Project Design Phase
Solution Architecture

Date	31 October 2025
Team ID	NM2025TMID03221
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Goals of the Architecture:

- Automate and simplify the laptop request process through a Service Catalog item.

- Ensure accurate data collection with dynamic and conditional fields.

- Improve user experience and reduce manual IT intervention.

- Maintain configuration consistency across ServiceNow instances using update sets.

Key Components:

- **Service Catalog Item:** "Laptop Request" under the Hardware category.

- **Variables:** Laptop Model, Justification, Additional Accessories, and Accessories Details.

- **Catalog UI Policy:** Controls visibility of "Accessories Details" based on checkbox selection.

- **UI Action (Reset Form):** Clears all input fields with a confirmation alert.

- **Update Set:** Tracks all configurations for migration and version control.

Development Phases:

1. Create a Local Update Set for tracking configurations.

2. Develop the "Laptop Request" catalog item with defined variables.

3. Configure UI Policies for dynamic field visibility.

4. Implement the "Reset Form" UI action script.

5. Export and import the update set to validate deployment in another instance.

6. Test the catalog item to verify functionality and field behavior.

Solution Architecture Description:
The solution architecture is designed to streamline the laptop request process within the ServiceNow platform by utilizing its Service Catalog capabilities. It integrates dynamic variable configurations, conditional UI policies, and form reset actions to enhance usability and accuracy. The use of update sets ensures that all configurations are securely tracked and easily transferable between instances. This architecture provides a structured and scalable foundation for automating other IT service requests, promoting efficiency, consistency, and user satisfaction across the organization.
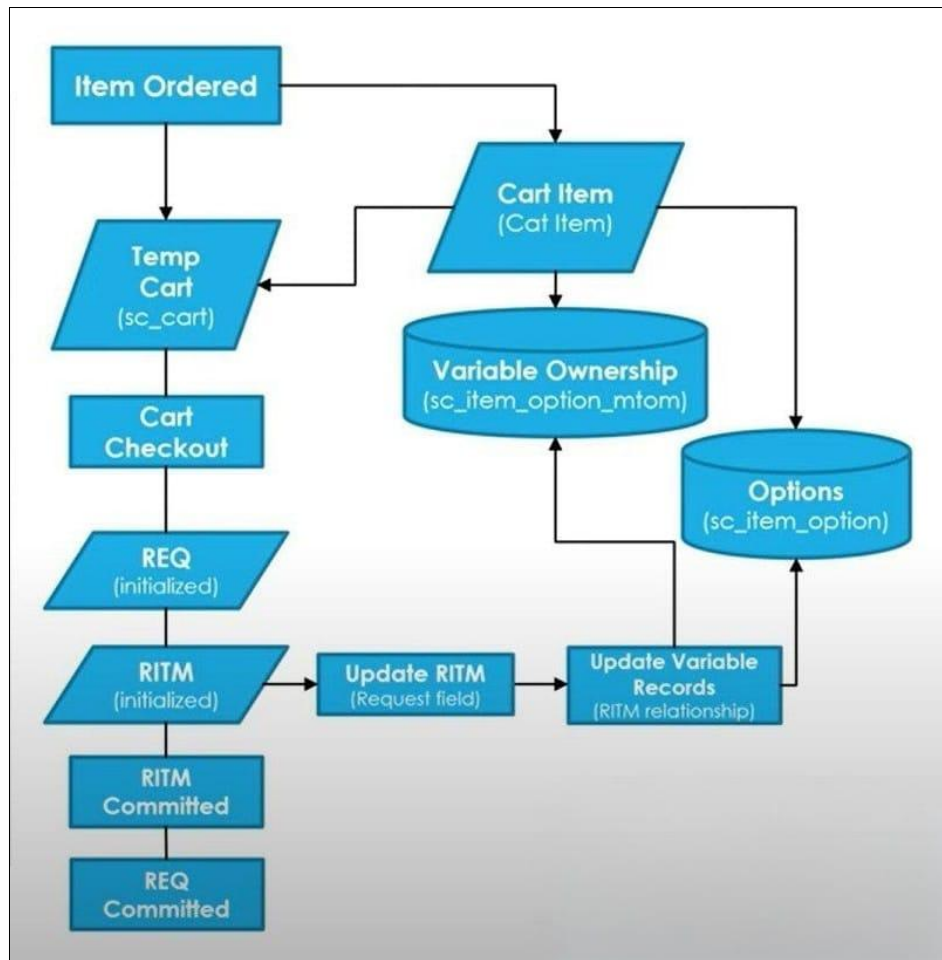
Fig. Architecture of Laptop Request Catalog