

Project Design Phase
Proposed Solution

Date	1 NOVEMBER 2025
Team ID	NM2025TMID03056
Project Name	Laptop request catalog
Maximum Marks	4 Marks

Proposed Solution Template:

Lack of Visibility in Laptop Request Status

Sl No	Parameters	Description
1	Issue	Employees and managers face uncertainty and frustration due to a lack of transparency in laptop request status.
2	Impact	Manual follow-ups, communication gaps and delays in laptop procurement process
3	Consequence	Reduced efficiency and satisfaction across departments
4	Significance	Need for improved visibility to streamline laptop request and fulfillment processes

Conclusion

Improving visibility in the laptop request process through the ServiceNow platform enhances overall transparency, accountability, and user satisfaction. By automating status tracking, providing real-time updates, and reducing manual follow-ups, the solution effectively bridges communication gaps between employees, managers, and IT teams. This initiative not only streamlines request fulfillment but also establishes a more efficient, data-driven, and user-centric IT service management environment.

Solution Description:

The proposed solution focuses on enhancing transparency and efficiency in the laptop request and fulfillment process through ServiceNow. By implementing an automated tracking system, employees and managers can view real-time updates on approval status, order progress, and delivery timelines directly within the ServiceNow portal. Notification triggers are configured to alert users at each stage of the process, minimizing the need for manual follow-ups. Additionally, a centralized dashboard allows IT teams to monitor request volumes, identify bottlenecks, and ensure timely fulfillment. This integrated approach not only improves communication and accountability but also elevates the overall user experience and operational performance.