

# Project Design Phase Solution Architecture

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**Team Size : 4**

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## **Solution Architecture:**

### **Goals of the Architecture:**

- Provide a structured and user-friendly laptop request system using ServiceNow
- Ensure accurate data collection through dynamic form behavior
- Reduce manual errors and improve ITSM workflow efficiency
- Maintain governance and deployment safety using update sets

### **Key Components:**

- Service Catalog Item – Laptop Request form
- UI Policies – Show/hide fields based on user input
- Client UI Action – Reset form using `g_form.clearForm()`

- Update Sets – Track changes and ensure safe deployment
- Form Fields – Include employee details, laptop type, justification, and priority

### **Development Phases:**

1. Design the Laptop Request form layout
2. Configure dynamic field behavior using UI Policies
3. Implement Client UI Action for form reset functionality
4. Test form behavior manually for accuracy and usability
5. Package changes into update sets for deployment
6. Collect feedback and plan future enhancements (e.g., approvals, role-based access)

### **Solution Architecture Description:**

- The solution architecture is designed to streamline the laptop request process within ServiceNow by implementing a dynamic Service Catalog item.
- The form guides users through structured fields and adapts based on input using UI Policies.
- A Client UI Action allows users to reset the form easily, improving usability and reducing errors.
- All configurations are built using native ServiceNow features, ensuring maintainability and scalability.
- Update sets are used to track changes and support safe deployment across environments.
- The architecture improves data accuracy, reduces manual effort, and lays the foundation for future ITSM automation such as approval workflows and role-based access.

## Solution Architecture Diagram:

### Laptop Request Catalog Item: ServiceNow Architecture Diagram

