

Project Design Phase
Solution Architecture

Date	02 November 2025
Team ID	NM2025TMID08730
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Streamline the laptop request process within the organization.
- Provide a dynamic, user-friendly interface via ServiceNow Service Catalog.
- Automate approvals with configurable UI policies and workflow.
- Ensure asset management integration and status tracking.
- Simplify deployment and migration using update sets.

Key Components:

- Local Update Set named "Laptop Request" to capture customizations.
- Service Catalog Item "Laptop Request" under Hardware category.
- Form Variables: Laptop Model, Justification, Additional Accessories, Accessories Details.
- UI Policies to conditionally show and make "Accessories Details" mandatory.
- UI Action to reset the service catalog request form.
- Update Set export/import process for migration across instances.
- Testing on target instance to validate catalog item behavior.

Development Phases:

1. Create local update set named "Laptop Request" and activate it.
2. Create new service catalog item "Laptop Request" under Hardware category.
3. Add form variables to capture laptop specifications and related info.
4. Configure catalog UI policy to dynamically show accessories details field.
5. Create UI action to add "Reset Form" button in shopping cart.
6. Export update set as XML for deployment in other instances.
7. Import update set in target instance and commit changes.
8. Test the catalog item for correct variable visibility and validation.

❧ Solution Architecture Description:

The Laptop Request Catalog Item solution is designed to simplify and automate the laptop procurement requests inside the organization using ServiceNow's Service Catalog capabilities. By leveraging local update sets, the development captures all custom configurations under the project name "Laptop Request."

The catalog item includes key variables like laptop model and justification along with a checkbox for additional accessories. A catalog UI policy dynamically manages form behavior by making accessories details visible and mandatory only when the corresponding checkbox is checked. This creates a responsive and user-friendly request form.

A client-side UI action adds a reset button to the shopping cart form, enhancing user experience by allowing quick form clearing. The use of update sets facilitates the export, import, and migration of these customizations between ServiceNow instances, supporting seamless deployment.

Example - Solution Architecture Diagram:

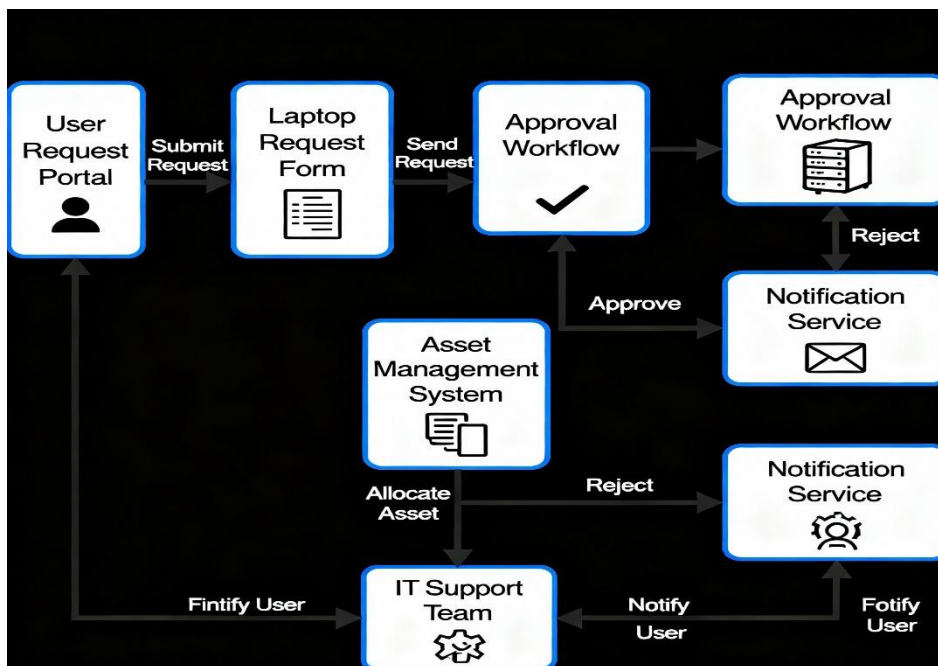


Figure 1: Architecture and data flow of the laptop request catalog item.

Reference: <https://www.servicenow.com/community/developer-forum/create-a-catalog-item-to-request-laptop-it-should-ask-for-what/m-p/1612475>