

Project Design Phase

Solution Architecture

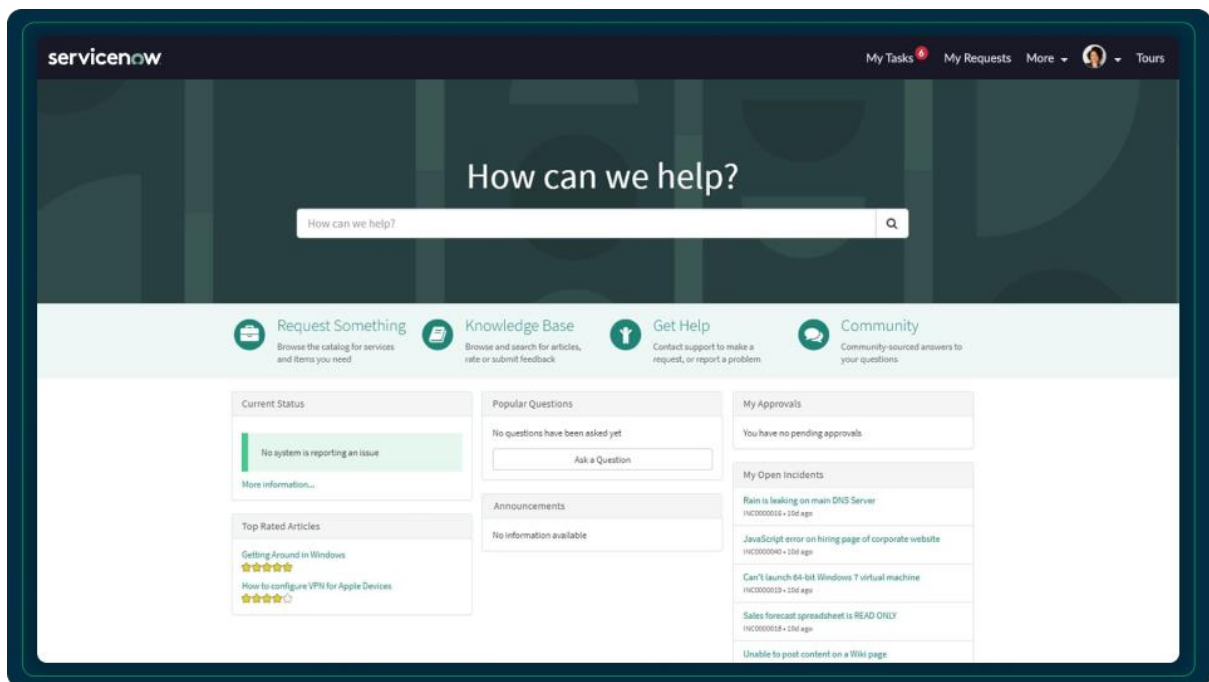
Project Name	An Employee Requests Installation of Licensed Software through the Service Catalog
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Solution Architecture:

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.



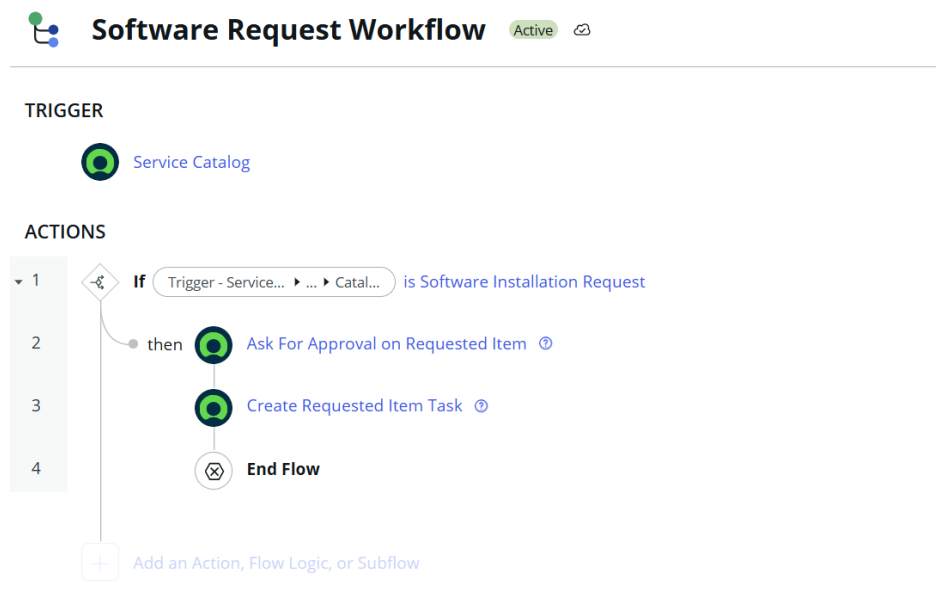
Backend: Catalog items with variables, UI Policies, Workflows for approvals/tasks.

The screenshot shows the 'Catalog Item' form for 'Software Installation Request'. At the top, there are navigation buttons: 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below this is a blue informational banner with a close button (X) and text: 'Build and modify items faster with the improved [Catalog Builder](#). Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.'

The form fields are as follows:

- Name:** 'Software Installation Request' (highlighted with a green box)
- Application:** 'Global' (with an information icon)
- Catalogs:** 'Service Catalog' (with a lock icon)
- Category:** 'Software' (with a search icon and an information icon)
- Active:** Checked (checkbox)
- Fulfillment automation level:** 'Unspecified' (dropdown menu)
- State:** '-- None --' (dropdown menu)
- Checked out:** '-- None --' (dropdown menu)
- Owner:** (empty field)

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



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