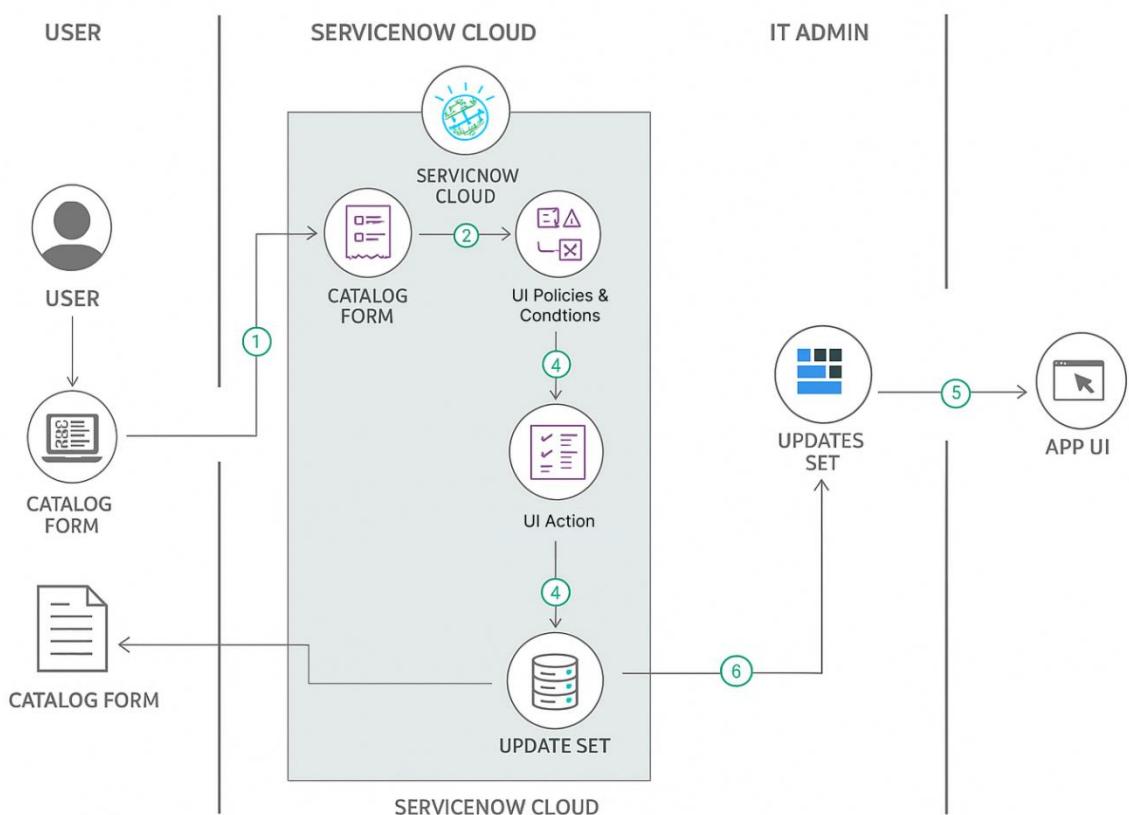


Project Design Phase-II

Technology Stack (Architecture & Stack)

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

Technical Architecture:



The technical architecture of the Laptop Request Catalog Item project is built on the ServiceNow cloud platform, integrating both front-end and back-end components within a unified environment. End users interact through the Service Catalog interface, where dynamic form behaviors are controlled by UI Policies and Client Scripts. All configuration data, catalog variables, and requests are stored securely in the ServiceNow database and managed through update sets for deployment. This architecture ensures scalability, reliability, and a seamless user experience for both employees and administrators.

Components & Technologies

S.No	Component	Description	Technology
1.	User Interface	Employees access and submit the Laptop Request form through the ServiceNow portal.	ServiceNow Service Catalog (Web UI)
2.	Application Logic – 1	Handles form creation, variable configuration, and catalog item setup.	ServiceNow Catalog Builder, Form Designer
3.	Application Logic – 2	Applies dynamic visibility logic to show or hide the “Accessories Details” field.	ServiceNow Catalog UI Policies
4.	Application Logic – 3	Executes the “Reset Form” function to clear all fields when triggered.	ServiceNow UI Action (Client Script)
5.	Data Storage	Stores catalog items, variables, and user request data securely.	ServiceNow CMDB / Catalog Item Tables
6.	Cloud Platform	Manages hosting, performance, and scalability for all catalog components.	ServiceNow Cloud (SaaS Platform)
7.	File Storage	Minimal usage for storing configuration logs and updates.	ServiceNow System Logs
8.	External API – 1	(Optional) Integration with Asset Management or Inventory systems for stock verification.	REST API Integration in ServiceNow
9.	Infrastructure (Server / Cloud)	Fully hosted, maintained, and managed under the ServiceNow SaaS cloud environment.	ServiceNow Cloud Infrastructure