

Project Design Phase

Solution Architecture

Date	02:11:2025
Team ID	NM2025TMID04975
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Goals of the Architecture:

- Streamline laptop request and approval workflow using ServiceNow Catalog Item.
- Automate form submission, approval routing, and fulfillment tracking.
- Improve visibility, accuracy, and accountability in hardware distribution.

Key Components:

- Service Catalog – Platform module to host the Laptop Request item.
- Catalog Item – Custom form with variables for laptop model, justification, and accessories.
- Catalog UI Policy – Controls field visibility and mandatory conditions dynamically.
- UI Action – Implements a Reset Form feature to clear fields when needed.
- Update Set – Used for migrating configuration between instances.

Development Phases:

1. Create Service Catalog Item named 'Laptop Request'.
2. Add variables: Laptop Model, Justification, Additional Accessories, Accessories Details.
3. Configure Catalog UI Policy to show/hide accessories field dynamically.
4. Create UI Action (Reset Form) for quick field clearing.
5. Export configuration via Update Set and import into another instance.
6. Test the complete catalog flow for functionality and accuracy.

Solution Architecture Description:

The 'Laptop Request Catalog Item' architecture provides a structured and automated approach for employees to request laptops within ServiceNow. The design ensures that form fields dynamically adapt based on user input, reducing errors and improving usability. Approvals and fulfillment are integrated seamlessly into the workflow, ensuring transparency and auditability. The modular structure, built using Catalog Items, UI Policies, and UI Actions, allows scalability and reusability across ServiceNow instances via update sets. This architecture enhances operational efficiency and delivers a user-friendly IT service experience.

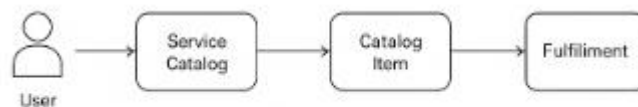


Figure 1: Solution architecture diagram

Reference:

https://developer.servicenow.com/dev.do#!/learn/courses/utah/app_store_learnv2_servicenow_catalog/utah_service_catalog_applications