

Ideation Phase

Define the Problem Statements

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

Customer Problem Statement Template:

Employees in the organization face difficulties requesting laptops through the current manual process. The workflow is time-consuming, prone to errors, and lacks dynamic form behavior to ensure correct and complete data collection.

IT support teams also struggle to track these requests, which leads to delays in approvals, confusion about requirements, and poor user satisfaction.

They need an automated Service Catalog item within ServiceNow that enables employees to quickly submit laptop requests, provides clear guidance through dynamic fields, and ensures all updates are properly tracked through update sets.

This solution will simplify request management, improve data accuracy, and enhance overall service delivery efficiency.

Problem & Solution Table

Problem	Description	Solution
Manual Request Delays	Employees currently request laptops through emails or offline methods.	Develop an automated Service Catalog Item in ServiceNow to handle laptop requests digitally.
Incomplete Information	Manual forms often miss key details such as laptop model, justification, or accessory needs, leading to rework.	Add structured variables for all essential fields (model, Justification, accessories, etc.) with mandatory validation.
Lack of Dynamic Behavior	The existing process doesn't hide or show fields based on user selection, leading to irrelevant or confusing.	Use Catalog UI Policies to dynamically show or hide fields e.g, display "Accessories Details" only when appropriate.
No Form Reset Functionality	Users cannot reset the form easily if they make mistakes or wish to start over.	Create a UI Action (Reset Form) using client-side scripting (e.g. form.clearForm()).
Poor Tracking and Governance	Changes and configurations are not tracked, creating deployment challenges across environments.	Capture all updates in an Update Set , export as XML, and import into other instances for transparent change tracking.

Example:

Problem	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	An Employee	Request a new laptop for work	The current request process is manual and confusing	There is no automated Service Catalog item	Delayed, uncertain, and frustrated
PS-2	An IT Support Staff	Manage and approve laptop requests	Requests are received inconsistently	Information is incomplete or missing in manual forms	Overwhelmed and unable to prioritize effectively

✓ Problem Statement PS 1:

As an employee, I am trying to request a laptop for my work needs, but the current manual process involves multiple emails and unclear steps. This causes delays and confusion, as there is no structured way to capture the required details (such as model, justification, or accessories). I need a Service Catalog item where I can easily submit my laptop request using predefined fields and dynamic options, so that the request is processed quickly and accurately without repetitive communication.

✓ Problem Statement PS 2:

As an IT support staff member, I want to manage laptop requests efficiently, but manual submissions often lack important details, leading to repeated follow-ups and slow processing. There is also no centralized way to track or reset form data during submissions, which affects governance and deployment accuracy. I need a dynamic catalog item in ServiceNow with automated UI Policies and Actions that streamline validation, enable form resets, and capture all changes in update sets — ensuring better visibility, governance, and faster service delivery.