Project Design Phase
Problem – Solution Fit Template

Date	31 October 2025
Team ID	NM2025TMID00966
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

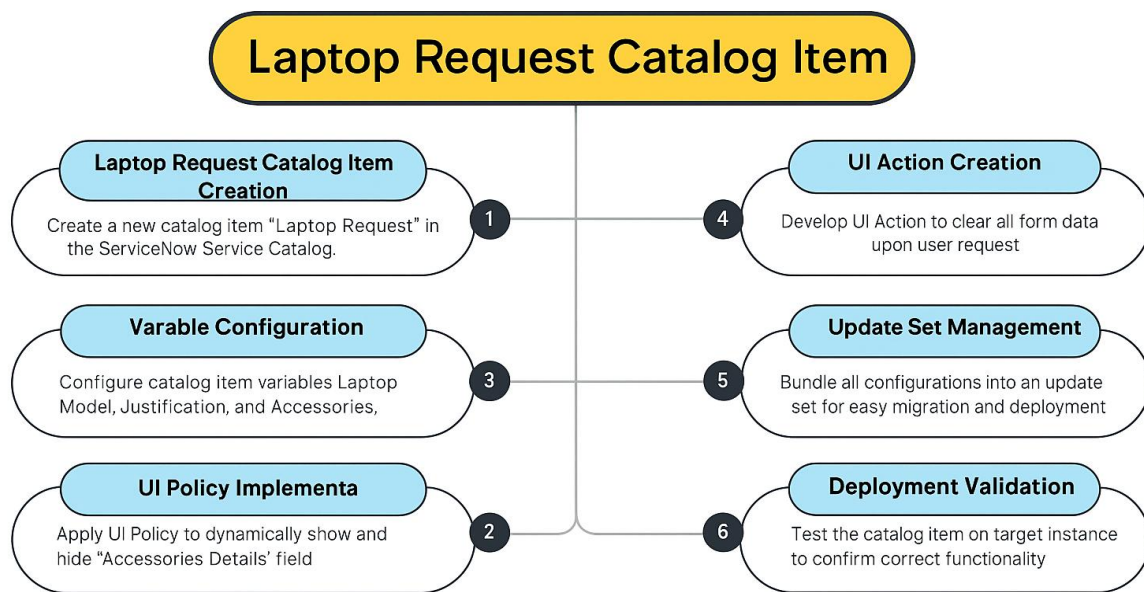**Problem – Solution Fit Template:**

The Problem–Solution Fit defines how effectively the Laptop Request Catalog Item project in ServiceNow addresses the challenges faced by employees and IT administrators during the laptop procurement process.
It ensures that the developed solution directly resolves issues such as manual request handling, data inconsistency, approval delays, and limited process transparency in hardware management workflows.

Purpose

- **Solve Real Employee Challenges**
  Replace the outdated, email-based laptop request process with an automated and interactive Service Catalog item that minimizes effort and confusion.

- **Enhance Operational Efficiency**
  Implement Catalog UI Policies and UI Actions to dynamically control field visibility and validation, ensuring faster and more accurate data entry.

- **Improve Communication and Transparency**
  Enable automated notifications and status tracking for employees and IT staff to keep all stakeholders informed about request progress and approvals.

- **Ensure Workflow Accuracy and Compliance**
  Track all configuration and workflow changes using update sets, ensuring compliance, traceability, and consistency across ServiceNow instances.

- **Promote Scalability and Continuous Improvement**
  Establish a reusable, cloud-based request model that supports future hardware or accessory requests without additional manual setup.

Template:

Laptop Request Catalog Item

Laptop Request Catalog Item Creation

Create a new catalog item "Laptop Request" in the ServiceNow Service Catalog.

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UI Action Creation

Develop UI Action to clear all form data upon user request

Varable Configuration

Configure catalog item variables Laptop Model, Justification, and Accessories,

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Update Set Management

Bundle all configurations into an update set for easy migration and deployment

UI Policy Implementa

Apply UI Policy to dynamically show and hide "Accessories Details' field

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Deployment Validation

Test the catalog item on target instance to confirm correct functionality

The project "Laptop Request Catalog Item" focuses on automating and streamlining the process of requesting laptops within the organization using ServiceNow's Service Catalog module.

Previously, employees relied on manual or email-based submissions, which often led to missing information, delayed approvals, and untracked requests.

To address these challenges, the project introduces a dynamic catalog form where users can provide all required details — such as Laptop Model, Justification, Additional Accessories, and Accessories Details — in a structured format.

The form intelligently adapts to user inputs through UI Policies, making fields visible or mandatory when needed. Additionally, client-side UI Actions such as a "Reset Form" button improve usability and reduce submission errors.

This implementation ensures:

- Accurate and complete data capture for every request.
- Transparent approval workflows through ServiceNow.
- Enhanced governance and migration control via update sets.
- Improved end-user experience with dynamic and interactive forms.

Overall, the Laptop Request Catalog Item solution bridges the gap between employee needs and IT service efficiency, delivering a smart, scalable, and user-centric system for managing hardware requests effective