Project Design Phase

Proposed solution

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

Problem Statement

Employees need a faster and easier way to request laptops for work. The current process is manual, slow, and lacks tracking features, leading to delays and errors. Users also face difficulty filling forms due to missing dynamic fields and unclear instructions.

Solution Description

The proposed solution is to build a dynamic Laptop Request Catalog Item in ServiceNow. This catalog item allows users to request laptops using a simple, automated, and guided form.

- User details like name, department, and email are auto-filled.
- Dynamic fields appear based on user choices (e.g., accessories checkbox).
- A reset button helps users clear and refill the form easily.
- Requests are tracked in real time, and updates are logged for governance and deployment.

Uniqueness

- Combines automation and dynamic behavior within a single catalog form.
- Reduces manual approval steps using workflow automation.
- Auto-fills and conditional fields minimize user effort and errors.
- Fully integrated with ServiceNow update sets for smooth version control.

Customer Satisfaction

- Employees can request laptops quickly without confusion.
- Real-time tracking gives transparency and builds trust.
- Reduced waiting time improves the overall user experience.
- Simple and interactive design increases ease of use.

Business Model

The solution is implemented as part of the organization's internal IT service management system.

- It saves time for both employees and IT staff.
- Reduces manual workload and operational costs.
- Ensures data accuracy and accountability through automated logging.

Scalability of the Solution

- The catalog item can be easily expanded for other hardware or accessories (e.g., monitors, keyboards).
- New features like approval automation, AI-based recommendations, and bulk requests can be added later.
- Works across multiple ServiceNow instances through update sets, ensuring easy deployment and maintenance.