

Project Design Phase

Solution Architecture

Date	01 Nov 2025
Team ID	NM2025TMID04735
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Solution Architecture

Goals of the Architecture:

- Design an automated Service Catalog Item for laptop requests
- Enable workflow-driven approvals and notifications
- Maintain precise data tracking on asset distribution
- Reduce manual errors and processing time

Key Components:

- Catalog Item: "Laptop Request" form for users
- Workflow: Manages approval and fulfillment processes Tables: sc_request, sc_req_item, sc_task
- Notifications: Triggered for approval and delivery updates
- UI Policy & Client Script: Validating and guiding user input dynamically

Development Phases:

1. Design and publish the Laptop Request Catalog Item
2. Configure mandatory fields, dropdowns, and UI policies
3. Design an approval workflow for managers and IT admin.
4. Email notifications and validation scripts
5. Test the request submission, approval, and closure cycle

Solution Architecture Description:

Laptop Request Catalog Item automates the process for requesting a laptop in ServiceNow. It has a standardized form in which laptop type, purpose, and specifications can be selected by the user. Once submitted, the request automatically routes through an approval

workflow, ensuring that it goes through review and approval by the manager and IT department before allocation.

The solution guarantees data integrity through field validations, notifications at every stage, and a clear audit trail of requests. This minimizes manual coordination, increases the speed of processing requests, and enhances user satisfaction while ensuring a correct record of asset management.

Example-Solution Architecture Diagram



