

TEAM ID : NM2025TMID07322

PROJECT NAME : LAPTOP REQUEST CATALOG ITEM

Ideation Phase

Brainstorming & Idea Prioritization

Brainstorming Objective

To generate innovative ideas that improve user experience, automate workflows, and enhance visibility in the laptop request process.

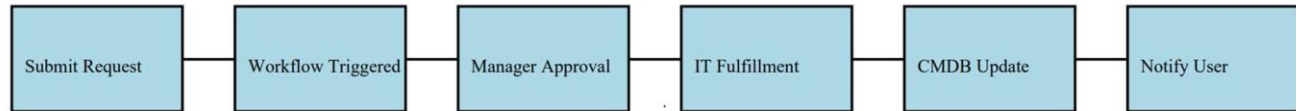
Generated Ideas

- 1. Smart Request Form – Auto-fills user details
- 2. Automated Workflow – Multi-level approval routing
- 3. Request Tracker Dashboard – Live updates
- 4. Asset Auto-linking – CMDB integration
- 5. Notification Bot – Alerts via ServiceNow Virtual Agent
- 6. Analytics Dashboard – IT admin insights
- 7. Custom Approval Rules – Department-specific logic

Idea Prioritization Matrix

| High Impact / Low Effort | High Impact / High Effort |
|--------------------------|---------------------------|
| Smart Form Auto-fill | Analytics Dashboard |
| Notification Bot | Asset Auto-linking |
| Approval Workflow | Custom Approval Logic |

Workflow Diagram



Key Selected Ideas

- Automated Approval Flow
- Live Tracking Dashboard
- Asset Integration
- Notification Triggers
- Performance Reports for IT

Expected Benefits

- 50% reduction in approval time
- Increased transparency and satisfaction
- Improved IT productivity
- Centralized data and metrics