ServiceNow, JavaScript, Flow Designer, REST API, Data Management

1. Introduction

The design phase transforms the analyzed requirements into a complete system design that defines workflows, architecture, and integration.

2. System Architecture

The system consists of three main layers:

- Presentation Layer: ServiceNow catalog form for laptop requests.

- Application Layer: Flow Designer automation handling approvals and notifications.

- Data Layer: Inventory and request tracking tables in ServiceNow.

3. Modules

- Request Form Module: User-facing catalog item for submitting requests.

- Approval Workflow Module: Automated multi-level approval process.

- Inventory Update Module: Automatically adjusts laptop stock upon fulfillment.

- Notification Module: Sends updates to users and IT staff.

4. Security Design

All transactions are performed under role-based access controls with encryption via HTTPS.

5. Expected Outcomes

A robust and scalable ServiceNow-based system that handles laptop requests with minimal manual intervention.