Ideation Phase

Problem Statement:

        Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.

Phase Overview:

        The ideation phase focuses on understanding the core problem and conceptualizing an effective solution that streamlines the laptop request process. It involves brainstorming ideas, identifying user pain points, and defining the project's objectives and goals within the ServiceNow environment.

Objectives of the Ideation Phase:

- ➢ To analyze the existing manual process of laptop requests.
- ➢ To identify gaps such as delays, lack of automation, and data inaccuracies.
- ➢ To conceptualize a digital solution through the ServiceNow platform using a Catalog Item.
- ➢ To ensure the solution offers user-friendly, guided forms with dynamic behaviors.
- ➢ To define the overall project scope, stakeholders, and expected outcomes.

Key Activities:

1. **Requirement Identification** – Understanding the organizational need for a streamlined laptop request process.

2. **Stakeholder Discussion** – Engaging with employees, IT admins, and management to gather insights on workflow expectations.

3. **Idea Brainstorming** – Exploring multiple approaches within ServiceNow to automate and simplify the request submission process.

4. **Feasibility Study** – Assessing the technical feasibility of implementing the solution as a Service Catalog item.

5. **Initial Concept Design** – Creating a high-level vision of the catalog form, field structure, and request workflow.

Expected Outcome:

At the end of this phase, the project team will have a **clear and validated concept** for creating a *Laptop Request Catalog Item* that automates and simplifies the laptop request process through dynamic forms and guided user input.