Project Design Phase
Proposed Solution

Date	02:11:2025
Team ID	NM2025TMID04975
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

S.No.	Parameter Description
1. Problem Statement (Problem to be solved)	In many organizations, employees request laptops through emails or manual forms, leading to delays, errors, and lack of visibility. There is no standardized system to track, approve, and fulfill laptop requests efficiently.
2. Idea / Solution description	A ServiceNow Catalog Item named 'Laptop Request' is created under the Hardware category. Employees can request laptops by filling fields like Laptop Model, Justification, and Accessories. Dynamic Catalog UI Policies show or hide additional fields (e.g., Accessories Details) based on selections, and a UI Action allows form reset. The entire configuration is packaged in an Update Set for migration.
3. Novelty / Uniqueness	This solution replaces manual workflows with a fully automated ServiceNow process, providing real-time validation, conditional visibility, and migration-ready configuration without external tools or plugins.
4. Social Impact / Customer Satisfaction	The project enhances user experience and transparency in IT asset requests. Employees benefit from faster approvals, while IT teams maintain better tracking and accountability, improving overall organizational efficiency.
5. Business Model (Revenue Model)	Though not revenue-focused, it reduces administrative workload, minimizes approval delays, and increases productivity. It indirectly contributes to cost savings and improved resource utilization within IT operations.
6. Scalability of the Solution	The solution can be extended to handle other hardware requests such as desktops, monitors, or peripherals. It can also integrate approval chains, reporting dashboards, and SLA tracking for larger enterprises.

Solution Description:

The 'Laptop Request Catalog Item' solution streamlines the laptop procurement process through ServiceNow's Service Catalog. By automating form submissions, dynamic UI policies, and update set migrations, the system eliminates manual inefficiencies and enhances accuracy. Users can easily select models, justify needs, and include accessories in one interface. This centralized digital solution ensures faster response times, better compliance, and higher employee satisfaction while improving IT service delivery and operational transparency.