Project Design Phase
Problem – Solution Fit

DATE	AUGUST 11 , 2025
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PROJECT NAME	LAPTOP REQUEST CATALOG ITEM
COLLEGE	MVGR COLLEGE OF ENGINEERING

Overview

The project addresses a common and recurring issue within organizations—manual and inefficient laptop request processes that hinder employee productivity and increase the burden on IT staff. Employees often submit requests informally via emails or conversations, resulting in inconsistent information, delayed responses, and lack of transparency.

The designed solution—a structured and automated laptop request form built within the ServiceNow Service Catalog—directly solves this problem. By using dynamic fields, validation rules, conditional visibility, and built-in reset functionality, the system ensures that requests are accurate, complete, and easy to process.

Purpose and Benefits

- ☑ **Solves a Real Problem:** Addresses the lack of standardization in laptop request submissions, which commonly causes delays and errors.

- ☑ **Improves Adoption:** Integrates with ServiceNow, a platform employees and IT staff already use, increasing familiarity and reducing the learning curve.

- ☑ **Enhances Communication:** Provides a guided form with real-time validation and field visibility, reducing ambiguity and follow-up communication.

- ☑ **Builds Trust & Efficiency:** Establishes a transparent, trackable process for hardware requests, improving both user experience and IT operations.

- ☑ **Supports IT Workflow:** Reduces IT staff workload by ensuring all required details are submitted upfront, minimizing back-and-forth clarification.

YOUR CUSTOMER? mployees in an tion who need laptops but currently face t to a manual request	**EXPLORE LIMITATIONS TO BUY / USE YOUR PRODUCT** Employees lack a guided interface, leading to incomplete subisie- slons. IT staff are overloaded and lack visibility into request statuses	**HOW ARE YOU GOING TO BE DIFFE THAN COMPETITI** By integrating the proc within ServiceNow's i ensuring better trackin forms, and automatio basic forms or sp
R ON FREQUENT, TLY OR URGENT DLEM TO SOLVE equests are frequent eritial for productivity. s affect employee ing, development, project continuity	**UNDERSTAND THE CAUSE OF THE PROBLEM** The absence of a centralized, smart system leads to misco- mnumication, data loss, and exce- ssive back-and-forth with IT tea	**TAP INTO, RESEMI SUPPORT EXIST BEHAVIOR** Leverages existing Ser and IT interaction habit ees — but improves it guidance, and fee mechanisms
GN TRIGGERS THAT FIT REAL LIFE, K ASSOCIATIONS, AKE IT FAMILIAR ice Now's catalog format ployees are already used r other requests like avess, issues, etc.	**YOUR "DOWN TO – EARTH" SOLUTION GUESS** A dynamic ServiceNow catalog item for laptop requests that in- cludes guided fields, condi- tional visibility, and reset functio- @newmacLbnrdhichtfhreli	**BE WHERE YOU CUSTOMERS A** Built directly into ServiceNow platform employees and IT sta for daily operat