

## Ideation Phase

### Brainstorm & Idea Prioritization

Date	2:11:2025
Team ID	NM2025TMID04975
Project Name	Laptop Request Catalog Item using ServiceNow
Maximum Marks	4 Marks

#### **Laptop Request Catalog Item using ServiceNow Template:**

This guided project demonstrates how to design and implement a **Laptop Request Catalog Item** within the **ServiceNow platform**. The catalog item allows employees to request laptops easily through the self-service portal. It streamlines the process of requesting, approving, and fulfilling laptop requirements for users within an organization.

The project begins with the creation of a **catalog item form** under the **Service Catalog** module. The form includes essential fields such as **Employee Name, Department, Laptop Model, Purpose of Request, and Required Date**. Once the item is configured, a **workflow or flow designer process** is developed to automate approvals and notifications.

A **manager approval step** ensures proper authorization before the request is fulfilled. After approval, the request is automatically assigned to the **IT Hardware team**, which processes and delivers the laptop. The final step includes sending a confirmation notification to the requester.

This project demonstrates the end-to-end automation of hardware provisioning, improves service delivery efficiency, and enhances user satisfaction through self-service and tracking capabilities.

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#### **Step-1: Team Gathering, Collaboration and Problem Statement Selection**



The team collaborated to identify common issues in IT asset management workflows, particularly in **manual laptop request and approval processes**. After discussion and evaluation, the problem statement selected was:

"To create an automated Laptop Request Catalog Item in ServiceNow that streamlines employee hardware requests with proper approval and fulfillment workflows.

### Step-2: Brainstorm, Idea Listing and Grouping



#### Brainstorm:

Team members discussed multiple possibilities for automation within ServiceNow's catalog management system. Ideas included creating catalog items for **Laptop Requests**, **Software Installation Requests**, **Peripheral Requests**, and **Access Requests**.

#### Idea Listing:

The following ideas were proposed during brainstorming:

- Automate laptop request process through a catalog item.
- Add multi-level approval (manager and IT team).
- Send email notifications at each stage.
- Track request status from submission to delivery.
- Maintain asset details linked to Configuration Management Database (CMDB).

#### Grouping:

The ideas were grouped into three main categories:

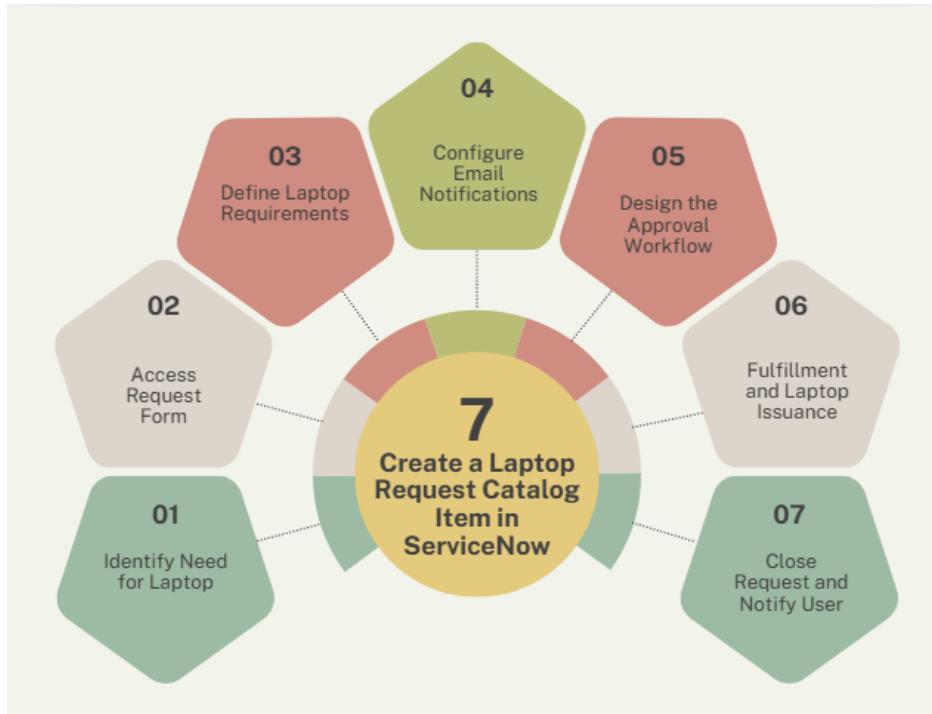
1. **Form Design and Data Capture** – capturing all necessary request details.
2. **Workflow Automation** – approvals, fulfillment, and notifications.
3. **Reporting and Tracking** – monitoring requests and improving service metrics.

#### Action Planning:

Each module was assigned to specific team members. Timelines were created for designing the catalog item, configuring workflow steps, testing, and final validation.

### Step-3: Idea Prioritization

#### Idea Prioritization:



Idea prioritization helped break the project into structured, achievable tasks. The team decided that the **Laptop Request Catalog Item** would serve as the primary solution to address the IT asset request issue.

The focus was on simplifying the request submission process and ensuring the workflow follows a logical approval and fulfillment sequence. The prioritized implementation steps were:

1. **Create the Catalog Item** under *Service Catalog → Maintain Items*.
2. **Add variables** such as Employee Name, Laptop Model, Required Date, and Justification.
3. **Design a Flow using Flow Designer** for automatic approvals and task generation.
4. **Integrate email notifications** for request acknowledgment and fulfillment.
5. **Test the process** with sample requests and analyze approval and delivery flow.

This prioritization ensured that the solution focused first on automation and accuracy, followed by notification enhancements and reporting.

The project highlights how structured ideation and prioritization lead to a clear, practical implementation that benefits both employees and IT administrators. It provides a reusable framework for other catalog-based automation projects in ServiceNow.