

## Project Design Phase

### Proposed Solution

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

### Proposed Solution Template:

S.No.	Parameter	Description
1.	<b>Problem Statement (Problem to be solved)</b>	In ServiceNow, employees face challenges when submitting and tracking <b>Laptop Request Catalog Items</b> . 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.	<b>Idea / Solution Description</b>	Implement an enhanced <b>Laptop Request Catalog Item workflow</b> in ServiceNow that automates approval, validation, and fulfillment. The workflow verifies <b>stock availability</b> before submission, triggers <b>automated notifications</b> for approval and delivery status, and ensures <b>real-time tracking</b> for both employees and IT teams.
3.	<b>Novelty / Uniqueness</b>	This solution introduces an <b>automated and transparent laptop request system</b> 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.	<b>Social Impact / Customer Satisfaction</b>	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 <b>trust, accountability, and service transparency</b> .
5.	<b>Business Model (Revenue Model)</b>	Though not directly revenue-generating, the solution saves organizational resources by <b>reducing request delays, manual interventions, and communication overheads</b> . It promotes operational efficiency, thereby improving service quality and reducing downtime for employees awaiting equipment.
6.	<b>Scalability of the Solution</b>	The workflow can be easily extended to other catalog items such as <b>Desktop Requests, Peripheral Requests, or Software Installations</b> . It can also integrate with <b>Asset Management and Procurement</b> 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.