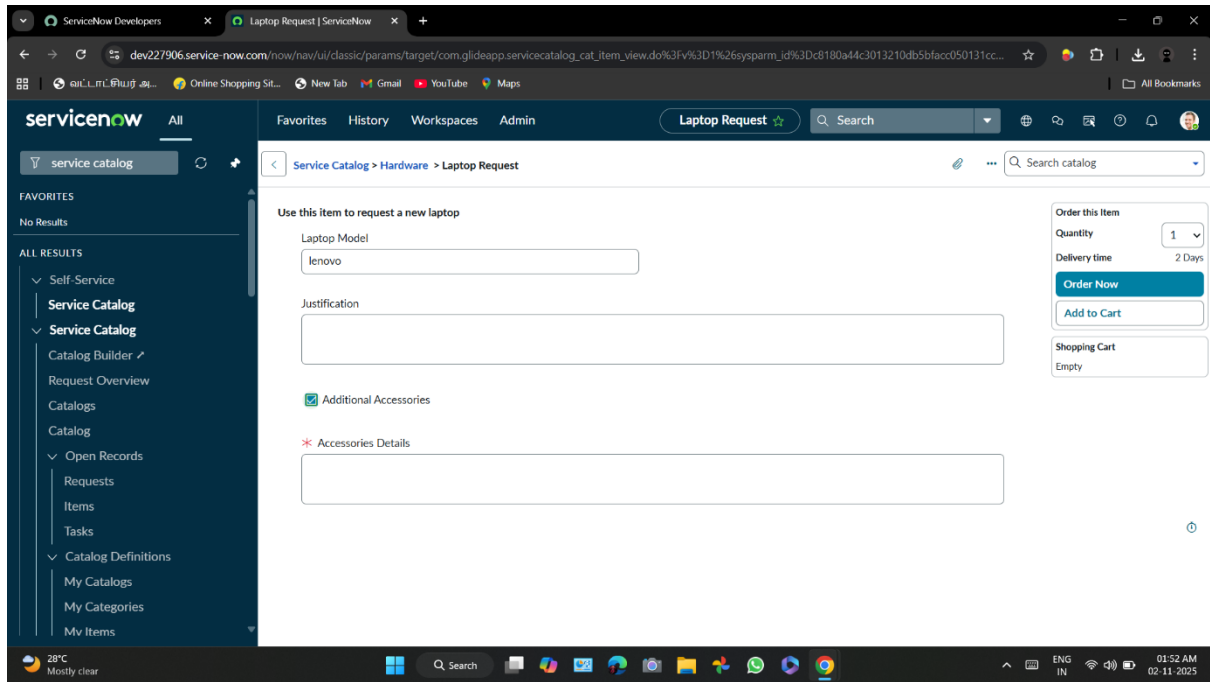


Project Design Phase
Proposed Solution

Date	28 OCT 2025
Team ID	NM2025TMID05124
Project Name	Laptop Request Catalog Item

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, the existing process for requesting laptops is manual, time-consuming, and prone to errors. Users often submit incomplete or incorrect information, leading to delays, miscommunication, and inefficient asset management.
2.	Idea / Solution Description	Develop a Laptop Request Catalog Item within ServiceNow that allows employees to submit structured and validated requests for laptops. The catalog item uses dynamic form fields, Business Rules, and UI Policies to ensure accurate data entry and trigger automated approval and fulfillment workflows.
3.	Novelty / Uniqueness	The solution leverages native ServiceNow functionalities (Catalog Client Scripts, Business Rules, and Workflows) to provide an intelligent, automated, and user-friendly interface for laptop requests—without requiring external integrations or plugins.
4.	Social Impact / Customer Satisfaction	Enhances user experience by providing a transparent and efficient request process. Reduces IT workload, ensures faster laptop provisioning, and promotes accountability and satisfaction among employees and IT teams.



This the conclusion result

Solution Description:

To streamline and automate the laptop request process in ServiceNow, a custom Laptop Request Catalog Item is developed. This solution allows employees to easily submit laptop requests through a dynamic and user-friendly form.

The catalog item uses Business Rules, Client Scripts, and UI Policies to validate input fields, ensure mandatory information—such as laptop type, justification, and department—is provided, and prevent incomplete submissions. Once submitted, the request triggers an automated approval workflow and updates the relevant records in the ServiceNow request tables (sc_request, sc_req_item).

By leveraging native ServiceNow functionalities, this solution is simple, plugin-free, and highly adaptable. It enhances data accuracy, ensures process transparency, and improves overall efficiency and accountability in IT asset management and fulfillment workflows.