

Project Design Phase

Proposed Solution

Date	13 NOV 2025
Team ID	NM2025TMID06014
Project Name	LAPTOP REQUEST CATALOG ITEM USING SERVICE NOW
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, employees face challenges when submitting and tracking Laptop Request Catalog Items . Delays occur due to unclear approval workflows, missing stock validation, and lack of real-time notifications. This results in confusion, manual follow-ups, and reduced productivity.
2.	Idea / Solution Description	Implement an enhanced Laptop Request Catalog Item workflow in ServiceNow that automates approval, validation, and fulfillment. The workflow verifies stock availability before submission, triggers automated notifications for approval and delivery status, and ensures real-time tracking for both employees and IT teams.
3.	Novelty / Uniqueness	This solution introduces an automated and transparent laptop request system built entirely using native ServiceNow features — no external plugins required. It combines catalog design, flow designer logic, and notification mechanisms for a seamless user experience.
4.	Social Impact / Customer Satisfaction	Improves employee satisfaction by ensuring faster approvals and clear communication. IT administrators benefit from accurate inventory management and reduced manual workload. The result is improved trust, accountability, and service transparency .
5.	Business Model (Revenue Model)	Though not directly revenue-generating, the solution saves organizational resources by reducing request delays, manual interventions, and communication overheads . It promotes operational efficiency, thereby improving service quality and reducing downtime for employees awaiting equipment.
6.	Scalability of the Solution	The workflow can be easily extended to other catalog items such as Desktop Requests, Peripheral Requests, or Software Installations . It can also integrate with Asset Management and Procurement modules for complete lifecycle tracking.

Solution Description

To streamline the **Laptop Request Catalog Item** process in ServiceNow, a **custom automated workflow** is designed.

This workflow ensures that when a user submits a laptop request:

- The system **automatically validates stock availability** from the asset database.
- The request is routed through **managerial and IT approvals** via **Flow Designer**.
- Real-time **notifications and status updates** are sent to the requester and approvers.
- Once approved, the IT administrator assigns a laptop and closes the request with delivery confirmation.

This approach leverages **Service Now's native catalog and workflow capabilities**, making the solution efficient, scalable, and easy to maintain. It enhances **visibility, accountability, and user satisfaction**, ensuring smoother laptop delivery and reduced communication gaps.

Conclusion

The **Laptop Request Catalog Item** solution provides a smarter, more transparent, and automated way to manage laptop requests in ServiceNow. By incorporating **real-time tracking, automated validations, and clear communication workflows**, it eliminates confusion and delays common in manual request handling.