

Solution Architecture

Date	2 November 2025
Team ID	NM2025TMID01594
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Solution Architecture:

Goals of the Architecture:

- Enable employees to digitally request laptops through a user-friendly Service Catalog form.
- Use UI Policies to dynamically control form behavior based on user selections.
- Implement UI Actions for form reset and enhanced interaction.
- Ensure accurate data collection and seamless request tracking for IT teams.

Key Components:

- Service Catalog Item (Laptop Request) – The main form where employees raise requests.
- UI Policies – Used to make fields visible, mandatory, or hidden based on user input (e.g., show “Reason for Request” if laptop type = “High-End”).
- UI Actions – Include buttons like “Submit”, “Reset Form”, or “Cancel” to improve form usability.
- Workflow / Flow Designer – Automates request submission, approval, and assignment to the IT department.
- Catalog Task Table – Stores each request’s details and tracks progress until laptop delivery.

Development Phases:

1. **Create the Catalog Item:** Design the “Laptop Request” form in ServiceNow with relevant fields (Laptop Type, Quantity, Justification, Department, etc.).
2. **Add UI Policies:** Configure visibility and mandatory rules for form fields to ensure clean data entry.
3. **Add UI Actions:** Create functional buttons like “Reset Form” for better user control and “Submit” to log requests.
4. **Design Workflow:** Set up approval routing for managers or IT admins.
5. **Testing & Validation:** Submit test requests to verify UI behavior, dynamic fields, and process flow.

Solution Architecture Description:

The Laptop Request Catalog Item solution architecture is designed to simplify the process of requesting laptops within the organization using ServiceNow’s Service Catalog module. The architecture integrates UI Policies for dynamic user experience and UI Actions for added functionality. When a user accesses the catalog form, fields adapt based on input—for example, selecting “Developer” as the role might automatically show high-end laptop options.

Once submitted, the request triggers an automated approval workflow that routes it to the appropriate department for review and fulfillment. The architecture ensures that every step—from request to delivery—is recorded, traceable, and efficient. This reduces administrative burden, improves accuracy, and enhances user satisfaction by providing a seamless, guided experience.

Overall, this architecture transforms manual laptop request handling into a digital, dynamic, and transparent system that boosts productivity and operational efficiency.

Example:

