

Ideation Phase

Brainstorm & Idea Prioritization

Template

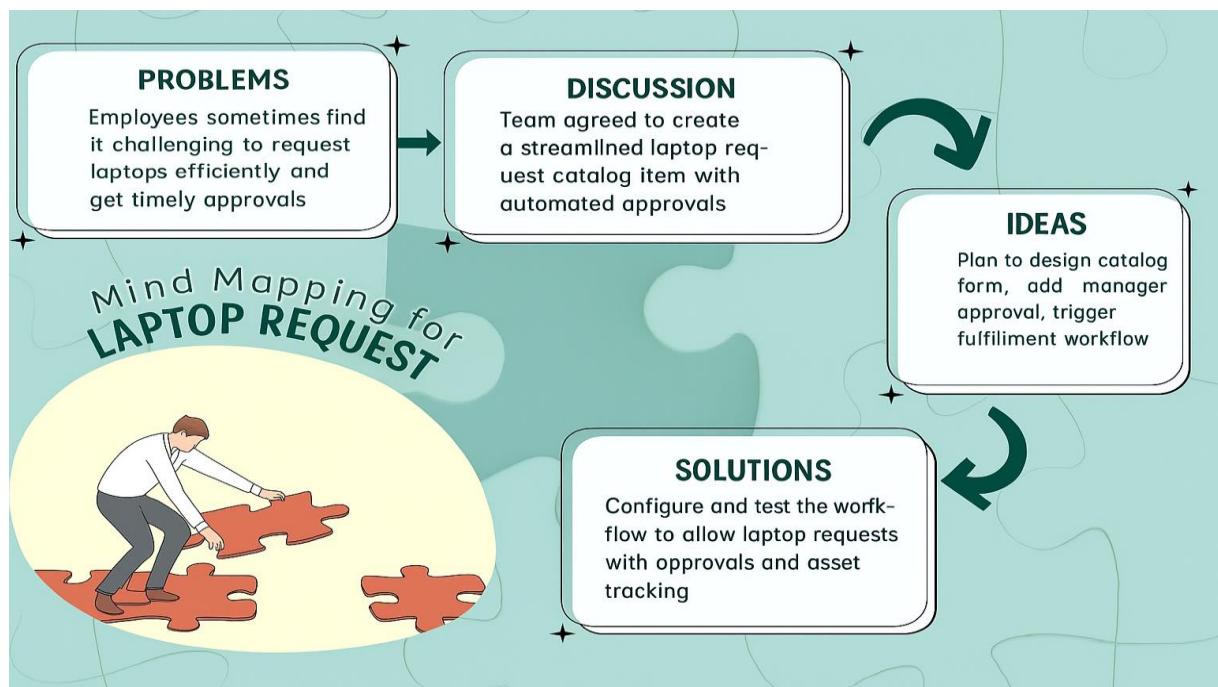
Date	02 NOVEMBER 2025
Team ID	NM2025TMID04453
Project Name	LAPTOP REQUEST CATALOG ITEM.
Maximum Marks	4 Marks

Laptop Request Catalog Item Template :

This guided project demonstrates how to create a Laptop Request Catalog Item in ServiceNow that allows employees to request laptops based on their needs. The process begins by identifying the required laptop configurations, designing the service catalog form, and adding fields such as laptop type, business justification, urgency, and requested delivery date.

A workflow triggers manager approval and creates a fulfillment task for the IT team, ensuring proper approvals and inventory control. Notifications alert users and approvers, while SLAs track timely delivery. After approval, IT issues the laptop and updates the ticket to complete the request. Testing verifies the approval process and correct task assignment. Validation rules ensure requests with missing details are not submitted. This workflow improves laptop request efficiency, accuracy, and asset tracking.

Step-1: Team Gathering, Collaboration and Select the Problem Statement:



Reference: <https://www.mural.co/templates/brainstorm-and-idea-prioritization>

Step-2: Brainstorm, Idea Listing and Grouping:

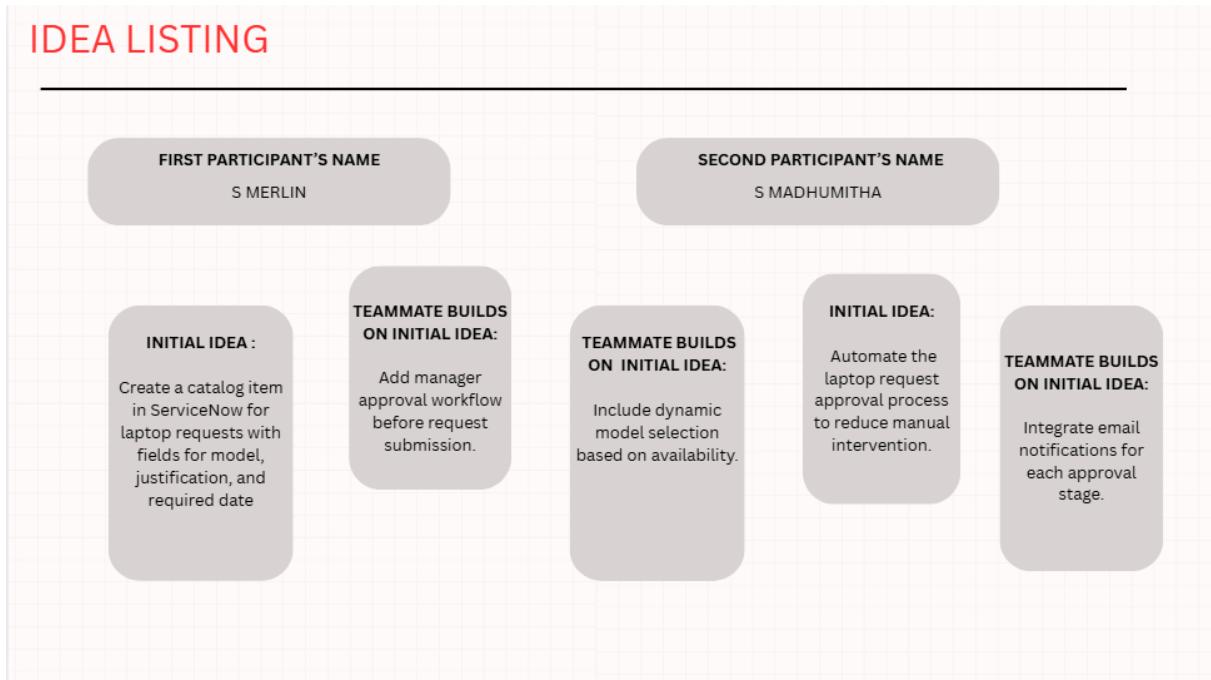


Fig2: Image that describes the work done by teammates.

Brainstorm:

Team members discussed ideas to improve the laptop request process in ServiceNow — focusing on automation, faster approvals, user-friendly catalog forms, and accurate asset tracking.

Idea Listing:

All collected ideas were documented, including designing a dynamic request form, enabling manager approvals, adding notification workflows, and linking to CMDB for asset tracking.

Grouping:

Ideas were categorized into key areas — form design, workflow automation, system integration, and reporting — to simplify development and focus on core priorities.

Action Planning:

Selected ideas were converted into executable steps — developing the catalog form, automating approvals, testing workflows, and deploying the item for user access.

Step-3: Idea Prioritization:

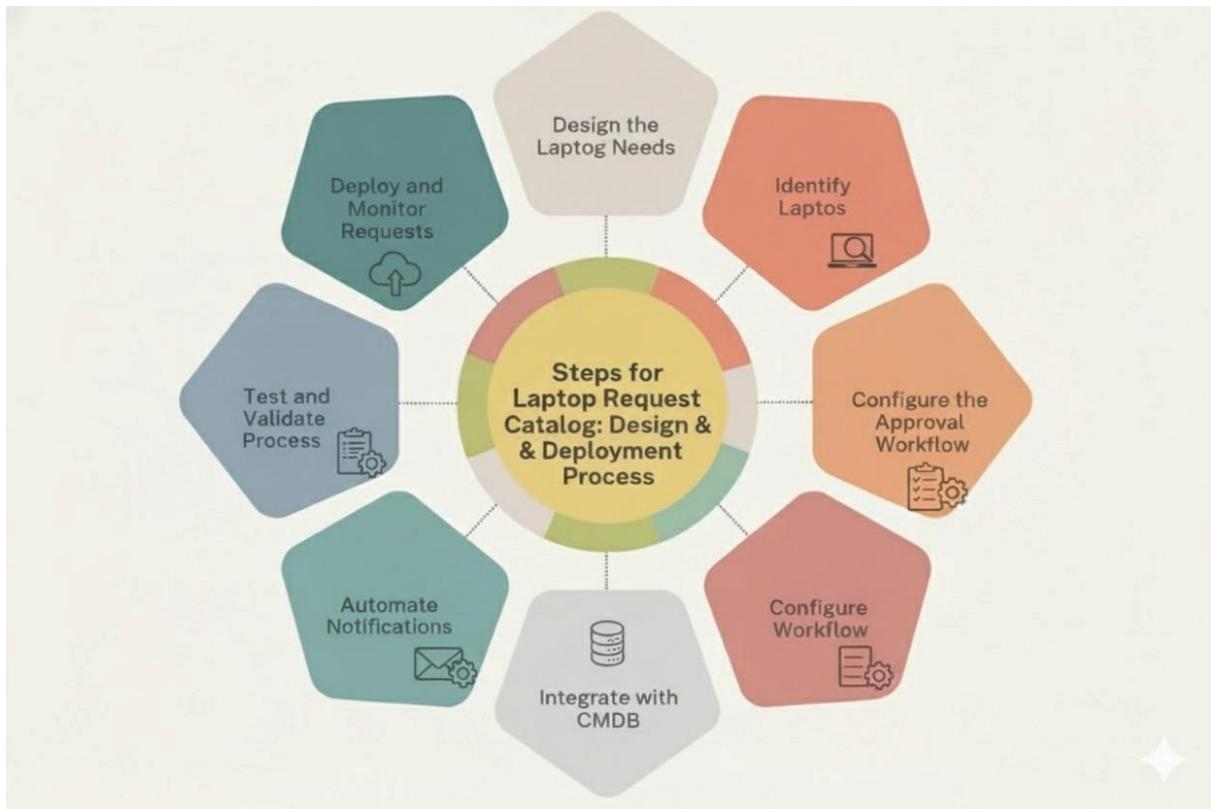


Fig3: Image of steps to laptop request catalog item

Idea Prioritization:

The Laptop Request Catalog Item helps organize the laptop provisioning process into clear and manageable steps. The main goal of this project is to allow users to easily request laptops while ensuring proper approvals and accountability. This structured approach maintains control over IT assets and enhances transparency in hardware distribution. By separating request, approval, and delivery stages, the process becomes more efficient and easier to manage. It also emphasizes the importance of data accuracy and workflow consistency within the university system. Each stage, from form submission to fulfillment, is clearly defined for better execution. Visual tools like flowcharts and form layouts can simplify understanding of the process. This clarity improves coordination between users, approvers, and IT teams. Overall, the Laptop Request Catalog Item ensures efficient service delivery and smooth operational flow.