Project Design Phase
Solution Architecture

Date	27 June 2025
Team ID	LTVIP2025TMID11198
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.

Solution Architecture:
LAPTOP REQUEST CATALOG

START

Identify form fields, dynamic needs, and reset functionality

Is form design and field list finalized?

No → Yes

REVISIT AND REFINE REQUIREMENTS

Adjust catalog fields and rules

Create Catalog Item in ServiceNow

Add variables, UI policies, and reset button

Review functionality and dynamic behavior

No → Yes

Export Update Set and prepare for deployment

Deploy to test instance and test UI policies and reset functionality

Successful tests?

No → Yes

Debug and revise variables or UI scripts

Confirm successful deployment

LAPTOP REQUEST CATALOG LIVE AND READY FOR EMPLOYEE USE