

Project Design Phase

Proposed Solution

Date	1 Novemeber 2025
Team ID	NM2025TMID04148
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The manual laptop request process causes delays, errors, and poor visibility, making it inefficient and user-unfriendly.
2.	Idea / Solution description	Automate laptop requests in ServiceNow using dynamic fields, UI Policies, a reset action, and Update Sets for deployment.
3.	Novelty / Uniqueness	Uses ServiceNow's native catalog and scripting tools to automate workflows with dynamic form behavior and reset functionality.
4.	Social Impact / Customer Satisfaction	Enhances employee satisfaction through faster, transparent requests and reduces IT workload.
5.	Business Model (Revenue Model)	Saves time and cost by minimizing manual effort, errors, and communication gaps, improving overall productivity.
6.	Scalability of the Solution	Can be extended for other IT requests and integrated with workflows, notifications, and asset management modules.

Solution Description:

To simplify and automate the process of requesting laptops, a **Service Catalog Item** named “Laptop Request” is created in ServiceNow.

This item enables employees to easily request laptops through a user-friendly form with dynamic fields that adjust based on user selections.

Key Functionalities:

- **Dynamic Variables:** Fields such as Laptop Model, Justification, and Accessories Details are used to capture complete information.
- **UI Policy:** Automatically displays the Accessories Details field only when the “Additional Accessories” checkbox is selected.
- **UI Action (Reset Form):** Allows users to clear all inputs with a single click for better usability.
- **Update Sets:** All customizations are captured for deployment across ServiceNow instances, ensuring proper governance.

This solution eliminates manual communication, improves accuracy, speeds up approval processes, and enhances user satisfaction through a streamlined, automated workflow. It showcases how ServiceNow can be leveraged to modernize IT service delivery and asset management practices.

Conclusion:

The Laptop Request Catalog Item project automates the manual laptop request process using ServiceNow, improving efficiency and transparency. By adding dynamic fields, UI Policies, and a Reset Form action, the solution enhances user experience and reduces IT effort. It ensures accurate data collection, faster approvals, and better governance through Update Sets, making it a scalable model for other IT service requests.