

Ideation Phase

Brainstorm & Idea Prioritization

Date	1 NOVEMBER 2025
Team ID	NM2025TMID02762
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Laptop Request Catalog Item using ServiceNow :

The project “**Laptop Request Catalog Item using ServiceNow**” aims to build a structured and automated platform for handling laptop requests within an organization. This solution demonstrates how ServiceNow’s catalog management and workflow automation features can streamline IT asset requests such as new laptop issuance, replacement, or upgrades. By developing custom catalog items, request forms, and approval workflows, the project ensures a seamless process for users to submit requests and track their status efficiently.

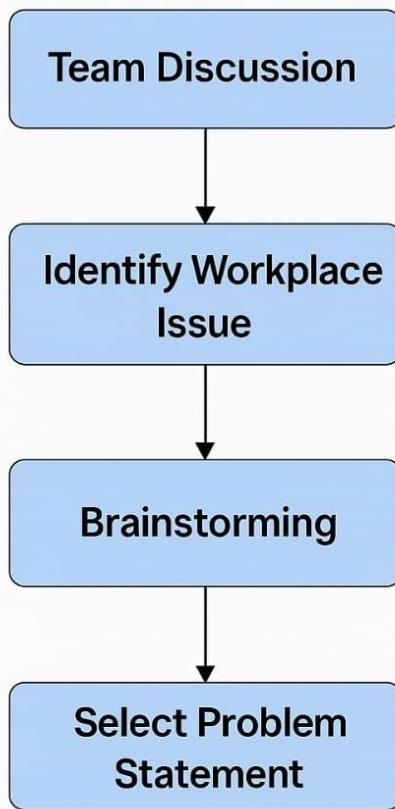
This system emphasizes **automation, transparency, and accountability** in the IT request process. ServiceNow workflows and business rules are utilized to route requests to the appropriate approvers, notify IT staff, and update inventory records automatically. The project not only reduces manual work and delays but also highlights how ServiceNow can enhance organizational productivity and improve end-user experience through efficient IT service management.

Step-1: Team Gathering, Collaboration and Select the Problem Statement

The project began with a team discussion focused on identifying a workplace issue that could be automated using ServiceNow. During brainstorming, the team explored multiple IT service management problems and decided on “Automating Laptop Requests using ServiceNow” as the key problem statement.

This idea was chosen because manual laptop request handling often leads to miscommunication, approval delays, and tracking issues. By automating the process through ServiceNow, the team aims to create a **centralized, transparent, and efficient** system for employees and IT departments. The project demonstrates the adaptability of ServiceNow’s catalog and workflow features to improve hardware request management, ensuring faster response times and better record accuracy.

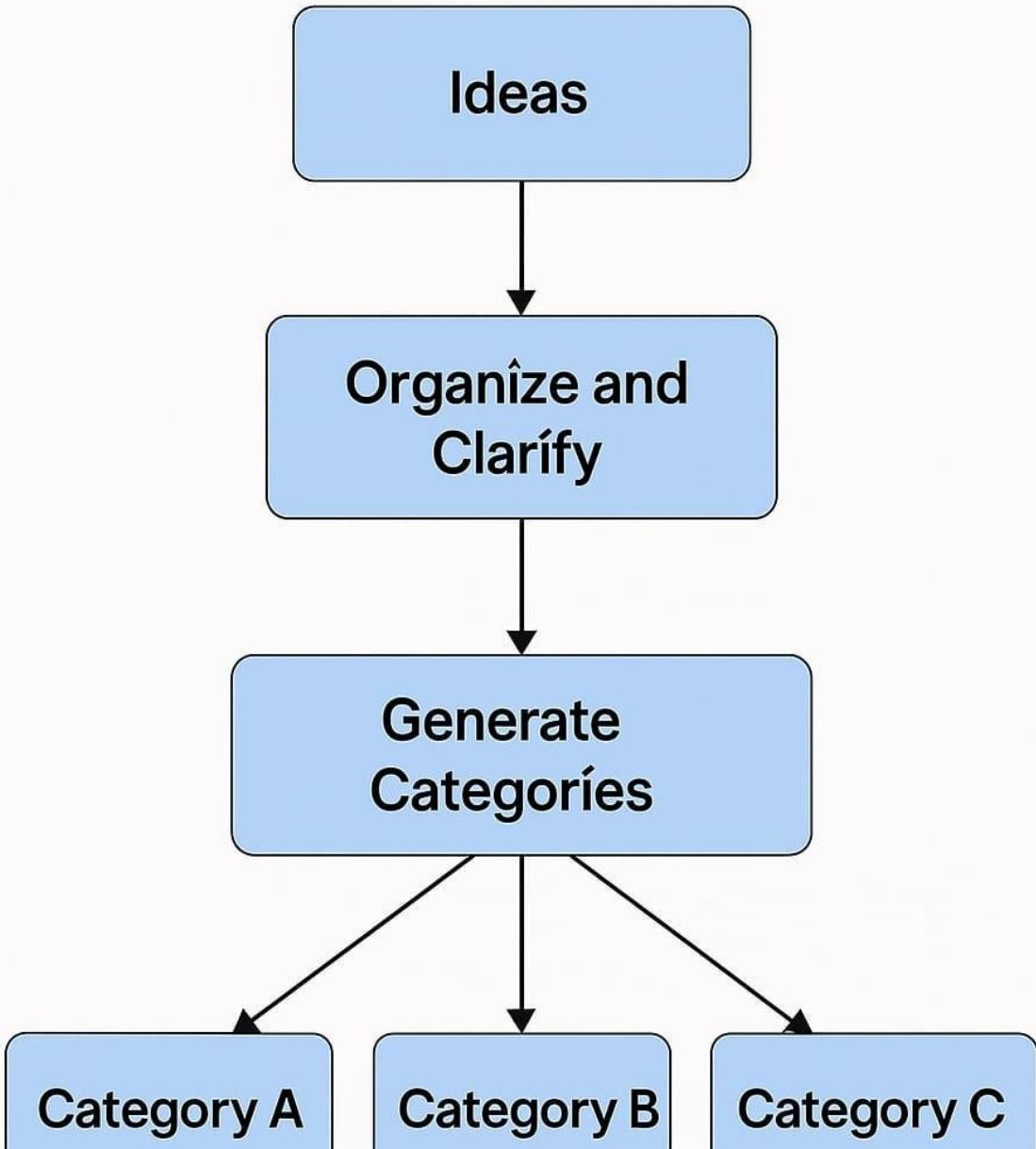
Team Gathering, Collaboration, and Selecting the Problem Statement



Step 2: Brainstorming, Idea Listing, and Grouping

In this phase, the team collaboratively brainstormed and gathered ideas to design the **Laptop Request Catalog Item** in ServiceNow. Members suggested features like custom catalog forms, multi-level approval workflows, and real-time notifications for status updates. Other ideas included linking catalog requests to an asset management database and generating automated reports for tracking laptop issuance and availability.

After collecting ideas, the team grouped them into categories such as **Form Design, Workflow Automation, Approval Process, and Reporting**. This grouping helped clarify project priorities and define action points for development. The process ensured that every idea contributed to making the system more efficient and user-friendly for both employees and administrators.



Step 3: Idea Prioritization

In the final phase, the team prioritized the ideas to ensure smooth project execution. The first priority was to **create the catalog item and form design**, allowing users to input laptop request details easily. Next, the team focused on **building the workflow automation** for request approvals and task assignments to IT teams. Finally, **notification systems and reporting dashboards** were prioritized to enhance visibility and control.

This structured prioritization helped the team move from idea generation to implementation effectively, ensuring that the **Laptop Request Catalog Item** delivers maximum organizational value with minimal complexity and time.

Developing a Conclusion

