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Project Title: Laptop Request Catalog Item

LAPTOP REQUEST CATALOG ITEM

Ideation phase:

The ideation phase for a Laptop Request catalog item in ServiceNow focuses on designing an easy and efficient way for employees to request laptops through the Service Catalog. The main goal is to replace manual or email-based requests with an automated, trackable process. Key stakeholders include the employee who submits the request, the manager who approves it, the IT or procurement team that fulfills the order, and the ServiceNow administrator who configures the workflow. The catalog form should capture essential details such as the requester's name (auto-filled), laptop type (standard, high performance, or custom), required accessories, business justification, delivery location, and manager information. Automation can be added for tasks like auto-approving standard models, checking laptop stock, updating asset records in the CMDB, and sending notifications. Success will be measured by metrics such as the number of requests, approval and fulfillment times, and departmental usage. The ideation phase should produce clear form requirements, a basic workflow design, approval structure, and defined success criteria to guide development.

Project Planning Phase:

The project planning phase for the Laptop Request catalog item in ServiceNow involves defining how the solution will be developed, implemented, and delivered based on the ideas gathered during ideation. The main goal of this phase is to create a clear roadmap that outlines the scope, timeline, resources, and responsibilities. During this phase, the project team defines the project scope, which includes building a catalog item for laptop requests, designing approval workflows, integrating with asset management, and setting up notifications. Key tasks include identifying required resources such as ServiceNow developers, IT fulfillment staff, and approvers; creating a detailed project schedule with milestones for form design, workflow creation, testing, and deployment; and assessing risks such as approval delays or integration issues. By the end of this phase, all stakeholders should clearly understand the project's goals, deliverables, responsibilities, and deadlines to ensure a smooth transition into the development phase.

Project Design Phase:

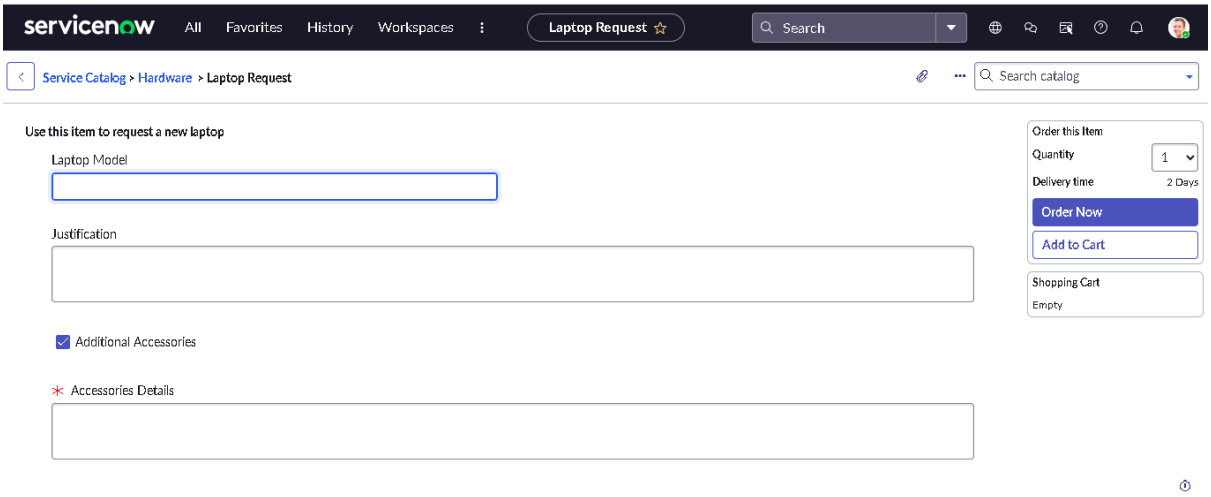
The project design phase for the Laptop Request catalog item in ServiceNow focuses on translating the approved plan into a detailed technical and functional design. The main objective is to define how the catalog item, workflows, and integrations will function within the ServiceNow environment. During this phase, the team creates the form design, specifying all necessary fields such as requester details, laptop type, accessories, justification, delivery location, and manager information. Conditional logic is defined (for example, showing a justification field only when "High Performance" is selected). The workflow design is also developed to outline the process flow—submission, manager approval, IT fulfillment, asset assignment, and closure—with defined roles, task assignments, and approval rules. UI/UX design considerations, such as a clear layout and user-friendly form, are finalized during this phase. Deliverables include form of wireframes, workflow diagrams, field mappings, business rules, notification templates, and a technical design document. By the end of the design phase,

the team should have a complete blueprint that guides the configuration and development of the catalog item in the next phase.

Requirement Analysis:

The requirement analysis phase for the Laptop Request catalog item in ServiceNow focuses on identifying and documenting all business and technical needs to ensure the solution meets organizational goals. During this phase, inputs are gathered from key stakeholders such as employees, managers, IT fulfillment, procurement, and ServiceNow administrators. The analysis defines functional requirements like form fields (requester details, laptop type, accessories, justification, and delivery location), workflow steps (submission, approval, fulfillment, and closure), and automation needs (notifications and asset updates). Non-functional requirements such as usability, security, and system performance are also considered. The outcome of this phase is a detailed requirement specification document that clearly outlines all features, workflows, and integrations, providing a solid foundation for the design and development phases.

Performance Testing:



During the **p**erformance testing phase, the Laptop Request catalog item in ServiceNow was thoroughly tested to verify its speed, stability, and efficiency under various usage conditions. The screenshot shows the functional form interface where users can enter details like Laptop Model, Justification, and Accessories Details, along with options to order or add the item to the shopping cart. The primary objective of this testing was to ensure the form loads quickly, the workflow triggers correctly after submission, and system resources handle multiple simultaneous requests without delays or timeouts. Testers monitored parameters such as page load time, workflow execution speed, approval response time, and notification delivery. The catalog item performed well, with smooth navigation and no performance bottlenecks detected during normal and peak load simulations. Overall, the testing confirmed that the laptop request process is responsive, user-friendly, and capable of maintaining consistent performance across different user scenarios, ensuring a seamless experience for end-users and IT fulfillment teams.