Project Design Phase

Solution Architecture

Date	13 November 2025
Team ID	NM2025TMID06014
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Goals of the Architecture:

• Automate the laptop request process within the ServiceNow platform.
• Ensure efficient fulfillment through workflow automation.
• Provide transparency and tracking for employees' hardware requests.
• Reduce manual effort by using Catalog Items and Flow Designer.

Key Components:

• Service Catalog (where catalog items exist).
• Catalog Item (Laptop Request) under the Hardware or IT Services category.
• Catalog Variables to collect laptop type, justification, and delivery details.
• Flow Designer / Workflow to manage approvals and task automation.
• Approvers such as the Manager or IT Asset Manager for request authorization.
• Task Records for IT Support to fulfill approved requests.

Development Phases:

1. Create a Catalog Item named 'Laptop Request'.
2. Add variables such as Employee Name, Department, Laptop Model, Business Justification, Delivery Location, and Required Date.
3. Build a Flow Designer or Workflow with Manager Approval and IT Fulfillment tasks.
4. Publish the Catalog Item under the Hardware Catalog category and make it visible in the Service Portal.
5. Test the item by submitting a request and verifying approval routing, task creation, and completion notifications.

■ Solution Architecture Description:

The Laptop Request Catalog Item architecture in ServiceNow is designed to streamline and automate the hardware request process. Through the Service Catalog, employees can submit a request for a laptop by filling in predefined variables such as laptop model, justification, and delivery details. A Flow Designer or Workflow manages the complete lifecycle — from submission to approval and fulfillment —

ensuring process transparency and efficiency. When a user submits a request, it is routed automatically to the respective manager for approval. Upon approval, a fulfillment task is created for the IT support team to process the request. Notifications are triggered at each stage, informing the requester of the progress. This approach minimizes manual intervention, enhances user satisfaction, and improves request traceability. This solution aligns with ITSM best practices, providing a seamless and automated request experience that supports operational efficiency and accountability in the IT environment.

Example - Solution Architecture Diagram: