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ServiceNow Laptop Request Catalog Item Implementation Project

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Abstract

This project demonstrates the creation and automation of a Service Catalog Item in ServiceNow for requesting laptops within an organization.

The Laptop Request Catalog Item enables employees to raise hardware requests, automatically routes them for approval, and generates fulfillment tasks for the IT team.

This automation enhances transparency, speed, and consistency in laptop provisioning.

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1. Introduction

Manual laptop request and approval processes are slow and error-prone.

Using ServiceNow IT Service Management, we can design a self-service catalog item that automates requests, approvals, and fulfillment.

This project focuses on implementing a Laptop Request Catalog Item using Flow Designer for end-to-end automation.

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2. Objectives

• Design a ServiceNow catalog item for laptop requests.

• Configure automatic approval and fulfillment workflows.

• Enable real-time notifications for every stage.

• Provide visibility and faster response times.

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3. Existing System

Traditional request methods rely on e-mail or spreadsheets:

• Approvals are delayed.

• Tracking is difficult.

• Hardware inventory lacks updates.

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4. Proposed System

The proposed ServiceNow solution:

• Lets employees request laptops from the Service Catalog portal.

• Routes requests automatically to managers.

• Creates fulfillment tasks for the IT Hardware group.

• Sends notifications for every update.

Automation ensures consistency, efficiency, and auditability.

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5. System Requirements

Category Requirement

Platform ServiceNow (Madrid or later)

Roles catalog*admin, flow*designer

Browser Chrome / Edge

Catalog Category IT Services !' Hardware Requests

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6. Implementation

Step 1 – Create the Catalog Item

1. Navigate to Service Catalog !' Maintain Items !' New

2. Fill in:

• Name: Laptop Request

• Category: Hardware Requests

• Short Description: Request for new or replacement HP laptop

• Active: True

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Step 2 – Add Variables

Variable	Type	Mandatory	Description
Request Type	Choice	'	New / Replacement
Laptop Model	Choice	'	HP EliteBook 840
Justification	Multi-line Text	'	Reason for request
Accessories	Multi-choice	'L	Dock, Monitor, Mouse
Needed By Date	Date	'	Expected delivery
Cost Center	Text	'	Department code
Existing Laptop Serial	Text	'L	Visible only for Replacement

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Step 3 – UI Policy

If Request Type = Replacement, display the Existing Laptop Serial field.

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Step 4 – Flow Designer Workflow

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Workflow Steps

1. Trigger !' Catalog item submitted.

2. Manager Approval !' requested for's manager.

3. If approved !' create task for IT Hardware Fulfillment.

4. If rejected !' close request.

5. Send notifications throughout.

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Step 5 – Notifications

Event Recipient Message

Submission Requester Confirmation of submission

Approval Requester & Manager Approval or rejection notice

Fulfillment Requester Laptop ready for delivery

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7. Results

After configuration, the system automatically:

• Sends notifications on each status update.

• Routes manager approvals instantly.

• Creates IT tasks without manual effort.

(Insert image "catalog*form*mockup.png" here)

This reduces turnaround time and improves accountability.

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8. Conclusion

The ServiceNow Laptop Request Catalog Item automates the entire laptop procurement lifecycle.

It delivers faster responses, transparent tracking, and improved coordination between employees, managers, and IT.

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9. Future Enhancements

• Integrate with CMDB for asset assignment.

• Add cost estimation per model.

• Configure SLA tracking for delivery timelines.

• Create reports and dashboards for management analysis.

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10. References

• ServiceNow Documentation – https://docs.servicenow.com

• ITSM Best Practices – Service Catalog Management

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End of Report

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