

Project Design Phase
Proposed Solution

Date	02 november2025
Team ID	NM2025TMID04453
Project Name	Laptop request catalog item
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In many universities and organizations, laptop requests are handled manually, causing delays, communication gaps, and a lack of tracking transparency. Users face difficulties in knowing the approval status or delivery timelines.
2.	Idea / Solution description	The Laptop Request Catalog Item automates the laptop request process using ServiceNow. It allows users to submit requests through a self-service portal, routes them for approval, and integrates with CMDB for asset tracking. The system also sends automated notifications at each stage..
3.	Novelty / Uniqueness	The solution simplifies asset management by connecting request, approval, and inventory tracking into a single streamlined workflow. It uses native ServiceNow functionality without requiring external plugins.
4.	Social Impact / Customer Satisfaction	It enhances user experience by reducing approval time, providing transparency, and improving communication between users and IT support teams. It ensures that students and employees receive laptops promptly, supporting productivity.
5.	Business Model (Revenue Model)	While not directly revenue-generating, it optimizes resource utilization and reduces administrative overhead. This leads to cost savings and better IT service management efficiency.

6.	Scalability of the Solution	The catalog can be extended to include other IT assets such as monitors, printers, or accessories. It can also support role-based access and multi-level approval workflows for large organizations.
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Conclusion

The project “**Laptop Request Catalog Item**” addresses a critical need for automating and streamlining laptop request and approval process in an organization/or university system. By providing a self-service catalog where users can easily request laptops, track approval status, and receive timely updates, This system enhances transparency, accountability, and efficiency in IT asset management. Through automation and integration with CMDB, it ensures accurate tracking, optimal resource allocation, and better user satisfaction. Overall, the project lays a strong foundation for a smarter, more efficient, and user-friendly IT service management environment.

Solution Description:

The Laptop Request Catalog Item provides a smart and user-friendly approach to manage laptop distribution efficiently. Through ServiceNow, users can submit their requests online, automatically routing them for managerial or IT approval. The workflow validates inventory availability, prevents duplicate requests, and notifies users about request progress. Integration with CMDB ensures accurate asset tracking and accountability. This solution enhances transparency, improves turnaround time, and ensures a structured laptop allocation process that benefits both IT administrators and end-users.