

## Project Design Phase

### Solution Architecture

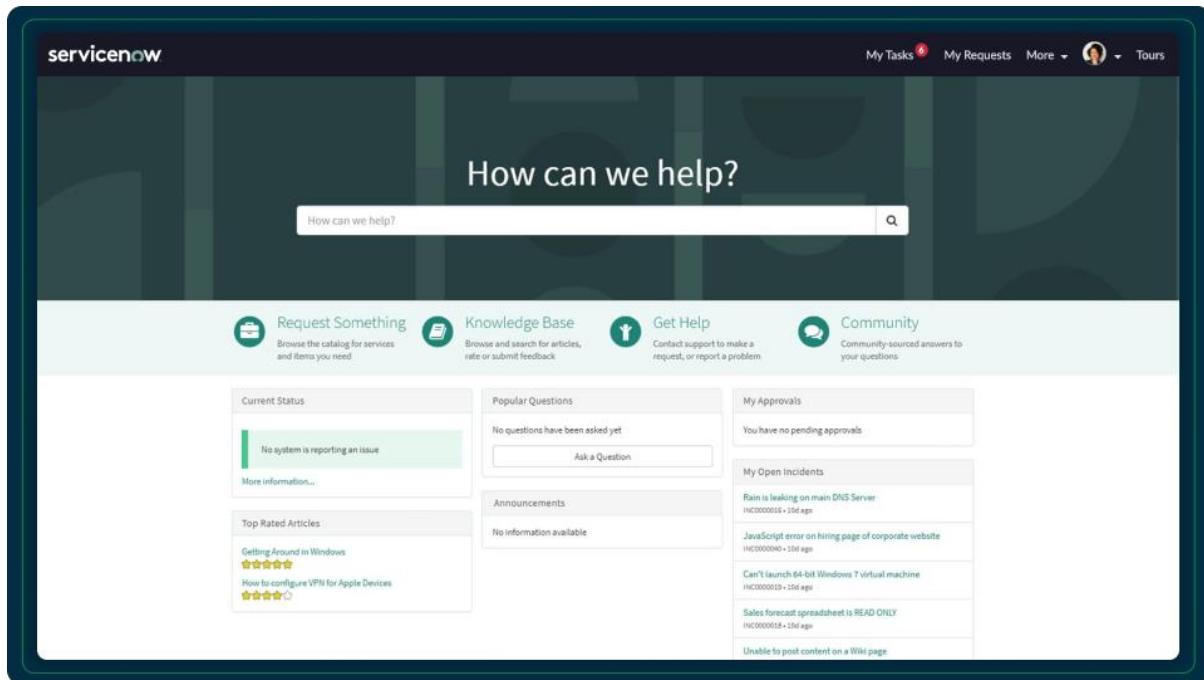
<b>Project Name</b>	An Employee Requests Installation of Licensed Software through the Service Catalog
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#### Solution Architecture:

The solution leverages ServiceNow's Service Catalog, Service Portal, Workflow Engine, and core tables for end-to-end automation of software requests.

#### Key Components:

**Frontend:** Service Portal with intuitive forms, tooltips, and status tracking.



**Backend:** Catalog items with variables, UI Policies, Workflows for approvals/tasks.

The screenshot shows the 'Catalog Item' screen for a 'Software Installation Request'. At the top, there's a navigation bar with icons for back, forward, search, and other actions, followed by the title 'Catalog Item' and 'Software Installation Request'. Below the title are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder' (which is highlighted in blue), and 'Delete'. A tooltip message '① Build and modify items faster with the improved Catalog Builder.' is displayed above the 'Edit in Catalog Builder' button. The main content area contains several input fields and dropdown menus:

- Name:** Software Installation Request (highlighted with a green border)
- Application:** Global (with an info icon)
- Active:** checked
- Fulfillment automation level:** Unspecified
- Catalogs:** Service Catalog (with a lock icon)
- Category:** Software (with a search icon)
- State:** -- None --
- Checked out:** -- None --
- Owner:** (empty field)

**Data Flow:** Submission → REQ/RITM/SCTASK creation → Approval → Fulfillment → Closure with notifications.

The screenshot shows the 'Software Request Workflow' configuration. At the top, there's a title 'Software Request Workflow' with an 'Active' status indicator and a link. Below it is a 'TRIGGER' section showing a 'Service Catalog' icon. The 'ACTIONS' section contains a flowchart with the following steps:

1. If Trigger - Service... is Software Installation Request
2. then Ask For Approval on Requested Item
3. Create Requested Item Task
4. End Flow

Below the flowchart is a button 'Add an Action, Flow Logic, or Subflow'.

**Reference:** <https://www.servicenow.com/products/itsm/what-is-itsm.html?referrer=grok.com>