

Project Design Phase-II

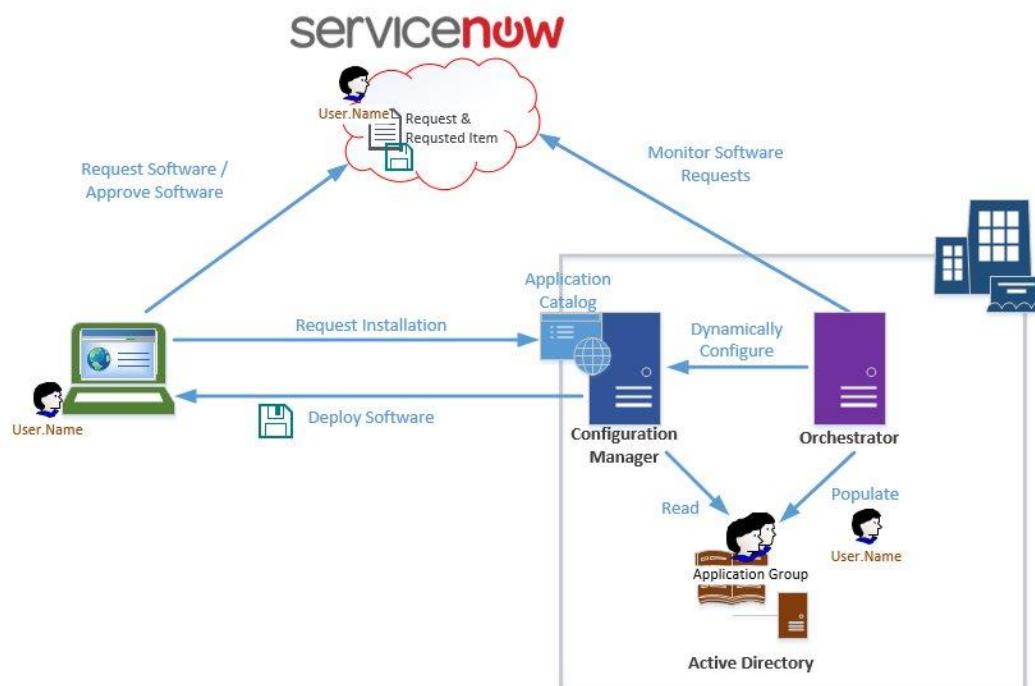
Technology Stack (Architecture & Stack)

Project Name	An employee requests installation of licensed software through the Service Catalog
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Technical Architecture:

Cloud-based ServiceNow platform with Service Portal for submission, Workflow/Flow Designer for automation, and core tables (sc_request, sc_req_item, sc_task) for data

Architectural Diagram Description:



Self-service software deployment architecture.

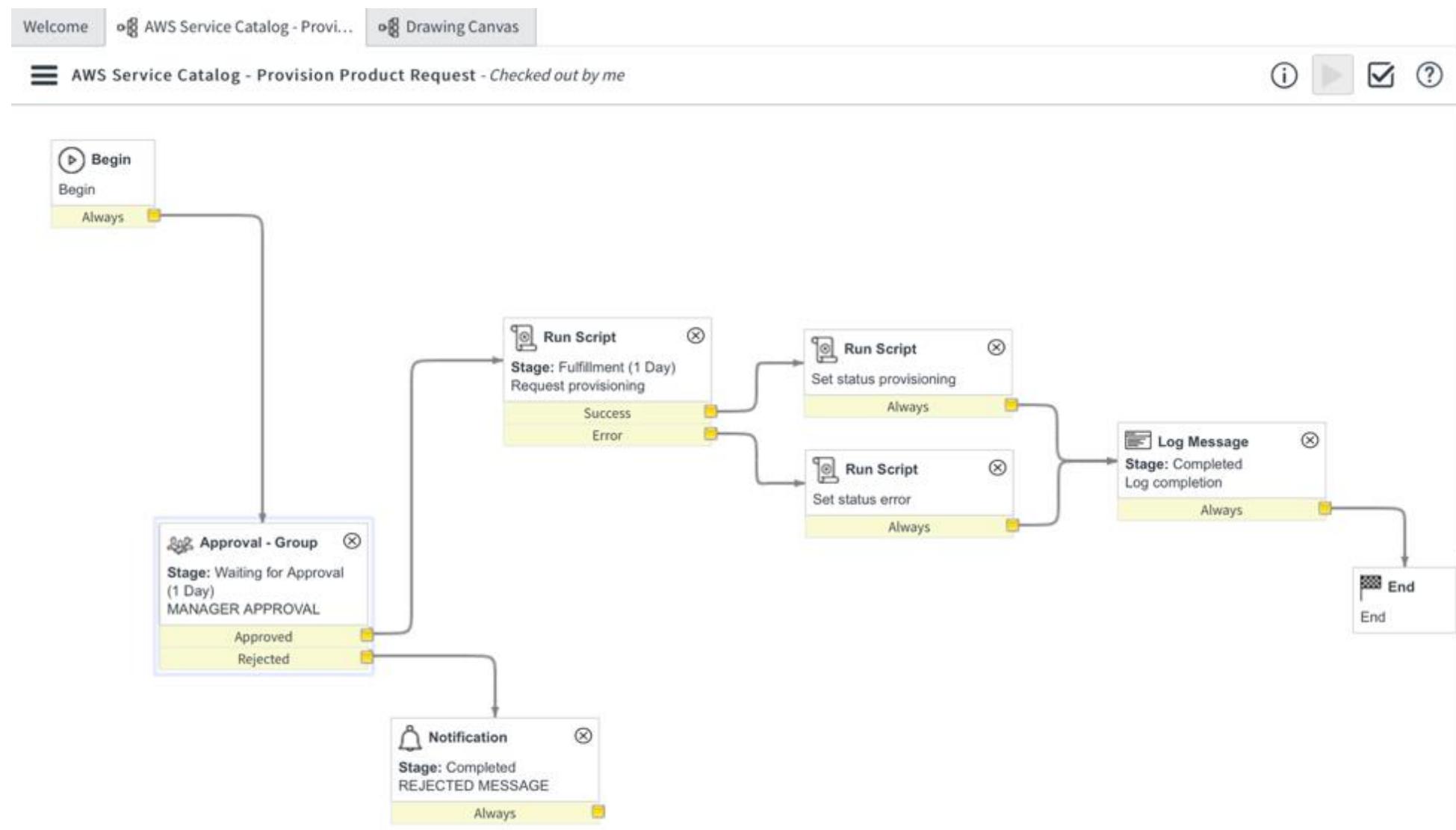


Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	Service Portal for request submission	Service Portal, HTML/CSS/JS
2.	Workflow Automation	Approval and task routing	ServiceNow Workflow Engine
3.	Data Storage	Request records and tasks	ServiceNow DB (sc_* tables)
4.	Notifications	Email updates	ServiceNow Notification
5.	Infrastructure	Cloud-hosted	ServiceNow SaaS

References:

- **ITSM Reference Architecture eBook (ServiceNow)** – Comprehensive guide with diagrams on ITSM strategy, platform architecture, and best practices: <https://www.servicenow.com/community/s/cqfnw76974/attachments/cqfnw76974/architect-kb/23/2/ITSM%2520Reference%2520Architecture%2520v1.pdf>
- **ServiceNow Platform Architecture Overview** – Multi-instance cloud architecture, layers (UI, Application, Database), and scalability: <https://mindmajix.com/servicenow-architecture>
- **Flow Designer Architecture Overview (Official Docs)** – Details on automation components relevant to catalog workflows: <https://docs.servicenow.com/bundle/zurich-servicenow-platform/page/administer/flow-designer/concept/flow-designer-arch-overview.html>
- **C4 Model Applied to ServiceNow** – Structured diagrams (Context, Containers, Components) for documenting ServiceNow solutions: <https://servicenowguru.com/architecture/c4-model-servicenow-solution-design-documentation/>
- **ServiceNow Integration API Technology Stack** – Diagram of APIs and integration layers: https://community.servicenow.com/community?id=community_blog&sys_id=373d6ee5dbd0dbc01dcaf3231f9619bb
- **General Cloud Architecture Patterns (IBM-inspired, adaptable to ServiceNow SaaS)**: <https://developer.ibm.com/patterns/online-order-processing-system-during-pandemic/>