

Project Design Phase Solution Architecture

Date	6 November 2025
Team ID	NM2025TMID09124
Project Name	Laptop Request Catalog Item.
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Provide a streamlined and user-friendly system for laptop requests
- Ensure accurate data capture using dynamic form behaviour
- Reduce delays caused by manual laptop request handling
- Improve form usability with reset functionality and guided instructions
- Track all modifications for governance and controlled deployment

Key Components:

- **Service Catalog** (Laptop Request Item)
- **Catalog UI Policies** (show/hide & mandatory dynamic fields)
- **Catalog Client Scripts** (real-time form behaviour & reset functionality)
- **Workflow / Flow Designer** (submission routing and approvals)
- **Sys_Audit / Update Sets** (change tracking and governance)

Development Phases:

1. **Create the Laptop Request Catalog Item** with essential fields
2. **Add dynamic behaviours** using UI Policies and Client Scripts
3. **Implement reset functionality** using a Catalog Client Script
4. **Add instructions and validation rules** for usability
5. **Configure approvals and routing** using Flow Designer
6. **Test the item** for dynamic behaviour, usability, and submission flow
7. **Move changes through update sets** for governance and deployment

✖ Solution Architecture Description:

The solution architecture focuses on creating a streamlined and automated laptop request system within the ServiceNow platform. The current manual approach leads to frequent delays and inconsistent data entry, so the new design implements a responsive and guided Service Catalog item.

The solution leverages **Flow Designer** to route submissions for approval and ensure that every request is logged and processed efficiently. All development changes are tracked through **update sets** to support proper governance, auditing, and deployment processes. This architecture ensures a reliable, efficient, and user-friendly laptop request experience.

Example - Solution Architecture Diagram:

