

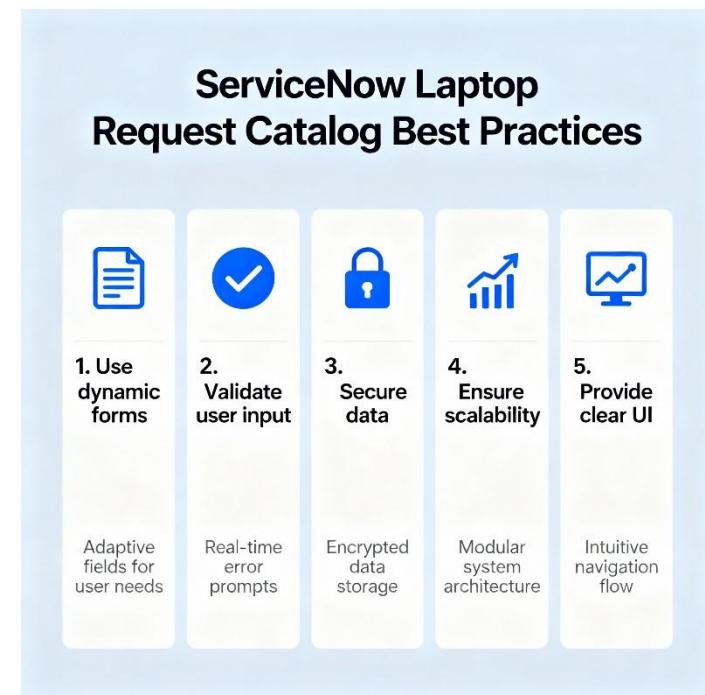
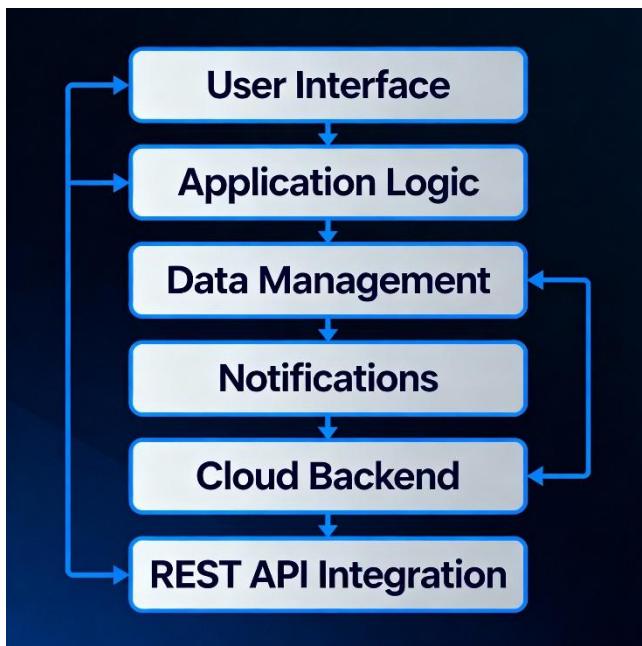
Project Design Phase-II

Technology Stack (Architecture & Stack)

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

Technical Architecture Overview

All components are hosted on the ServiceNow SaaS platform, integrated via ServiceNow-native tools and APIs. The solution uses proprietary ServiceNow modules for digital catalog item creation, process automation, security, and data management.



Components & Technologies

S.No	Component	Description	Technology
1	User Interface	Employees and admins interact via ServiceNow web interface	ServiceNow Web UI
2	Application Logic	Automates dynamic field logic, validates requests, stores data	Flow Designer, Client Scripts, Server Scripts
3	Data Management	Tracks requests, user info, and assets	ServiceNow CMDB, Incident Tables
4	Notifications	Sends request and fulfillment updates	ServiceNow Notifications
5	Security	Role-based access, ACLs, data protections	ServiceNow ACLs, Scoped Apps
6	Cloud Backend	SaaS infrastructure for scalable, reliable hosting	ServiceNow Cloud (Managed, Load-balanced)
7	External Integration	(Optional) HRMS or identity system for user verification	REST API (ServiceNow)

Application Characteristics

S.No	Characteristic	Description	Technology
1	Security	Access control enforced for all catalog actions	ACLs, Scoped Apps
2	Scalability	SaaS-based, handles hundreds of requests	Cloud Architecture
3	Availability	24/7 uptime with load balanced instances	ServiceNow Hosting
4	Performance	Fast UI response, optimized, asynchronous flows	GlideRecord, Background Scripts