

Ideation Phase Report

Ideation Phase Report

Project Title: Laptop Request Catalog Item

Category: ServiceNow System Administrator

Skills Required: ServiceNow, JavaScript, Flow Designer, REST API, Data Management

1. Abstract

In modern organizations, employees often need to request IT assets such as laptops through a structured approval process.

Manual tracking of such requests can lead to delays and lack of transparency. The Laptop Request Catalog Item project aims to automate this workflow in ServiceNow by creating a dedicated catalog item that simplifies laptop requests, approvals, and fulfillment.

2. Introduction

This project introduces an automated catalog item within ServiceNow that allows employees to request laptops seamlessly.

The system leverages ServiceNow's Catalog Builder and Flow Designer to manage approvals and provisioning automatically.

3. Problem Statement

Manual or email-based laptop requests are inefficient and error-prone. The lack of standardized workflows leads to approval delays

and difficulty tracking inventory. The proposed system will streamline this process through

automation.

4. Objectives

- Create a Laptop Request Catalog Item in ServiceNow.
- Automate approval workflows using Flow Designer.
- Enable tracking of request status from submission to delivery.
- Improve efficiency and accuracy in IT asset allocation.

5. Tools and Technologies

- ServiceNow Catalog Builder
- Flow Designer
- JavaScript (Client Scripts, UI Policies, Business Rules)
- REST API (for data communication)
- ServiceNow Tables for Inventory Management

6. Expected Outcomes

A user-friendly, automated laptop request system that improves operational efficiency, ensures compliance, and enhances visibility into IT asset distribution.