

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

Project Design Phase

Proposed Solution

Proposed Solution Template:

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

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4.	Social Impact / Customer Satisfaction	Drastically improves the new-hire and existing employee experience by providing a simple, transparent, and trackable request process. It reduces employee frustration and downtime spent waiting for essential hardware.
5.	Business Model (Revenue Model)	This is a cost-saving model, not a revenue-generating one. It drives savings by reducing manual IT labor, standardizing hardware (enabling bulk purchase discounts), and providing clear data for asset lifecycle management and budget forecasting.
6.	Scalability of the Solution	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, auditable trail for all hardware requests, safeguarding against procurement delays and lost assets. The successful implementation of this catalog item sets a foundation for a mature, scalable, and user-friendly IT Service Management program, moving the IT department from a reactive to a proactive service provider.

Solution Description:

To standardize hardware requests, a new item will be created in the Service Catalog. This item will present a user-friendly form that dynamically shows fields based on the user's request type (e.g., 'New Hire' vs. 'Hardware Refresh'). Once submitted, an automated workflow triggers, first routing an approval request to the user's manager. Upon approval, the workflow automatically generates a catalog task for the IT Hardware team's queue to provision and deliver the laptop. The user is kept informed via automated email notifications at key stages.