**Technology Stack Template**

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| Date | 28/10/2025 |
| Team id | NM2025TMID03568 |
| Project name | Laptop Request Catlog Item |
| Maximum mark | 5 Marks |

| **Technology Category** | **Specific Technology** | **Purpose in this Project** |
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| **Core Platform** | **ServiceNow (Now Platform)** | The primary Platform-as-a-Service (PaaS) that hosts the application, database, and all development tools. |
| **User Interface (End User)** | **Service Portal** | The modern, user-friendly interface where employees (requesting users) will find, fill out, and submit the laptop request form. |
| **User Interface (Fulfiller)** | **Platform UI (UI16)** | The standard backend interface used by IT fulfillers to view and work on the catalog tasks (SCTASKs) generated by the request. |
| **Form Design** | **Catalog Item Designer** | The no-code interface used to create the catalog item, define its variables (e.g., laptop models, justification), and set basic display properties. |
| **Form Logic (No-Code)** | **UI Policies** | Used to control the form's behavior without scripting. (e.g., making the 'Justification' field mandatory, showing/hiding software options). |
| **Form Logic (Code)** | **Client Scripts** | **JavaScript** (client-side) used for complex form validation. (e.g., validating input, or making a (GlideAjax) call to the server). |
| **Automation & Workflow** | **Flow Designer** | The primary automation engine. Used to build the end-to-end process: 1. Trigger on submission.    2. Get manager for approval.    3. Create catalog task (SCTASK) on appro |
| **Business Logic (Server)** | **Business Rules** | **JavaScript** (server-side) used for any advanced logic required on the server (e.g., automatically setting a field on the RITM record before it's saved). |
| **Database / Data Model** | **ServiceNow Tables** | The underlying database structure. Key tables used:  • **Request** (sc\_request)  • **Requested Item** (sc\_req\_item)  • **Catalog Task** (sc\_task) |
| **Development & Deployment** | **Update Sets** | The mechanism used to capture all configurations (forms, workflows, scripts) as a "package" to be moved from the development environment to production. |
| **Email & Notifications** | **Notification Engine** | The built-in ServiceNow module used to configure and send automated email alerts to the user and manager at key stages of the workflow. |