Project Design Phase

Solution Architecture

Date	2/11/2025
Team ID	NM2025TMID03478
Project Name	Laptop Request Catalog Item
Maximum Mark	4marks

Solution Architecture

The *Laptop Request Catalog Item* solution in ServiceNow is built using a modular and layered architecture. It integrates catalog management, form design, UI logic, and workflow automation to deliver a seamless experience for end-users and administrators.

Solution Architecture

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                    ┌─────────────┐
                    │    User     │
                    └─────────────┘
                           │
                           ▼
                    ┌─────────────────┐
                    │ Presentation    │
                    │ Layer           │
                    └─────────────────┘
                           │
                           ▼
          ┌──────────────────────────────────────┐
          │      Service Catalog & Forms          │
          └──────────────────────────────────────┘
              │              │              │
              ▼              ▼              ▼
       ┌───────────┐  ┌───────────┐  ┌───────────┐
       │ UI        │  │ UI        │  │ Approval  │
       │ Policies  │  │ Actions   │  │ Workflow  │
       └───────────┘  └───────────┘  └───────────┘
                           │
                           ▼
                    ┌─────────────┐
                    │ Data Layer  │
                    └─────────────┘
                           │
                           ▼
              ┌─────────────────────────┐
              │ ServiceNow Request Table │
              └─────────────────────────┘
                           │
                           ▼
                    ┌─────────────┐
                    │ Update Sets │
                    └─────────────┘
                           │
                           ▼
              ┌─────────────────────────────┐
              │ Testing & Deployment Layer  │
              └─────────────────────────────┘
```