

## Project Design Phase

### Solution Architecture

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07513
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

### Solution Architecture:

#### Goals of the Architecture:

- Streamline laptop request and approval workflow through automation.
- Ensure transparency and accountability in the IT asset request process.
- Minimize manual errors and reduce approval delays.
- Improve tracking and management of hardware requests through ServiceNow.

#### Key Components:

- Service Catalog – where users submit laptop requests.
- Workflow – automates routing of approvals and fulfillment tasks.
- Catalog Variables – capture details such as User Name, Department, and Laptop Type.
- Notification System – sends alerts for approvals and fulfillment status.
- Database Tables – store and track request records within ServiceNow.

#### Development Phases:

1. Design the Laptop Request Catalog Item in ServiceNow.
2. Configure catalog variables (User Name, Department, Laptop Type, Urgency).
3. Create workflow for manager approval and IT fulfillment.
4. Test request submission, approval routing, and fulfillment process.
5. Validate system behavior and deploy the catalog item to the production environment.

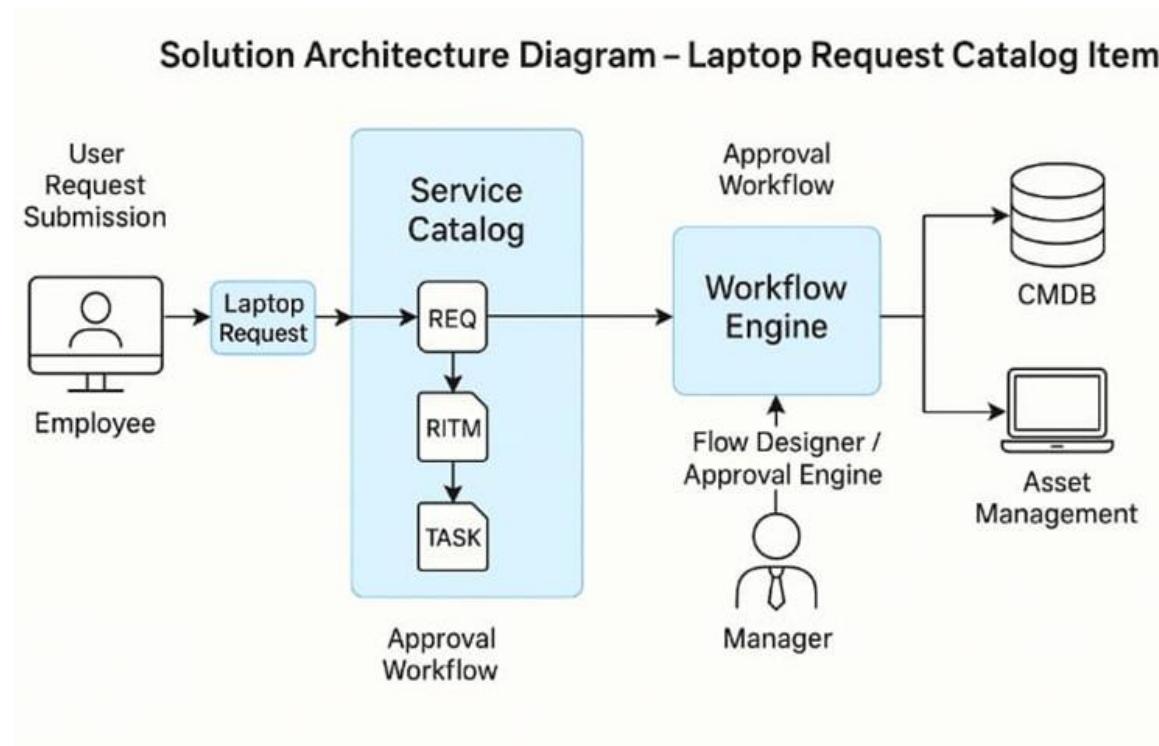
#### Solution Architecture Description:

The solution architecture for the 'Laptop Request Catalog Item in ServiceNow' focuses on automating and managing the laptop procurement workflow within an organization. It leverages ServiceNow's Service Catalog and Workflow modules to streamline the request,

approval, and delivery processes. Users initiate requests via the catalog form, providing necessary details such as department, urgency, and laptop specifications. Once submitted, the system automatically routes the request to the reporting manager for approval. Upon approval, notifications are sent to the IT department for fulfillment. The architecture ensures transparency, efficient tracking, and accountability across the request lifecycle. By automating manual steps, it reduces delays and improves overall IT service delivery.

### Example - Solution Architecture Diagram:

The diagram below illustrates the flow of the Laptop Request Catalog Item architecture:



### Reference:

<https://developer.servicenow.com/>

<https://www.servicenow.com/products/service-catalog.html>