

Project Design Phase

Problem – Solution Fit Template

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

Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a problem with your customer and that the solution you have realized for it actually solves the customer's problem. It helps organizations and IT service teams identify workflow inefficiencies and implement automation that improves accuracy, speed, and transparency.

Purpose:

- ☐ Streamline the process of requesting laptops for employees using ServiceNow's Service Catalog module.
- ☐ Reduce manual dependency by automating approval workflows and request handling.
- ☐ Provide visibility and tracking for IT hardware requests and fulfillment.
- ☐ Enhance employee satisfaction with a modern, self-service request interface.
- ☐ Ensure secure, consistent, and auditable hardware provisioning.

Template:

The project 'Laptop Request Catalog Item' was developed to address the inefficiencies in manual laptop request management processes within organizations. Employees previously relied on emails or physical forms to request laptops, leading to delays, errors, and lack of tracking. This project replaces those manual workflows with an automated digital catalog solution built in ServiceNow.

The solution allows users to request laptops through a dedicated catalog item that includes fields like Laptop Model, Justification, Additional Accessories, and Accessories Details. A dynamic Catalog UI Policy ensures that the Accessories Details field only appears when the 'Additional Accessories' checkbox is selected, enhancing the user experience and data accuracy.

A UI Action was created to reset the form quickly, improving usability. Additionally, update sets were used to migrate the entire configuration to other ServiceNow instances, ensuring scalability and reusability. The system's performance and functionality were validated through multiple testing scenarios, achieving high reliability and user satisfaction.

References:

- <https://www.servicenow.com/products/service-catalog.html>
- <https://developer.servicenow.com/>
- https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog/concept/c_ServiceCatalog.html

The 'Laptop Request Catalog Item' project successfully automates the process of laptop requests, reducing human effort and improving operational efficiency. The project demonstrates how ServiceNow can be used to simplify IT service management processes while ensuring compliance, accountability, and user satisfaction. This problem-solution implementation showcases a scalable model for other hardware or service request workflows within enterprise environments.