Project Design Phase
Solution Architecture

Date	01 November 2025
Team ID	NM2025TMID00449
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Goals of the Architecture

- Simplify the laptop request and fulfillment process using digital automation.
- Provide users with dynamic, guided forms to minimize manual errors and delays.
- Ensure all IT governance and asset tracking needs are addressed through ServiceNow's native capabilities.

Key Architecture Components

- ServiceNow Service Catalog: Hosts the Laptop Request catalog item.
- Catalog Item: Custom form including employee info, laptop model, accessories, and justification fields.
- UI Policies & Client Scripts: Enables dynamic show/hide logic (e.g., accessories fields appear as needed).
- Form Validation & Reset: Ensures all needed data are collected and mistakes are quickly fixed.
- Update Set Management: Tracks all customization for change control and deployment to other instances.

Development Phases

1. Requirement & Form Design: Identify core fields, dependencies, and design the Service Catalog item.
2. Dynamic UI Implementation: Add rules for on-the-fly field changes with UI Policy and scripts.
3. Validation & Reset Features: Script real-time feedback for users and reset button.
4. Testing: Verify form load speeds, multiple submissions, dynamic field behavior, and error handling.
5. Deployment: Package the solution via update sets and import into production.

Solution Architecture Diagram

(You can create a simple block flow: Employee → ServiceNow Catalog Item → Dynamic Form Components → Request Tracking & IT Fulfillment)

Benefits

- Reduces form errors and IT workload
- Speeds up laptop delivery to users
- Simplifies future asset/process extensions
- Improves audit trail through tracked changes

Reference

- ServiceNow Docs: Service Catalog Architecture
- Service Catalog Best Practices – ServiceNow Community

Example - Solution Architecture Diagram: