

Project Design Phase
Proposed Solution

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| Date | 02 November 2025 |
| Team ID | NM2025TMID03019 |
| Project Name | Laptop Request Catalog Item |
| Maximum Marks | 2 Marks |

Proposed Solution Template:

| S.No. | Parameter | Description |
|-------|--|---|
| 1. | Problem Statement (Problem to be solved) | In ServiceNow, employees often face delays or confusion when requesting laptops due to inconsistent forms, missing fields, or unclear approval workflows. This leads to inefficiencies in IT asset provisioning and user dissatisfaction. |
| 2. | Idea / Solution description | A structured catalog item is created in ServiceNow for laptop requests. It includes mandatory fields for device type, justification, and delivery location, along with automated approval routing and integration with asset inventory. |
| 3. | Novelty / Uniqueness | The solution simplifies a common ITSM task using native ServiceNow features. It offers a clean UI, dynamic field behavior, and real-time validation—without requiring external plugins or complex scripting. |
| 4. | Social Impact / Customer Satisfaction | Employees benefit from a faster, clearer request process. IT teams gain better visibility and control over asset distribution, reducing errors and improving service quality. |
| 5. | Business Model (Revenue Model) | While not directly revenue-generating, the solution reduces manual workload, improves asset tracking, and minimizes delays—resulting in cost savings and operational efficiency |
| 6. | Scalability of the Solution | The catalog item can be extended to include other devices (e.g., monitors, accessories), support bulk requests, and integrate with procurement workflows for larger organizations. |

Conclusion

The Laptop Request Catalog Item project addresses a common challenge in IT service delivery by offering a structured, user-friendly way for employees to request laptops. By standardizing the request, automating approvals, and integrating with asset inventory, the solution enhances operational efficiency and user satisfaction. It reduces delays, minimizes manual errors, and ensures accurate tracking of IT assets. This approach supports scalable, transparent, and responsive ITSM workflows in enterprise environments.

Reference: Infographic created using MidJourney.

Solution Description:

To improve the laptop request process in ServiceNow, a custom catalog item is designed with mandatory fields, dynamic form logic, and approval routing. The item captures essential request details and triggers workflows that notify approvers and asset managers. This approach uses native ServiceNow functionality, making it easy to maintain and extend. It ensures accurate data capture, faster fulfillment, and better tracking of IT assets across the organization.