| **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. | **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. |
| 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 (Submitted, Approved, Fulfilled), ensuring full transparency throughout the process.