Project Design Phase

Proposed Solution Fit Template

Date	14 November 2025
Team ID	NM2025TMID06861
Project Name	Laptop Request Catalog Item
Maximum Mark	2 Marks

Proposed Solution / Fit Solution

The proposed solution is to create a dynamic Laptop Request Catalog Item in ServiceNow that simplifies and automates the laptop request process. This catalog item will allow employees to request laptops easily through a single, user-friendly form.

Key Features of the Solution:

1. Unified Request Form: A single form for all laptop requests to reduce confusion and improve consistency.
2. Auto-Fill User Details: User information such as name, department, and email is automatically filled in from the system to save time.
3. Dynamic Fields: Additional fields, like "Accessories Details," appear only when the user selects the "Additional Accessories" checkbox.
4. Form Reset Option: A reset button allows users to clear the form and start again if needed.
5. Validation and Mandatory Fields: Ensures all required data is entered correctly before submission to avoid errors.
6. Request Tracking: Users can track the status of their requests easily through the Service Catalog.
7. Governance and Update Set Tracking: All changes are tracked in update sets for easy deployment and version control between instances.

Fitment to Business Need:
This solution fits the organization's need for a faster, automated, and accurate laptop request process. It replaces the old manual system with a smart digital workflow that improves efficiency, reduces delays, and enhances user satisfaction