Project Design Phase
Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID05296
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

To overcome the limitations of the current manual laptop request process, a **ServiceNow-based Laptop Request Catalog Item** is proposed.
This solution will provide an automated and efficient way for employees to submit laptop requests with guided form behavior, validations, and approval workflows.

The proposed system includes the following key components:

1. **Service Catalog Item Creation** –
   A dedicated catalog item named *"Laptop Request"* will be created under the Service Catalog, enabling users to raise requests easily.
2. **Dynamic Form Variables** –
   Variables such as laptop type, configuration, justification, and duration will be added. Fields will be made dynamic using UI Policies to appear based on user input.
3. **UI Policies and UI Actions** –
   UI Policies will control visibility, mandatory conditions, and read-only behavior, while UI Actions will provide functions like *"Reset Form"* or *"Submit Request"*.
4. **Approval Workflow Integration** –
   The request will automatically move to the approval workflow, notifying the respective manager or IT administrator for review and approval.
5. **Update Set Management** –
   All configurations and changes will be captured in a local update set to ensure smooth export and deployment to other instances.
6. **Testing and Validation** –
   Before final deployment, the catalog item will undergo thorough testing to verify form behavior, workflow transitions, and data integrity.

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│    User     │
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┌─────────────┐
│   Service   │
│   Catalog   │
└─────────────┘
       │
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┌─────────────┐
│   Laptop    │
│ Request Form│
└─────────────┘
       │
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┌─────────────┐        ┌─────────────┐
│ UI Policies │───────▶│ Update Set  │
│ & UI Actions│        │ Management  │
└─────────────┘        └─────────────┘
```