

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	13 NOV 2025
Team ID	NM2025TMID06014
Project Name	LAPTOP REQUEST CATALOG ITEM USING SERVICE NOW
Maximum Marks	4 Marks

Laptop Request Catalog Item using Service Now Template:

This guided project demonstrates how to create and manage a Laptop Request Catalog Item within Service Now. The objective is to allow employees to request a new laptop or replacement device through a self-service portal, automating the approval and fulfillment process. The project begins with the creation of a catalog item named “Laptop Request” under the Service Catalog module. It includes fields for selecting laptop model, required accessories, justification, and delivery location. Next, catalog client scripts and UI policies are configured to control field visibility and validation dynamically. A workflow (or Flow Designer flow) is then built to automate request approvals and task assignments to the IT fulfillment team. Finally, the system is tested by submitting different request scenarios — such as a standard laptop request, a replacement case, and a bulk order — to ensure correct routing and completion. This automation helps streamline IT asset requests, reduce manual intervention, and improve tracking efficiency across departments.

Step 1: Team Gathering, Collaboration and Problem Selection

Team members collaborated to identify common challenges in IT asset management and decided to design a Laptop Request Catalog Item that automates the employee laptop requisition process in Service Now.

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

Step 2: Brainstorm, Idea Listing and Grouping

Brainstorm: Team members discussed multiple approaches for automating laptop requests — including custom forms, catalog items, and flow designer automation.

Idea Listing: • Create a dedicated catalog item for laptop requests. • Add approval workflows for managers. • Include options for laptop types and delivery preferences. • Enable tracking through the Service Portal.

Grouping: Similar ideas were grouped into categories: Form Design, Workflow Automation, Approval Process, and Fulfillment Tracking.

Action Planning: Selected ideas were converted into implementation tasks with defined timelines and assigned responsibilities.

Step 3: Idea Prioritization

The team prioritized the catalog item setup as the first phase, followed by workflow automation and testing. This ensures that the foundation (form and catalog item) is ready before implementing advanced features like dynamic approvals and notifications. By breaking the project into phases, clarity and execution efficiency were achieved. Diagrams and flowcharts were created to visualize the process, from request submission to approval and fulfillment. This structured approach helps maintain accuracy and accountability throughout the IT service request lifecycle.