Ideation Phase Laptop Request Catalog Item

Date	02 NOVEMBER 2025
Team ID	NM2025TMID03019
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Laptop Request Catalog Item Template:

This guided project demonstrates how to streamline the process of requesting laptops within an organization using the ServiceNow **Service Catalog**.It begins by designing a catalog item that allows users to easily select laptop models, required specifications, and justification for the request.
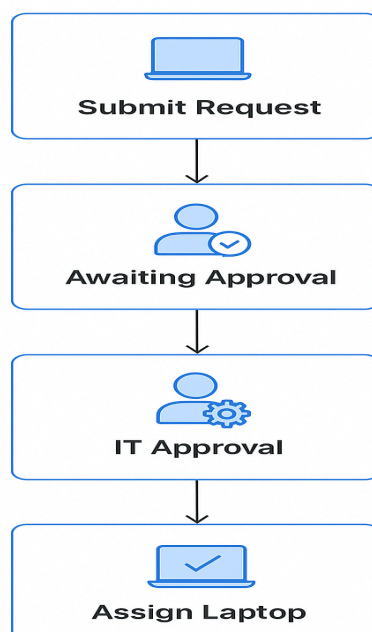A workflow is then created to automate approvals, asset assignments, and notifications. This ensures efficiency, transparency, and improved service delivery for IT teams.

The workflow also includes a **test scenario** to validate catalog behavior. First, a test request is submitted by a user to ensure the catalog item triggers the correct approval flow. Then, the IT fulfillment team verifies that the requested laptop is assigned properly and the request is closed automatically.
This process reduces manual errors and improves turnaround time for hardware provisioning.

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

Laptop Request Catalog Item
- Submit Request
- Awaiting Approval
- IT Approval
- Assign Laptop

Reference: https://www.servicenow.com/products/service-catalog.html

Step-2: Brainstorm, Idea Listing and Grouping:

Idea Listing

Harinisri	Hasbiya	Farhana
Initial Idea	**Initial Idea**	**Initial Idea**
Create a catalog item to allow employees to request laptops with model and specification options.	Design the backend workflow for request approvals and laptop assignment.	Develop a report that tracks all laptop requests, including status and assigneassets.
Teammate builds on initial idea	**Teammate builds on initial idea**	**Teammate builds on initial idea**
• Add an approval workflow to route requests to managers automatically. • Include estimated delivery time and status tracking in the request form.	• Integrate automatic notifications for approval, rejection, or fulfillment. • Maintain asset details in the CMDB once a	• Create analytics dashboards for monthly laptop request trends. • Add filters to view requests by department or approval stage.

■ **Brainstorm:**

Team members freely discussed pain points in the laptop request process — such as missing approvals, delays in asset assignment, and lack of request visibility. Everyone contributed potential solutions for automation and catalog design.

■ **Idea Listing:**

All suggestions were listed — including automating request approvals, adding model selection options, tracking fulfillment status, and sending automated email notifications.
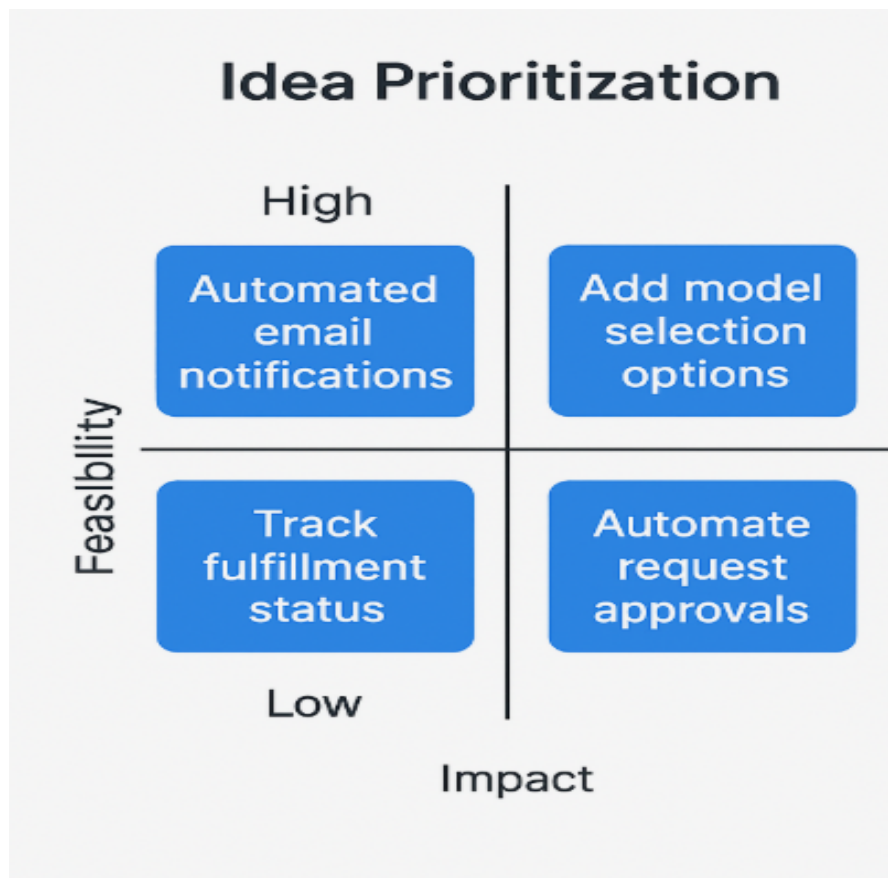
■ **Grouping:**

Similar ideas were grouped under categories like *Automation*, *User Interface*, *Approval Workflow*, and *Notification Management*. This helped prioritize improvements based on feasibility and impact.

■ **Action Planning:**

Key tasks were assigned to each team member — one handled catalog creation, another designed the workflow, while others tested fulfillment and notifications. Timelines were defined to complete each phase efficiently.

Step-3: Idea Prioritization:

Idea Prioritization:

Idea prioritization helped refine and focus the project scope. The main objective was to enable employees to request laptops through an intuitive catalog interface while ensuring automatic routing to the appropriate approvers.
This approach improves IT service efficiency and user satisfaction by eliminating manual processes.
By polarizing ideas, the team separated catalog configuration tasks from backend workflow automation.
This step ensured clarity between user experience design and system logic.
Flow diagrams and catalog screenshots were used to visualize the process.

Overall, idea prioritization strengthened project clarity, improved cross-team collaboration, and supported smooth implementation.