

Project Design Phase Solution Architecture

Date	27 June 2025
Team ID	LTVIP2025TMID31198
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Solution Architecture:

Solution architecture for this project involves using ServiceNow's Service Catalog module to automate the laptop request process. It bridges the gap between employee needs and IT service delivery through a digital, trackable, and user-friendly system.

Its goals are to:

- Find the best ServiceNow-based solution to automate and streamline laptop requests.
- Define the structure, flow, and behavior of the catalog item, including dynamic fields and approval mechanisms.
- Implement UI Policies and client scripts to enhance user experience and enforce business logic.
- Provide a maintainable and reusable architecture that can be exported and deployed across instances.

