



LAPTOP REQUEST CATALOG ITEM

SUBMITTED BY

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1. Ideation Phase

1.1 Business Need / Problem Statement

Employees often require new laptops for tasks such as new joiner onboarding, role change, or replacement of faulty/hardware-end-of-life devices. Currently, the process is manual, involves multiple emails or spreadsheets (for example: request form → manager approval → IT procurement → asset team) which leads to delays, lack of visibility, manual errors, and no standard audit trail.

1.2 Objective

To implement a ServiceNow Service Catalog item named “Laptop Request” which enables users to request a laptop via a guided form, triggers appropriate approval workflows, logs all requests in the system, and generates audit-friendly records of request, approval and fulfillment.

1.3 High-Level Benefits

- Faster fulfillment of laptop requests
- Standardised request/approval workflow
- Better visibility/tracking of requests for users, managers and IT
- Reduced manual overhead (emails/spreadsheets)
- Improved audit & governance on hardware asset provisioning

1.4 Stakeholders

- Requester (end-user)
- Manager (approver)
- IT Procurement / Asset Team
- ServiceNow Administrator/Developer
- Finance / Cost-Centre Owner (if applicable)
- Project Sponsor

1.5 Success Criteria

- A request is submitted within the catalog item form
 - Approval workflow executes correctly in typical & edge cases
 - Laptop asset record created/linked upon fulfillment
 - Key metrics tracked (e.g., request submission to assignment time)
 - User satisfaction improved (survey / feedback)
 - Zero major defects at go-live
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2. Requirement Analysis Phase

2.1 Functional Requirements

- The catalog item Laptop Request shall allow the user to select a laptop model (dropdown or text)
- The user shall fill in justification for requesting the laptop
- Optionally, user may select additional accessories (checkbox) and provide details if selected
- Once submitted, the request shall route for manager approval
- Upon manager approval, request shall route to IT/Asset team for fulfillment
- Asset assignment: when the laptop is issued, an asset record in the Asset table is created (or linked) and the request is updated to “Fulfilled”
- Notifications: requester, approver, asset team should receive email notifications at key statuses (submitted, approved, fulfilled)
- Reporting: ability to view metrics like number of requests, pending approvals, average fulfillment time
- Security/roles: Only valid users can submit; only managers can approve; asset team can fulfil.

2.2 Non-Functional Requirements

- The form should load in < 3 seconds (target)
- The workflow should complete within defined SLA (e.g., 24 hours)
- All data captured should comply with company policy on IT asset provisioning
- The solution should be maintainable (use of update set, comments in scripts)
- The form should be responsive and usable on both desktop and mobile portals

2.3 Constraints & Assumptions

- The laptop procurement stock is managed outside ServiceNow (only request and asset linkage inside)
- Existing Asset table is present and operational
- The Service Catalog module is available and configured
- Approvals may be processed outside (manually) if asset team not integrated
- Cost-centre lookup table exists

2.4 Out of Scope

- Direct integration with external procurement system (ERP)
 - Delivery tracking (shipping/tracking)
 - Disposal/re-use of old laptops
 - Complex multi-level approvals beyond manager → asset team
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3. Project Design Phase

3.1 Architecture / Data Flow

- User accesses Portal → selects “Laptop Request” item
- Form variables capture laptop model, justification, accessories flag & details
- On submit: creates record in sc_req_item (or appropriate table)
- Workflow starts: Manager Approval → Asset Team Fulfilment → Asset table linkage
- Notifications at each step
- Reports/dashboard capture request stats

This screenshot shows the 'Update Set - Create Laptop Request Project 2' form in ServiceNow. The left sidebar contains a navigation menu with 'Local Update Sets' highlighted. The main form area includes fields for Name (Laptop Request Project), State (In progress), Parent, Release date, and Description. At the bottom, there are buttons for 'Submit', 'Save', and 'Submit and Make Current'.

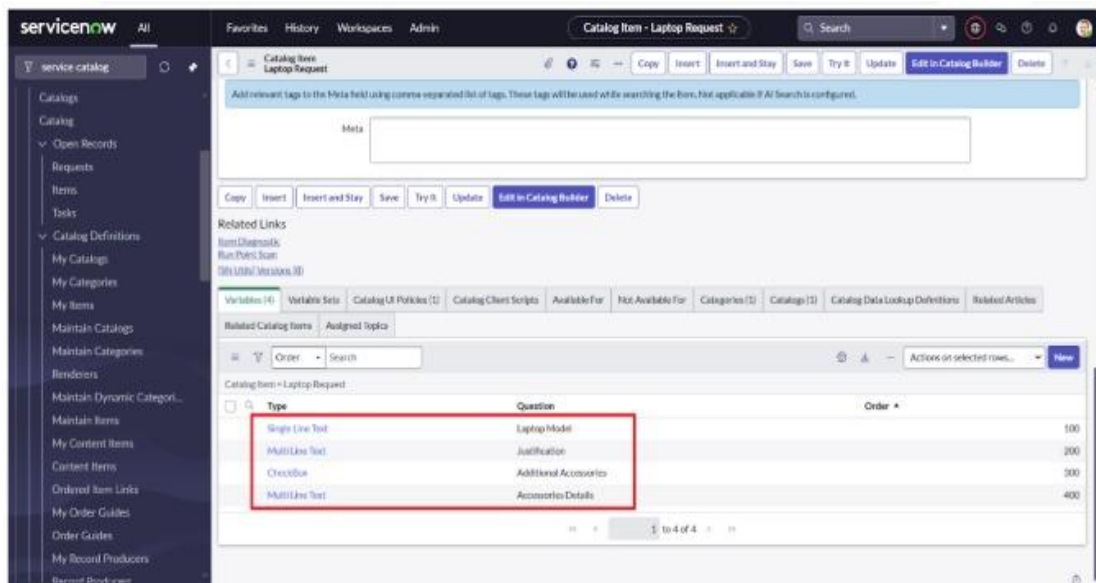
This screenshot shows the 'Catalog Item - Laptop Request' form in ServiceNow. The left sidebar contains a navigation menu with 'Maintain Items' highlighted. The main form area includes fields for Name (Laptop Request), Catalog (Service Catalog), Category (Hardware), State (None), Checked out (None), and Owner (System Administrator). Below these fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a rich text editor.

3.2 Tables and Fields

Table	Key Fields
sc_req_item (Catalog Item)	RITM number, Requester, Submit Date, Laptop Model, Justification, Accessories Flag, Accessories Details, Status
sc_request	Request number, Total cost, Requester, Manager, Status
alm_asset (Asset)	Asset Tag, Model, Assigned to, Cost Centre, Request Reference

3.3 UI Design / Variables

- Variable: Laptop Model – Single Line Text or Lookup
- Variable: Justification – Multi Line Text
- Variable: Additional Accessories – Checkbox
- Variable: Accessories Details – Multi Line Text (hidden unless accessories checkbox checked)



3.4 Business Rules / UI Policies / Client Scripts

- UI Policy: If Additional Accessories == true → show Accessories Details and set Mandatory = true
- UI Action (for example “Reset Form” if required)
- Business Rule (optional): on state change to “Fulfilled”, link asset to request or update asset table
- Client Script: Validate justification length or format if needed

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The left sidebar shows the navigation menu with 'maintain it' selected. The main area is titled 'Catalog UI Policy - Show Accessories Details'. It includes fields for 'Applies to' (A Catalog Item), 'Catalog Item' (Laptop Request), and 'Short description' (Show Accessories Details). The 'When to Apply' section is set to 'Script'. Below this, there are conditions: 'additional_accessories' is 'true'. The 'Applies on' section has 'Applies on Catalog Item view' checked. The 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form' checkbox is checked. The 'Reverse if false' checkbox is also checked.

The screenshot shows the 'Catalog UI Policy Action - accessories_details' configuration page in ServiceNow. The left sidebar shows the navigation menu with 'service catalog' selected. The main area is titled 'Catalog UI Policy Action - accessories_details'. It includes fields for 'Catalog Item' (Laptop Request), 'Variable name' (accessories_details), and 'Order' (100). The 'Application' is set to 'Global'. The 'Mandatory' checkbox is checked, and the 'Visible' checkbox is also checked. The 'Read only' dropdown is set to 'Leave alone', the 'Value action' dropdown is set to 'Leave alone', and the 'Field message type' dropdown is set to 'None'. The 'Save' button is highlighted with a red box.

3.5 Workflow / Flow Designer

- Flow trigger: Catalog Item submitted
- Stage 1: Manager approval (Approval Action)
- Stage 2: Asset Team assignment task (Task assignment)

- Stage 3: Asset record creation/linkage and request close
- Notifications at each stage

3.6 Reporting & Dashboard

- Create list of key metrics: #Requests (month), #Pending Manager Approvals, Avg Fulfilment Time, #Requests by Laptop Model, #Requests by Cost Centre
- Use Performance Analytics or built-in Operational dashboards

3.7 Security & Access Control

- Role “catalog_user” can submit requests
- Role “mgr_approver” can approve
- Role “asset_team” can fulfil
- Access controls: restrict variable visibility if needed (e.g., cost centre only visible to manager)

4. Project Planning Phase

4.1 Risk Management

Risk	Impact	Mitigation
Delay in Asset Team setup	High	Early engagement, buffer time
Laptop model list not finalised	Medium	Use generic model and allow overrides
Workflow engine errors on overload	Medium	Performance testing, load test in test instance
User training/acceptance low	Medium	Provide quick user guide and training session

4.2 Dependencies

- Asset table readiness and correct configuration

- Availability of Test/Dev ServiceNow instances
- Manager access and cost-centre data availability
- Existing Service Catalogue infrastructure

4.3 Communications Plan

- Weekly status meeting with stakeholders
 - Email update after each milestone
 - Test results and deployment checklist shared via Teams/Slack
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5. Performance Testing Phase

5.1 Testing Strategy

- Functional Testing: Ensure form variables appear as expected, UI policies work, workflow approvals route correctly
- Performance Testing: Validate form load time under typical & peak loads; workflow response time; submission to fulfilment time
- Integration Testing: Asset table linkage, notifications, reports
- User Acceptance Testing (UAT): Sample end-users perform requests; managers approve; asset team fulfil
- Security Testing: Ensure only authorised roles can approve/fulfil; validate access controls

5.2 Test Cases (Sample)

Test Case ID	Description	Expected Result
TC-01	Submit laptop request without accessories	Accessories Details field hidden; request created
TC-02	Submit request with accessories ticked	Accessories Details visible & mandatory
TC-03	Manager approves request	Status changes to “Approved”; notification sent to asset team
TC-04	Asset team fulfils request	Asset record linked; status changes to “Fulfilled”; notification to requester
TC-05	Form load time	Load time < 3 seconds under 100 concurrent users
TC-06	Role access check	User with no approver role cannot approve

5.3 Performance Metrics & Targets

- Form load time: < 3 seconds at < 50 concurrent users
- Workflow approval time: < 5 minutes typical

- Fulfilment time from submission: < 24 hours (target)
- Notification delivery time: < 1 minute after status change

5.4 Test Data & Environment

- Dev/Test ServiceNow instance with full configuration
- Create test users: requester, manager, asset team member
- Pre-populate asset table with sample data for linking
- Simulate load using scripting or tool (optional)

5.5 Test Results & Reporting

- Document actual vs target performance metrics
 - Log any defects found; severity, status, resolution
 - Provide performance dashboards/screenshots in appendices
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6. Conclusion

This project document provides a clear pathway from ideation through to performance testing for the Laptop Request Catalog Item. By following this structured approach you will ensure the solution meets business needs, is designed thoughtfully, implemented robustly, and validated thoroughly before go-live.