

Date	31 OCTOBER 2025
Team ID	NM2025TMID00034
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Ideation Phase

Brainstorm & Idea Prioritization

This guided project demonstrates how to design and implement a new service catalog item for employee laptop requests. It begins by defining the business problem: a lack of a standardized process for hardware procurement. The plan involves designing a user-friendly form that captures all necessary information, such as the type of request (new, refresh, repair) and the desired laptop model.

A multi-stage approval workflow will be built to route requests first to the user's manager for financial approval, then to the IT hardware team for fulfillment. This ensures proper tracking, accountability, and management of IT assets. The workflow also includes automated notifications to keep the user informed of their request status.

Finally, test scenarios will be executed to validate the entire process. Tests will confirm that the form logic works, approvals are routed correctly, and notifications are sent as expected, ensuring a smooth rollout to all employees.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:

- **PROBLEMS**
 - Users request laptops via email or informal chat, leading to missed information.
 - There is no tracking for requests, causing long delays and user frustration.
 - Approval processes are manual and inconsistent.
 - IT asset and procurement teams lack visibility into demand.
- **DISCUSSION**
 - The team decided to create a standardized, automated process using a new service catalog item.
 - This will enforce standards and provide a single source of truth for all laptop requests.

- **IDEAS**
 - Plan to define standard laptop models (e.g., Standard User, Developer, High-Performance).
 - Design an input form to capture user, manager, department, and request type.
 - Map out the approval workflow: Manager -> IT Hardware -> Procurement.
- **SOLUTIONS**
 - Develop and test the catalog item, including its form, workflow logic, and automated notifications for the user and fulfillment teams.
 - Integrate the request with the Asset Management (CMDB) database.

Step-2: Brainstorm, Idea Listing and Grouping:

Idea Listing

1ST
PARTICIPANT'S
NAME: ANNA
THOMAS

2ND
PARTICIPANT'S
NAME: ROHAN
MEHTA

3RD PARTICIPANT'S
NAME: CHEN WEI

Initial Idea:

Initial Idea:

**Teammate builds on
initial idea:**

Create a single
form for all
laptop requests
(new, refresh,
repair).

Develop an
approval
workflow that
goes to the
user's manager
first for cost
approval.

Create a report
dashboard for managers
to track their team's
hardware requests.

**Teammate
builds on
initial idea:**

**Teammate
builds on
initial idea:**

**Teammate builds on
initial idea:**

Provide clear
descriptions and
specs for each

After manager
approval, route
the request as a

Add a confirmation
prompt *before* submission
summarizing the request
and selected model.

1ST PARTICIPANT'S NAME: ANNA THOMAS	2ND PARTICIPANT'S NAME: ROHAN MEHTA	3RD PARTICIPANT'S NAME: CHEN WEI
laptop model directly on the form.	task to the IT Hardware team's fulfillment queue.	
Teammate builds on initial idea:	Teammate builds on initial idea:	Initial Idea:
Use conditional logic: If 'repair' is chosen, show fields for 'Asset Tag' and 'Describe Issue'.	Document the new workflow in the internal knowledge base for the support team.	Send an email notification to the user when the request is submitted, approved, and closed.

Brainstorm: Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

Idea Listing: All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

Grouping: Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

Action Planning: Chosen ideas are turned into clear steps with assigned responsibilities and timelines.

Step-3: Idea Prioritization:

7 Steps to Implement a Laptop Request Catalog Item

- **01: Define Requirements & Laptop Models**

- Gather requirements from HR, IT, and Finance.
- Finalize the standard-issue laptop models to be offered.
- **02: Design the Request Form (Variables)**
 - Build the user-facing form.
 - Add fields (variables) for request type, model selection, and business justification.
- **03: Map Approval & Fulfillment Workflows**
 - Design the visual workflow for manager and IT approvals.
 - Create fulfillment tasks for the hardware team.
- **04: Configure Notifications (User & Fulfillers)**
 - Set up automated emails for submission confirmation, approval/rejection, and completion.
- **05: Link to Asset Management (CMDB)**
 - Create logic to link the request to an asset record upon deployment.
- **06: Develop & Test End-to-End**
 - Build the item and conduct rigorous testing of the form, workflow, and notifications.
- **07: Deploy to Production & Gather Feedback**
 - Move the item to the production environment.
 - Announce the new item and collect user feedback for future improvements.

Idea Prioritization: Idea prioritization is crucial for managing project scope and delivering value quickly. For this project, the team must decide what features are "Must-Haves" vs. "Nice-to-Haves." For example, the core workflow (form > manager approval > IT fulfillment) and user notifications are high-priority "Must-Haves." Secondary features, like deep integrations with vendor procurement systems or a predictive hardware refresh report, are lower priority "Nice-to-Haves" and can be moved to Phase 2. This approach ensures the team can deliver a functional catalog item quickly, addressing the core problem, while creating a backlog for future enhancements.