

Date	31 OCTOBER 2025
Team ID	NM2025TMID00034
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

## Project Design Phase

## Proposed Solution

### Proposed Solution Template:

S.No.	Parameter	Description
1.	<b>Problem Statement (Problem to be solved)</b>	Currently, laptop requests are handled via email, chat, or verbal requests. This manual process is <b>inconsistent, difficult to track</b> , and lacks a formal approval chain, leading to significant delays and employee frustration.
2.	<b>Idea / Solution description</b>	Implement a new <b>Service Catalog Item</b> for laptop requests. This item will feature a dynamic form to capture all required information (e.g., request type, model choice) and an <b>automated workflow</b> for manager approval and IT fulfillment.
3.	<b>Novelty/ Uniqueness</b>	It standardizes and automates a core, high-volume business process. The solution provides a single <b>'source of truth'</b> for hardware requests, integrating a user-friendly form with back-end fulfillment and asset management.
4.	<b>Social Impact / Customer Satisfaction</b>	Drastically improves the new-hire and existing employee experience by providing a <b>simple, transparent, and trackable</b> request process. It reduces employee frustration and downtime spent

S.No.	Parameter	Description
		waiting for essential hardware.
5.	<b>Business Model (Revenue Model)</b>	This is a cost-saving model. It drives savings by <b>reducing manual IT labor</b> , standardizing hardware (enabling bulk purchase discounts), and providing clear data for asset lifecycle management and budget forecasting.
6.	<b>Scalability of the Solution</b>	The solution is highly scalable. The same framework (form, workflow, tasks) can be easily replicated for other hardware (monitors, peripherals) and software requests, creating a unified and comprehensive IT service catalog.

## Conclusion

The "Laptop Request Catalog Item" project addresses a critical gap in IT procurement and service delivery. By centralizing and automating a previously chaotic and manual process, we significantly improve operational efficiency, employee satisfaction, and IT asset control. This solution provides a transparent